

CONNECTING
EXPERTS.

CHILLVENTA eSPECIAL

Refrigeration | AC & Ventilation | Heat Pumps

13.–15.10.2020

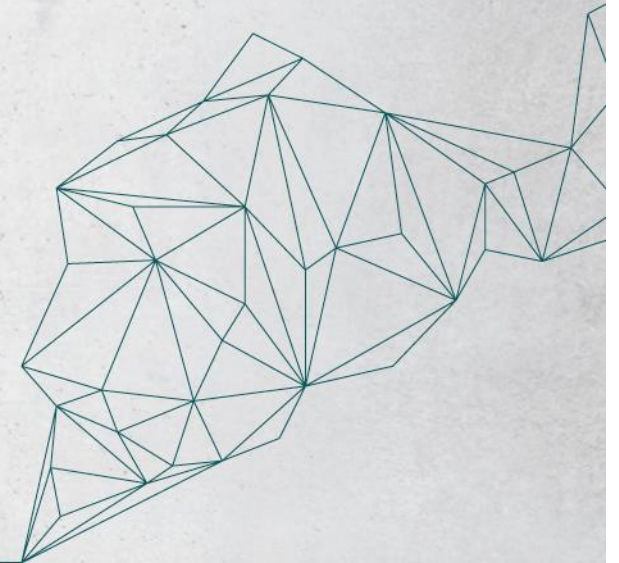
NÜRNBERG MESSE

Retail of the Future Hyper-Efficient & Sustainable

Laurent Coene, Global Retail Segments Director
Schneider Electric

14th October 2020

CONNECTING
EXPERTS.



Supermarket Blackout in the UK



Due to a power outage overnight, we are unable to sell any chilled or frozen products at this time.

We are working to remedy the situation as soon as possible.

Sorry for the inconvenience.



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Why is this important?

Because of **the Millennials**
dramatically impacting the
retail world.





Reviewed September 6, 2016 via mobile

Too cold to enjoy the food

It's too cold in this place. We won't be going back. Last time we were there, we asked a worker why it's so cold. She replied, "I know. I've been here since 11 am and I'm freezing. "

Ask about



Reviewed 8 April 2013

Good but too dark and loud!

Have eaten there a few times and when deciding on a restaurant in Bangor, I avoid this place because its too dark and loud! I like to see the menu and its just to dark to reAd it well. I don't mind the music but again, it's too loud! It's hard to have a conversation with the music being so loud!



Value
Atmosphere



Service
Food



Reviewed October 14, 2015

Not tasty food at all, strong kitchen smell inside

I have been there several times during a 7 year period and the place gets worse each time. One of my friends is ok about their food, I guess I have to take her to good Korean eateries. If you understand what tasty Korean food tastes like avoid the place.

83 32

Ask about

Source: TripAdvisor

Customer satisfaction is your best advertising. Good reviews will bring in more business, and bad reviews will linger forever...

“In the age of social recommendations, **customer reviews represent the voice of the customers.** Comments on TripAdvisor that highlight our uniqueness and the quality of our service **are certainly more convincing and effective than our description on our own website.**” ¹

- Cecilia Leung, Director of Hong Kong Foodie Tasting Tours, the first tour operator that solely focuses solely food tours to be licensed in Hong Kong

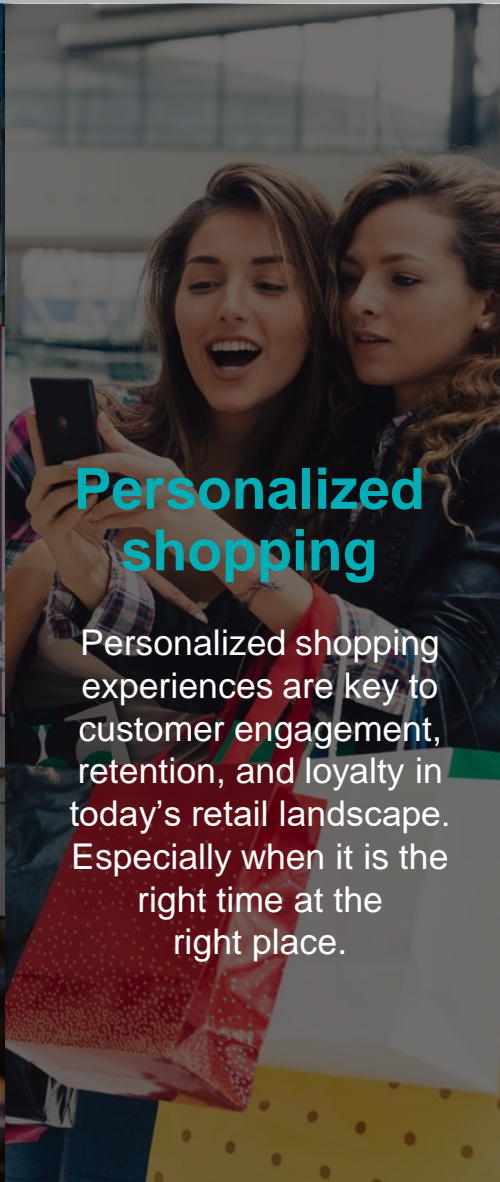
Source: Grow Your Business with TripAdvisor, SCMP, 2018

The Retail Segments were already going through a major transformation...



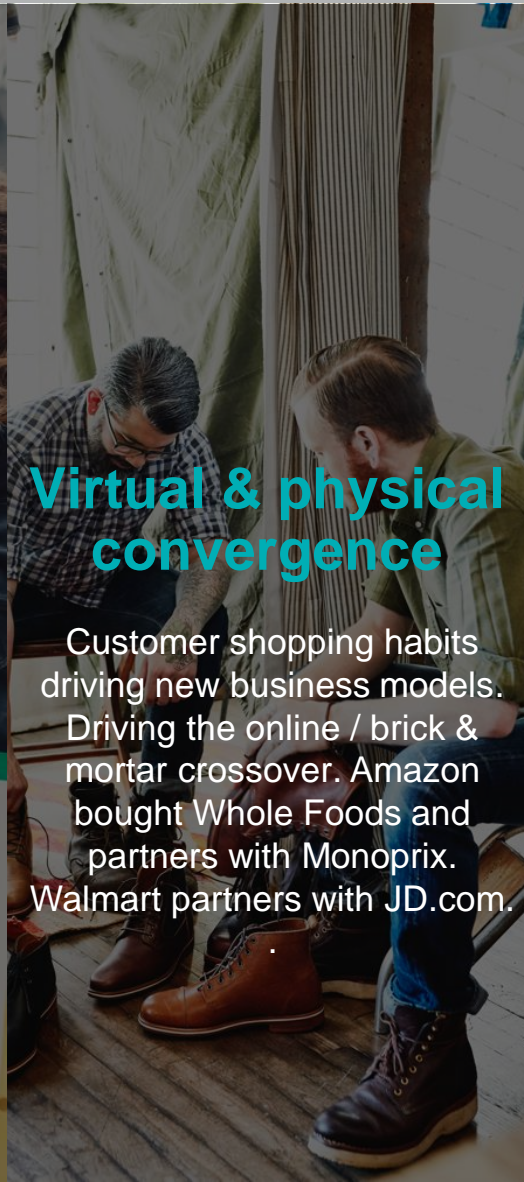
Strong growth

Global retail sales were projected to amount to around 29.8 trillion U.S. dollars by 2023, up from approximately 23 trillion U.S. dollars in 2017.



Personalized shopping

Personalized shopping experiences are key to customer engagement, retention, and loyalty in today's retail landscape. Especially when it is the right time at the right place.



Virtual & physical convergence

Customer shopping habits driving new business models. Driving the online / brick & mortar crossover. Amazon bought Whole Foods and partners with Monoprix. Walmart partners with JD.com.



Convergence of OT and IT

The global retail IoT market size is expected to grow from USD 14.5 billion in 2020 to USD 35.5 billion by 2025

Unmanned stores:
Amazon Go, Auchan Minute, 7/11.



Sustainability

Retailers face mounting pressure to reduce energy consumption to increase margins, meet regulations & KPIs, and satisfy consumer demands for social responsibility.

Shopping behavior changes in post pandemic era



“BOPIS” in the entire industry

“BOPIS”, Buy Online and Pick Up In Store. It is no longer a unique service for food services. It will become an essential service across the entire retail industry.

Contactless payment

Traditional payment will be completely replaced by contactless method. The need to improve IT infrastructure security in store will increase in order to ensure data privacy and transaction smoothness.

Automated system & architecture

Robotic installation was already a trend. The demand of sanitary in retail environment will increase. Robotic would be the alternative to continue the operation when the workforce is constrained.

Straightened guidelines

Health and safety guidelines will get tighter than before as we will have to follow social distancing rules in the next decades to come.

Acceleration of the retail revolution

The changes in shopping habits have been pummeling the retail industry in the past decade. We are seeing the biggest industrial transformation in retail market in order to survive.

← Become more obvious than ever, pushing retailers to evolve their structure in order to survive →



Resilient



Hyper-efficient



People-centric



Sustainable

Life Is On

Schneider
Electric

The Standard/Universe: The UN's Sustainable Development Goals



The Standard/Universe: The UN's Sustainable Development Goals

Food Retailers Examples



Walmart on track to save one billion metric tons of Emissions from Global Supply Chains by 2030.

[\[more info\]](#)

Walmart complete 2020 environmental, social & governance report (including UN SDGs metrics).

[\[more info\]](#)



- Facilitate food surplus donation.
- Support people to make healthier food choices.
- Source 100% electricity from renewables by 2030.
- Provide staff with flexibility & skills. International human right compliance.
- Halve global food waste farm to fork by 2030.
- Packaging fully recyclable by 2025.
- Reduce carbon emissions 100% by 2050.
- Sustainably source all our wild fish.
- Achieve net-zero deforestation in our supply chain by 2020.

[\[more info\]](#)



Kroger commits to reducing GHG Emissions 30% by 2030.

[\[more info\]](#)



[\[more info\]](#)

Two Common Macro Themes

Retailers are Investing to Multiply Innovation
- Implementing the Fabric for Retail's Future

Working toward greater profitability and growth



Automation

For orchestration of a **frictionless, seamless commerce** across every customer touchpoint and all **operational processes**



Agility

50% of retailers invest in a new digital core / platforms and new architecture that enables adaptation and swift program execution; deploy multi / hybrid cloud management, software defined networking.



Efficiencies

42% of retailers define new KPIs to measure leadership, customer advocacy, information value, operating models and workforce. Retail innovation will drive the move toward more intelligent defined networks and IT systems.



Lower Costs

65% of organizational transformation starts with new processes that **require retailers build or buy new skills**. Cloud management, software defined networking will lower IT costs.



Optimization

New commerce platforms, more intelligent networks, and smarter management, technologies are enabling better optimization.

Increase in **customer experiences**

Strategic
Priorities

Reduction of cost
to serve

Across the entire operation

A black and white photograph of a modern office space. In the foreground, two black office chairs with silver bases are positioned on a polished floor. In the background, there are desks with computers and a large window offering a view of a city skyline.

**Headquarters
&
Office Spaces**

A black and white photograph of a large warehouse interior. The space is filled with tall, industrial shelving units that stretch far into the distance. A person is visible at the far end of the aisle, near a large open door, providing a sense of scale.

**Warehouse
&
Logistics**

A black and white photograph of industrial manufacturing equipment. The image shows complex machinery with various components, pipes, and structural elements, likely part of a production line.

**Manufacturing
&
Processing**

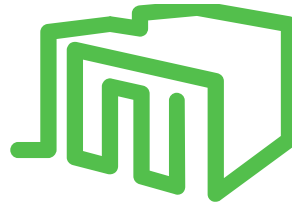
A black and white photograph of a very busy city street, likely in Japan. The street is crowded with many people walking. Numerous vertical signs and advertisements are visible on the buildings lining the street, including one for 'Cafe Miyama' and another for 'HIT'.

**Brick & Mortar
&
Online**

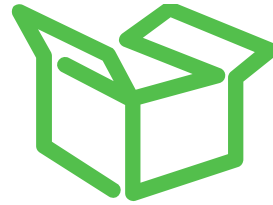
Bridging organizations, operations and experiences



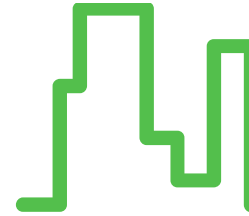
Factories



Data Centers



Logistic Centers
Warehouses



Offices



Multi-format Stores



IT & OT Infrastructure

....beyond what most people know Schneider Electric for



EcoStruxure™ for Retail

EcoStruxure™ for Retail provides an integrated, IoT-based platform that delivers **best-in-class refrigeration, environmental, energy, security, and IT control** across your assets, ensuring business continuity, loss prevention, equipment reliability, energy and operational efficiency, and a connected, engaging shopping experience.

EcoStruxure™ for Retail



Life Is On

Schneider Electric

EcoStruxure™ for Retail

Multiple Persona-based Solutions

Business Owner

Reduce costs and boost revenue

Operation Head

Reaching business and energy KPI

Store Manager

More time for customers due to reduced workload

Customer

Quality service & enhanced shopping experience



Renewables



Emergency
Lighting Control



Access Control



Lighting
Control



HVAC Control



IT Infrastructure



Distributed
Power Monitoring



Critical Power



Refrigeration
Control



Traceability &
Counterfeit



EV Chargers



CPO

Life Is On

Schneider
Electric





Lidl Logistic Center, Finland

First Commercial Industrial Microgrid solution in Finland (in collaboration with Ramboll, Sweco, Fortum and Fingrid)

Customer Challenge

- To build a flexible, future-proof, environmentally friendly and energy-efficient new logistics center in Finland
- Ability to optimize heating and cooling and to participate in demand response markets for energy with a microgrid solution for solar energy
- BREEAM excellence award for the building

Our Solution EcoStruxure™ for Buildings

- EcoStruxure™ Microgrid Advisor and PPC
- EcoStruxure™ Building Operation
- EcoStruxure™ Energy Expert
- eValvomo (cloud service for remote monitoring)

Customer Benefits

- 100% renewable energy sources
- A lifecycle optimized solution for future expansion

The Results: Life is On with...

- CO₂ emissions cut by 40%, the logistics center uses **50% less energy** than current two operational centers

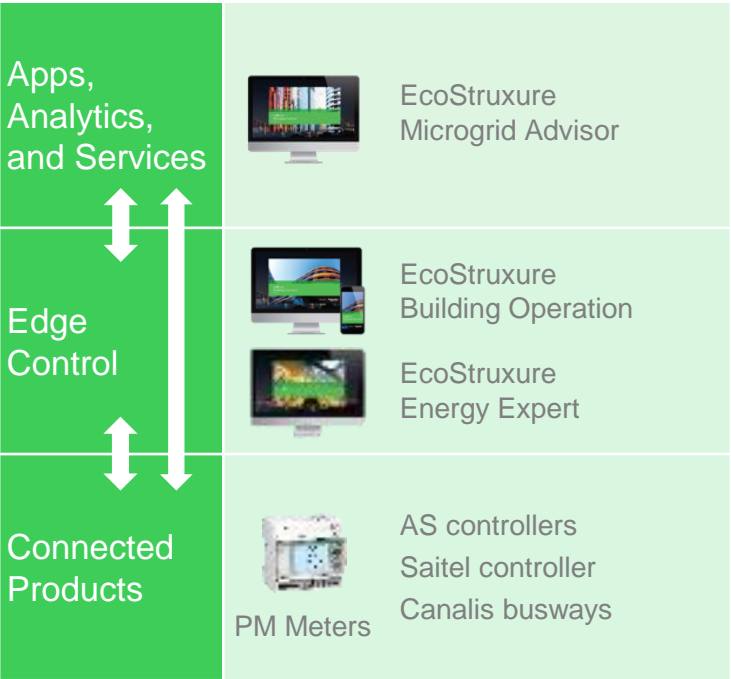
"We value the fact that Schneider Electric can offer an energy efficient and flexible solution that integrates our many facilities into one integrated system that serves us throughout the lifecycle of the buildings"

*Simo Siitonen,
Lidl Energy Sourcing*

[Press release](#) (in Finnish)

Lidl is one of the biggest grocery store chains in Europe. In Finland, Lidl currently has **over 170 stores** and **more than 5200 employees**

EcoStruxure™ for Buildings
Innovation At Every Level





Innovation Hub:

EcoStruxure for Retail, Venice

Experience retail digitization in a showroom that replicates real-world scenarios. Reimagine the retail industry with our EcoStruxure for Retail solution.

Contact us / schedule retail showroom visit at
Retail.Segment@se.com

or visit us at
se.com/retail