

Thriving in the Era of Digital Commerce

How Grocers are Winning Today's Shoppers' Hearts, Minds and Wallets

To meet the heightened demands of today's savvy, empowered consumers, who have limitless choice and price transparency online, merchants are bridging digital and physical siloes with technology that offers a single, accurate view of their offline and online operations. The idea is to deliver shoppers a seamless, personalized multichannel buying experience that balances the convenience of e-commerce with the experiential benefits of in-store shopping.

Why Consumers Shop Where They Shop



1 Browsing or experiencing physical product

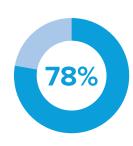
- 2 Discounts
- 3 Product availability

Discounts 1

Product selection 2

Comparison shopping 3

Integrating the Online and In-Store Experience



78% of retailers rate integrating e-commerce and in-store experiences as business critical



76% say they connect consumers' online activities with what they do in store

Investing in Digital Tools to Simplify, Enliven and Customize the Shopping Experience

87%



Mobile point-of-sale devices to scan and accept credit or

to scan and accept credit or debit payments anywhere in the store 86%



Handheld mobile computers with scanners to read barcodes for pricing and availability

85%



Tablets to engage with shoppers and provide more detailed product information

78%



2016 2021

Kiosks or stationary information terminals for pricing and availability information

Demanding Seamless Visibility Across the Entire Supply Chain

Plans To Automate Inventory Visibility



Alert of stock outs

49%

87% +38%

Automated inventory verification

35%

82%

+47%

Item-level RFID

26%

75% +**49**%

40

Product locators

38%

78% +40%



Video monitoring of inventory

29%

76% +47%



Sensors on shelves

24%

69% +**45**%

For more information about how Zebra can help you transform your operations and deliver quick, friction-free shopping experiences, visit www.zebraretail.com