# RETAIL INSIGHTS OMNI CHANNEL TECHNOLOGY PARTNER

## RETAIL IS OUR PASSION

# RETAIL INSIGHTS OMNI CHANNEL TECHNOLOGY PARTNER

**10** of the Top 20 India retailers, and

**100+** Omni Channel Project Executed

**100%** revenue is from Retail and Brands

**3** Locations - Dubai, India and USA

**95+** technically qualified – Retail Domain Practice

Omni Channel partner

Partnerships with Adobe, Salesforce and other niche players in the Industry

Retail Association of India

Production Support for over **100,000** Online Orders

# WE ARE THE MOST TRUSTED PARTNERS FOR MANY RETAILERS IN THEIR OMNI CHANNEL JOURNEY

# WITH SOLUTION BASKET FOR UNIFIED FOR DIGITAL RETAILING.

**SMART Retail means Unified Retailing**

| | | | | |
|---|---|---|---|---|
| Omni channel Retailing | Integrated Solutions | KPI and Dashboards | Cloud Native App Dev | Enterprise Mobility |
| Returns Management | POS | Demand Planning | Merchandising Optimization | Price and Promotions |
| Marketing Automation Personalizing | Digital Wallets | Loyalty Management | Warehouse Automations | Last Mile Deliveries Transportation |
| Consulting | Development | Maintenance | Testing | Digital Services |

I.   Contactless body temperature detection for Store and DC workers

II.  In Store Customer/Foot Traffic Situation and Behavior Analysis

III. Contactless Automated Prescription Medicine Dispensing

IV.  Contactless curb-side pickup for Supermarket and QSR

V.   Contactless Checkout



**Q-Fresh
Curb-side pickup**



**Zero-Q
Frictionless Store**
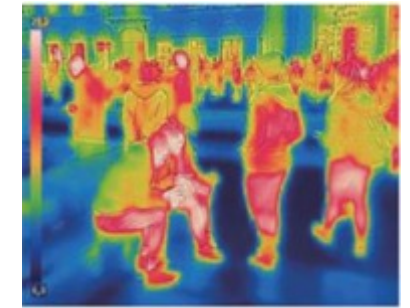


**Contactless temp.
measurement**



**Pharmacy
dispenser**



**Store footfall
Counting**

# SOLUTION 1 OVERVIEW - NON-CONTACT TEMPERATURE MEASUREMENT

## WHY WE NEED IT

To prevent further spread of COVID19, measures like social distancing and body temperature measurement are implemented in all venues like shopping centers, airports, government and private office buildings, child care centers, malls and educational institutions etc.

These places rely on **manual checks** to identify individuals. This is **Ideal for warehouse –distribution center and back store to ensure employee safety and compliance**

## WHAT DOES THIS DO

Thermal camera detection can detect human body temperature within the range of 4 meters and reduce the need to come within 6 ft (maintains social distancing). The system can detect human body temperature quickly and detect / alert fever at high speed & accuracy with integrated thermal images.
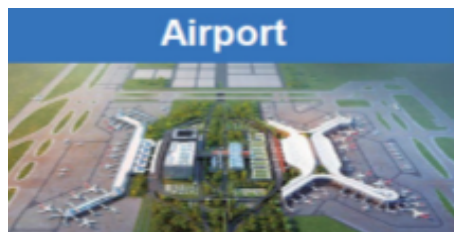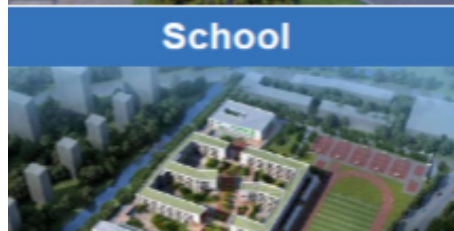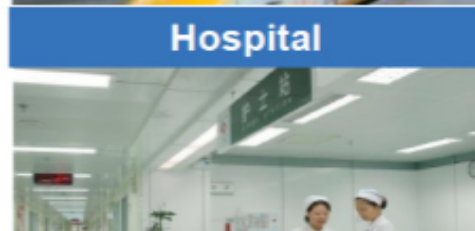
# SOLUTION 1 OVERVIEW - NON-CONTACT TEMPERATURE MEASUREMENT

## WHAT DOES THIS DO

- Thermal camera with high temperature accuracy can detect the elevated body temperature to make the preliminary screening.
- Thermal camera converts IR radiations from our bodies into gray value, and establishes the accurate corresponding relation between gray value and temperature through the temperature measurement algorithm model.
- Body Temperature Measurement Thermal Camera can be integrated with internal systems to alert internal groups

## KEY FEATURES

- Non-contact Temperature Measurement – Supports non-contact measurement up to distances of ~4 mtrs (12 ft).
- Optimized detection model that identifies the forehead to measure the temperature of people even if they are wearing masks or hats.
- Forehead detection rate is > 99.9% accurate in the range of 30°C - 45°C, with accuracy as high as ±0.3°C, in indoor conditions.
- Ability to accurately measure the temperature of multiple people simultaneously.
- Recommended thermal camera detection distance is ~4 meters (12 ft)  and covers one wide door/entrance area.
- Takes less than a second to detect temperature of each person. Thus, no congestion when passing through the site where temperature check is placed.

# SOLUTION 2 OVERVIEW - CURB SIDE PICK UP-CONTACTLESS GROCERY AND FOOD DELIVERY

**Product Description**

- Automated self-service module with two temperature modes:
  - Fresh (8 - 12°C)
  - Freeze (up to - 18°C)

**Industrial Solutions**

- Logistics
- Retailers
- QSR
- Office locations

**Competitive Advantages**

- Fast scaling
- Cost optimization
- Wider range of goods to deliver
- Perfect for placing in small sites
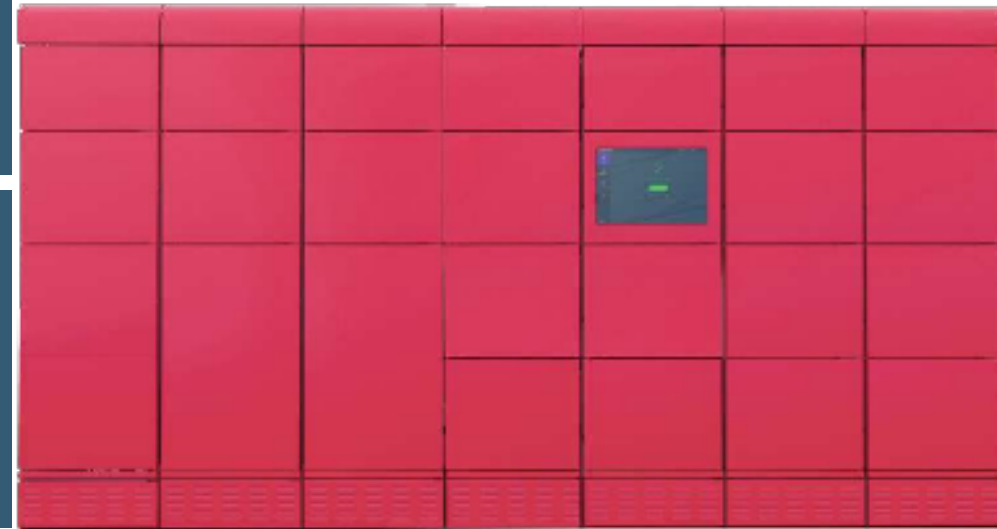
## SOLUTION 3 OVERVIEW – CONTACTLESS PHARMACY DISPENSER

An automated prescription processing & medication dispensing service that takes about a minute.

**1 Provider**

**2 Review**

**3 Kiosk**
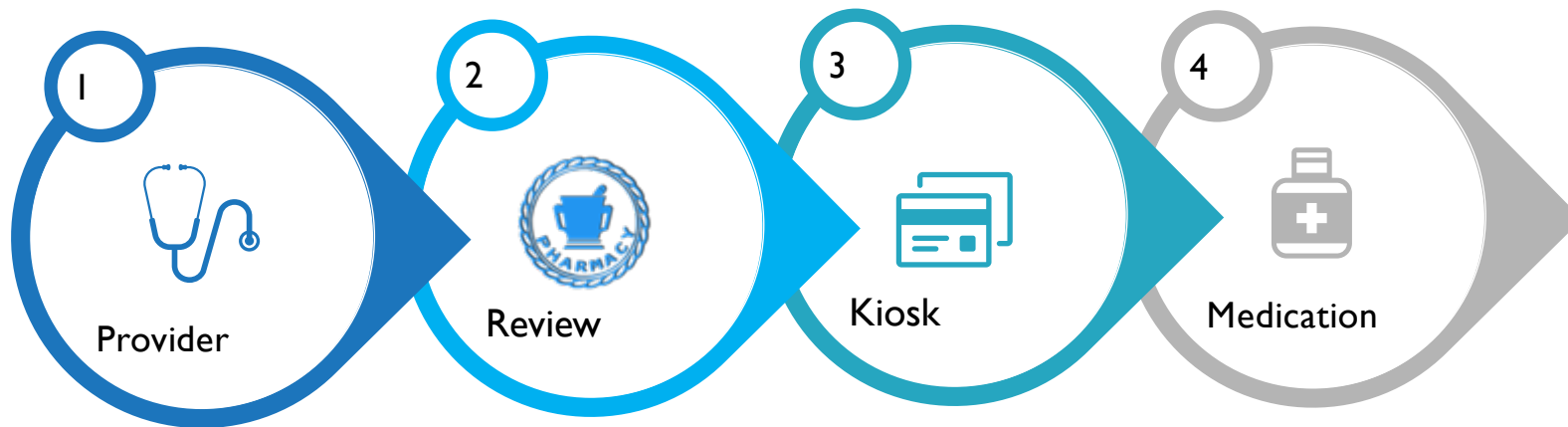
**4 Medication**

Pharmacy integration enables transfer of Rx from the clinician to the pharmacy software for DUR, Adjudication as needed

Prescription transferred to Kiosk ready for patient

Patient access dispenser, consultation as needed, medication is dispensed with patient info and receipt
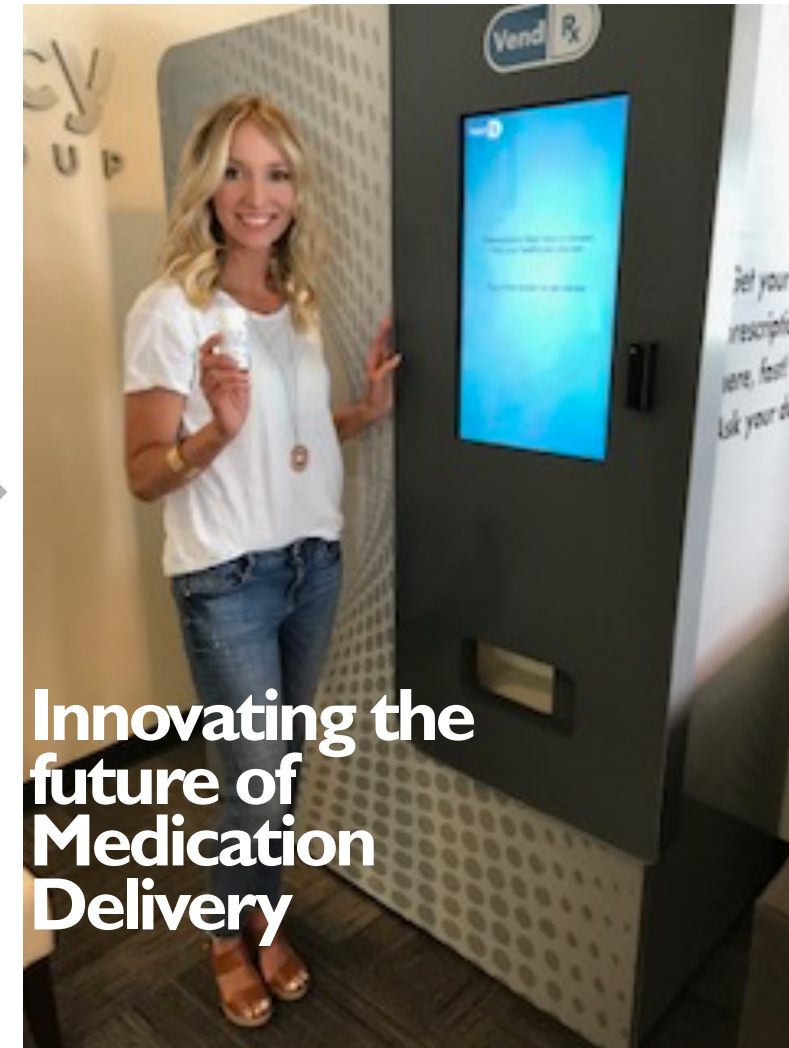


**Innovating the future of Medication Delivery**

# SOLUTION 4 OVERVIEW – FOOTFALL COUNTING

## List of Possibilities

1. *Enforce social distancing
2. *Enforce aisle restrictions
3. *Insights on foot-fall
4. *Curbside delivery flow
5. Potential conflict zones
6. Track customer journey
7. New sales analytics

## Prioritize Your Use Cases



Impact and Relevance to Covid19 Situation

Time to Market

## The video footage from in-store CCTV cameras are processed and analyzed using our advanced AI platform to derive insights.

### a Zone-wise People Count



Zone2
People count :85

Zone1
People count :130

Zone3
People count :165

Store Entrance
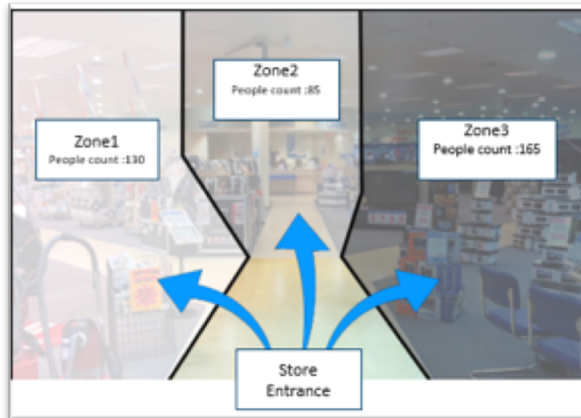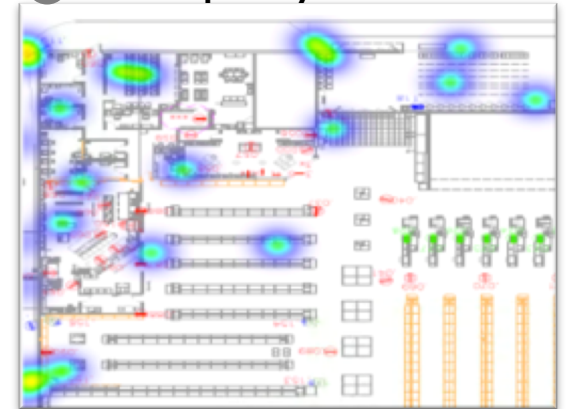
**Dashboards and insights** related to shopper movements, footfall, crowded places, shopper dwell time, customer demographics.

### b Heatmap Analysis



### c Demographics (Age, Gender)



### d Customer/Staff



### e Customer Dwell/Wait Time



Counter 1
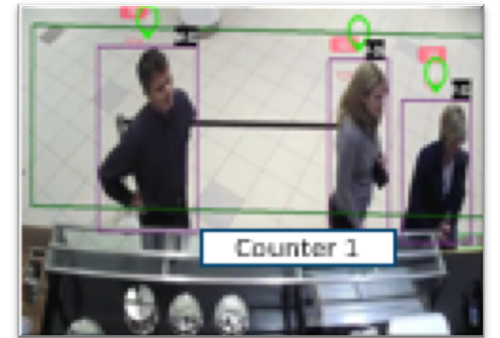
# SOLUTION COMPONENTS – FOOTFALL COUNTING

**Solution Options**

**Private/Public cloud or On-Premise Server hosting**

### Application and Service Layer
- Dashboard (API)
- Alert* (API)
- Endpoint* (API)
- Admin (API)

### Provisioning Systems
- CCTV (API)
- Patterns
- Contexts

### Data Systems
- Cache Store — In Memory
- Metadata Store — No SQL
- Auth Store — No SQL
- Pattern Data Store — No SQL
- Profile Data Store — RDBMS
- Media Store — Cloud Store

### Feed Aggregator Layer
- Video
- Image
- Telemetric*
- Legacy*

### Messaging Layer

### Cognitive Engines
- AIVI Core (API)
- AIVI Face* (API)
- AIVI Emoji* (API)
- AIVI Body* (API)

**AIVI CORE**
- People Count
- Demography (API)
- Decision (API)
- Anomaly
- Tracking

*Not in scope for customer count

HTTP

WAN

Client Computer

No Video & Only Data as JSON/HTTPS

WAN

**Option 1:** Customer has the infrastructure to record and push video to cloud — Inference happens in cloud
RTSP/ONVIF/HTTPS/Custom — DVR

**Option 2:** Customer has the infrastructure to record the video, but cannot push to cloud — Inference happens in cloud
Secure HLS — RTSP/HTTPS/Custom — EDGE NODE (PC) or EDGE NANO DEVICES — DVR

**Option 3:** Customer does not have any infrastructure to record or push to cloud — Inference happens locally
nVIDIA — No Video & Only Data in JSON/HTTPS format

**What clients get**

| Geographic and Store Views | Inside-store Views, Insights | Reports, Real-time Alerts, Suggested Next Best Action |

**What clients need to facilitate**

Option 1: remote access for the team, bandwidth to upload videos
Option 2: Option 1 + edge processing capability
Option 3: Option 2 + camera and hardware setup

# Contactless store

## Primary Reason Shoppers Leave a Physical Store Without Making a Purchase They has Intended to Make

% of respondents

| | |
|---|---|
| **Couldn't find the product I was looking for** | **54.5%** |
| **Checkout line is too long** | **22.5%** |
| **11.3%** Sales staff are too pushy or aggressive | |
| **9.7%** Sales staff are unhelpful | |
| **2.2%** Other | |

Note: ages 18+; numbers may not add up to 100% due to rounding
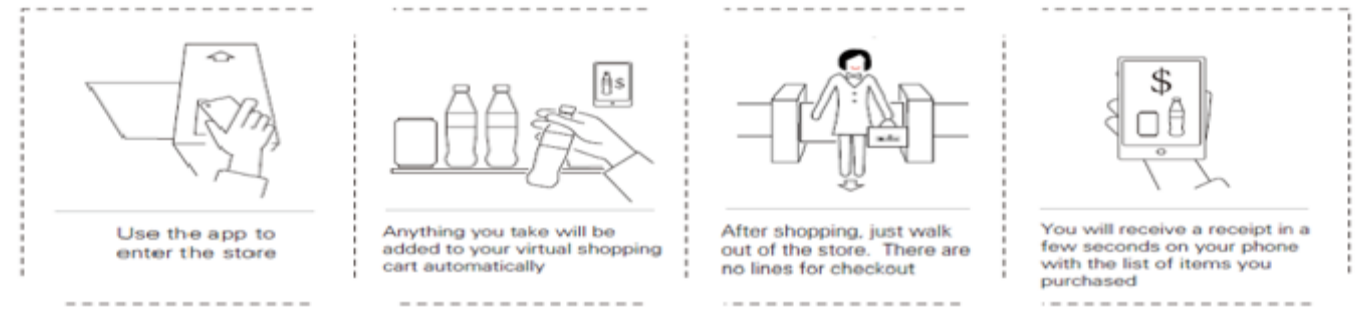Source: Usabilla, "Retail Nightmares," June 18, 2018

✓ In a typical Zero Q Micro Market, consumers identify themselves to enter the store, grab items from shelves, then pay digitally, allowing them to leave without physical lines or checking out.

✓ Checkout counter free stores solve customer pain points in a grocery stores with long checkout Qs

✓ Zero Q Checkout stores use cutting edge technology and reduce the need for manning traditional checkout counters. Stores can be kept open for 24 hours for urban lifestyle of millennials and Gen Z shoppers

Use the app to enter the store

Anything you take will be added to your virtual shopping cart automatically

After shopping, just walk out of the store. There are no lines for checkout

You will receive a receipt in a few seconds on your phone with the list of items you purchased

### Key Features
✓ Micro-vision system
✓ RGB Cameras
✓ IoT sensors

✓ Intel Open Vino Tool Kit
✓ Cable cabinets, networks, firewalls

# WHY RETAIL INSIGHTS

**100% Retail Tech**

**Technology Enablement**

**Personalized Attention**

**Proactive Communication**

Coming soon.

+1 949 9230 755

+971 56 171 9433

+91 9945872535

+61 457 345 960

## Thanks…lets execute

sales@theretailinsights.com

Skype – Retailinsights

https://www.linkedin.com/in/retailinsights

www.theretailinsights.com