How technology is reshaping the physical retail experience
How have your customers changed?
I WANT EVERYTHING NOW
How retail changed... and is changing?
The evolution of commerce
A shift to aggregation
What drives adoption

- Ubiquity of supply (aggregation)
- Underlying value of the action
- Frequency of the use case
What’s happening in the market?
Extending the point of purchase
Extending the point of purchase
The move to mobile
The move to mobile
Cedars-Sinai to equip 100 rooms with Alexa-powered platform

Megan Knowles - Tuesday, February 26th, 2019

A pilot program in over 100 patient rooms at Los Angeles-based Cedars-Sinai lets patients use an Alexa-powered platform called Aiva to interact with nurses and control their entertainment.

Aiva is the world's first patient-centered voice assistant platform for hospitals and allows patients to have hands-free interactions with their care team.

For the pilot program, patient rooms are equipped with Amazon Echos, and patients can tell the device what they need. Patients can turn their TV off and on and change channels by giving verbal commands like, "Alexa, change the channel to ESPN."
Automating the in-store experience
Reshaping the point of pick up
FedEx partners with Walmart, Pizza Hut to test last-mile delivery robot

- Shippers, retailers and restaurants are experimenting with robots, drones and self-driving cars to use automation to drive down the high cost of delivery.
- FedEx is teaming up with DEKA Development & Research for its project.
- The battery-powered robots look like coolers on wheels and travel at a top speed of 10 miles per hour.

Published 7:32 AM ET Wed, 27 Feb 2019 | Updated 12:31 PM ET Wed, 27 Feb 2019
TRENDING: Giving Food Delivery A Drone-Powered Lift
George Mason first to offer robotic delivery

George Mason University is now the first academic institution to deploy autonomous robots for the purpose of delivering food to students.
Kroger Embraces Self-Driving Delivery Tech

By PYMNTS

Posted on August 16, 2018
Aggregation in the Delivery Market

- Uber Eats
- Doordash
- JR
- GrubHub
- Postmates
A NEW WAY TO GET DOMINO'S

Now you can get pizza delivered to parks, beaches, and over 150,000 other unexpected locations.
Rethinking physical storefronts
Rethinking physical storefronts
Rethinking physical storefronts

9 restaurants, 1 kitchen, no dining room — virtual restaurants open for online delivery
Rethinking physical storefronts
Rethinking physical storefronts
Rethinking physical storefronts
What trends fit for campus retail?
Campus Retail Challenges

1. Maintaining “appropriate” staffing levels
2. Providing services to all physical areas
3. Providing services throughout day parts
4. Staying connected to students / trends
5. Managing disparate programs & systems
Reshaping Retail
Reshaping Retail
Reshaping Retail
Understanding the impact of mobile
University of Rochester
Open until 12:00 AM
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Rochester, NY 14627

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Optimizing tight space high volume venues
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What does retail look like 5 years from now?
Tapingo
Wait less. Live more.