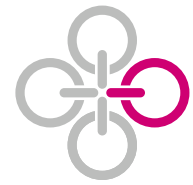


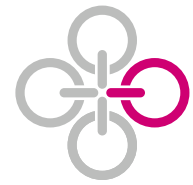
# Large food retailer seeks to improve online shopping experience ahead of planned expansion



## Business situation

- Wants to improve process for fulfilling online orders from customers
- Current process is time consuming and has a high error rate, frustrating customers
- Saw an opportunity to speed up order fulfillment while also minimizing errors, leading to increased customer satisfaction.

# Mobile-enabled order fulfillment helps large food retailer improve service quality and lower costs



Simon, an online fulfillment worker, can fill customer orders faster and more accurately, easily locating and matching the right products for the right order.



Janet, an online customer, gets her order delivered exactly right, on time. She is happy with the services and willing to shop online again.



Emily, an executive, can ensure customers are completely happy, while minimizing costs from incorrect orders, and more efficient use of resources.

## How does it work? Avanade is delivering...

- Embedded Windows 8 slate within each fulfillment shopping cart
- App that offers detailed product information, location, visual, and more, plus and visuals to quickly match items to specific orders