

Appendix

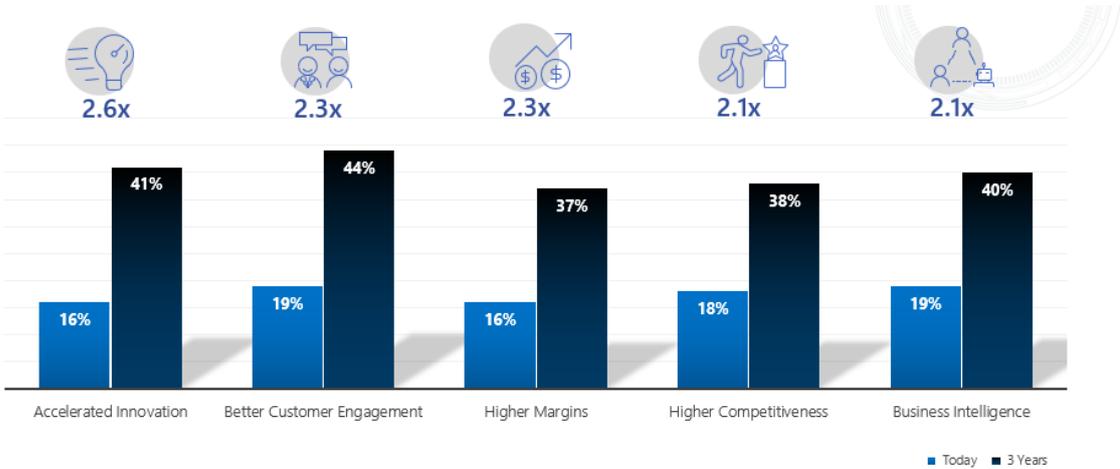


Fig 1: Retail organizations with AI are already seeing benefits in these five areas, with expected improvements of up to 2.6 times by 2021

AI Readiness: Asia Pacific’s Leaders vs Retail

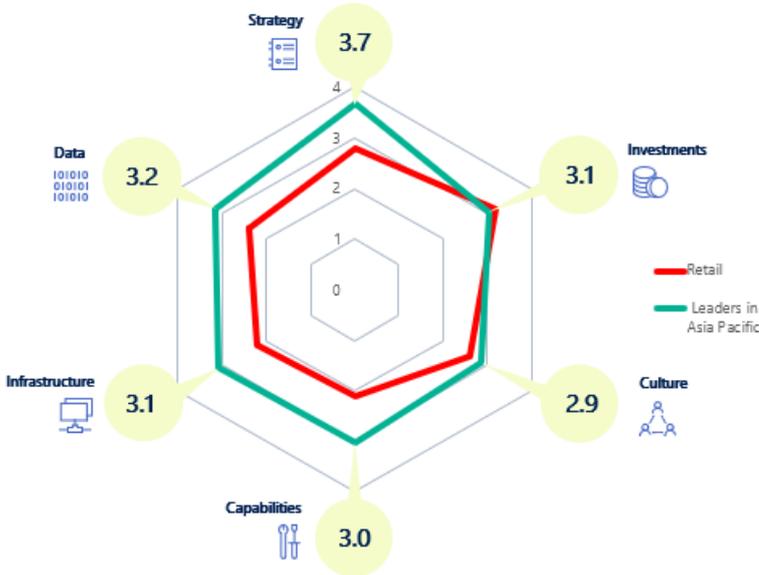


Fig 2: AI Readiness Model (Asia-Pacific’s AI Leaders vs Retail Organizations). Scores indicated are metrics for retail organizations evaluated for the study and is based on a scale of 0.0 to 4.0

Business Leaders Underestimate Workers' Intent to Reskill

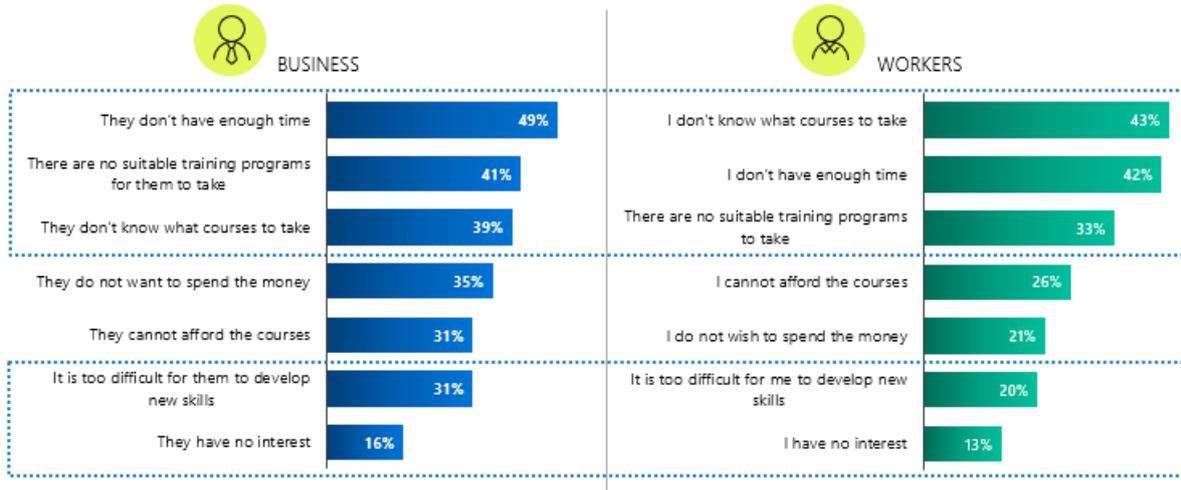


Fig 3: Business leaders underestimate workers' intent to reskill

Additional Quotes from Customers

“As a proudly Australian retailer for the past 105 years, Coles has constantly evolved to meet the needs of our customers – from a single general merchandise store in Melbourne to the first supermarkets and now same-day delivery to customers’ kitchen benchtops. Our long-standing relationship with Microsoft will enable the Smarter Selling pillar of our strategy through efficiency and pace of change,” said Roger Sniezek, Chief Information and Digital Officer, Coles.

“Customers must be able to make decisions holistically, especially in a digitally-connected world. This has always guided how we curate our assortment of offerings, and it now shapes how we look at connecting online and offline channels seamlessly for our customers. Synchronized Shopping is a major step in the right direction to help all of us live this ‘connected’ life,” said Katie Page, CEO, Harvey Norman.

“China’s e-commerce industry is huge and for retail players, their customer data can be spread out across various fragmented sources, platforms, websites, online and offline,” said Jie Min, CEO, EZR. “We are working closely with Microsoft to enable retailers to marry the sources, analyze user profiles, provide sales forecasts and present predictions in a visually appealing way on Power BI that is helping managers make important decisions.”