

50% More Retailers Plan to **Revamp Fulfillment Strategies** to Address Consumer Needs

Finds Blue Yonder Retail Executive Survey

Retailers Repositioning **Fulfillment Assets and** Labor to Align with **Customer Expectations**

Over the next 12 months, retail executives plan to prioritize:

Expanding existing capacity 43% Improving picking processes 39% Reducing warehouse/DC costs Improving labor productivity 42% 38%

Customer-Driven Commerce Automation and Modern Fulfillment **Options Will Grow**

14%

currently have full automation across their fulfillment locations.

\$45

Perfume \$32

21% expect to have real representing a 50% growth.

Further, retailers' usage of:



Pop-up DCs will double, rising from 12% of networks today to an expected 26%



Micro-fulfillment centers will nearly double, rising from 15% of networks today to 27%



Dark stores will double from a small base, growing from 6% of networks today to 12%

Embedded Supply Chain Intelligence and Visibility Key To Customer Experience



Pricing and promotion



Workforce management



Assortment management



Real-time inventory visibility and orchestration



Blue Yonder is committed to helping its customers plan for the unexpected. To learn more about how we're helping retailers navigate the pandemic, visit https://now.blueyonder.com/by-covid19-response