

## Technology Enabled In-Store Process Transformation to Streamline Click and Collect, Returns and Repairs

### BUSINESS REQUIREMENT



MPU is the final purchase touch point the Customer has with a Retail store in an Omnichannel shopping journey



The Customer experience during pick up, return or repair from the MPU kiosk is crucial and it's important to make the experience fast, efficient and helpful



Each step in the process is closely linked to the next and any break in the process can result in Customer dissatisfaction and sales loss

### OUR SOLUTIONS



Developed applications for self-service kiosks for Merchandise Pick Up, drop and return



Enabled workflows for identification of Customer, communication to associates



Credit card payment processing

### TOOLS/ TECHNOLOGIES



HTML5, JQuery, Spring tiles for front-end, Spring MVC, MySQL and jBoss server



Jmeter for load testing



Jira for issue tracking, SVN for code management

### BUSINESS IMPACT



Faster transaction processing, delivery of goods within committed SLA of 5 minutes

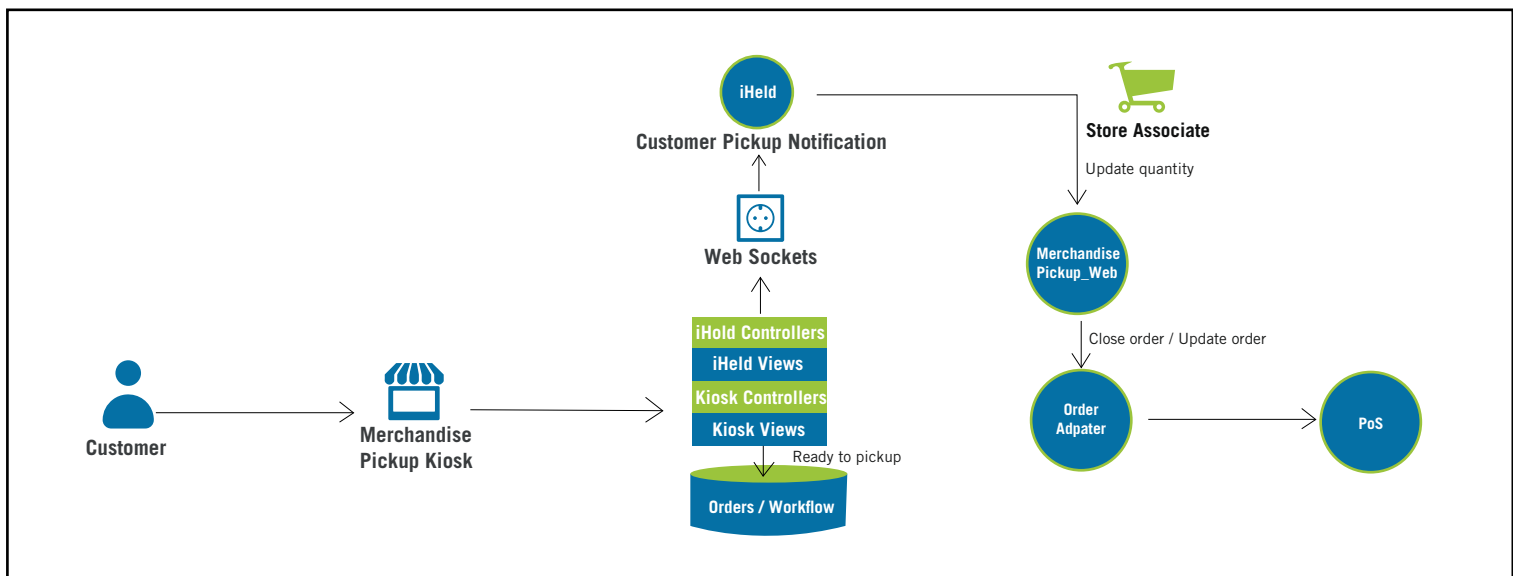


Allows curb-side pickup and drop-off



Improved Merchandise Pickup / Return Experience – Speed, Accuracy and Efficiency

### ARCHITECTURE/ INTERFACE DIAGRAM



#### About Happiest Minds Technologies

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable **digital transformation** for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, **Internet of Things**, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

Headquartered in Bangalore, India Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

To know more about our offerings. Please write to us at [business@happiestminds.com](mailto:business@happiestminds.com)