Global Retailer Reduces Waiting Time

One of the world's largest retailers (bricks and mortar, not Amazon) with over 20,000 stores across the globe, has spent the past five years building the world's biggest private data cloud. This private cloud helps them better compete by processing over 2.5 petabytes (one quadrillion) of data every hour.

They would not be able to achieve business process improvement at scale without Process Mining. "If you can't get insights until you've analyzed your sales for a week or a month, then you've lost sales within that time," said a senior company spokesperson. Process Mining is fast, scalable, and delivers benefit through an objective, data-driven focus on process anomalies, bottlenecks, waste and hidden opportunities.

The retailer says big data, supported by Process Mining, is used as an essential part of their strategy to gain a better understanding of their customers and make better business decisions.

One such process improvement was rolled out across the US where the company identified a need for a more seamless, faster checkout experience. Customers who came to buy large items needed to haul the heavy loads inside the store to be checked out at a fixed register. Now, the register comes to them.

Launched in April 2018, this innovative solution helps cut out this frustrating and time-consuming part of the payment process. Customers wheel their items to their car, and a checkout attendant waiting in the parking lot scans items and finalizes card payments.

Process Mining helps pinpoint specific processes that have a significant time delay. With this process improvement rollout, the retailer is able to measure checkout time fluctuation and customer satisfaction to decide if the solution should be expanded globally.