RemoteRetail | **DXC.technology** | **Microsoft Dynamics**

RemoteRetail is a leading Azure based platform that enables associates to engage in a fully remote, personalized, visual conversation and full commerce with their consumers from a safe distance.

Overview

RemoteRetail and DXC Technology have partnered to develop and quickly deploy a seamlessly integrated Microsoft Dynamics Commerce solution that empowers remote associates with the option of 100% remote retail. Deployed remotely, trained remotely, conducted remotely and converted remotely.

Opportunity

"So for example, if you're a retailer and you now need to do contactless shopping, that is something that, for example, Dynamics is going to support…" says Satya Nadella, CEO of Microsoft, April 29, 2020.

Solution

- DXC-developed RemoteRetail Module to easily add the Customer Engagement Widget to any Dynamics Commerce site
- Enables visual, curated, conversations between the associates and customers
- Module provides standardized product feed processing and data exchange between platforms
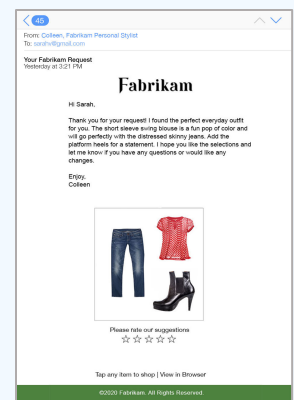
Key Metrics

- Associates can visually engage with customers from any location
- Drive incremental ecommerce sales with a higher AOV, UPT and conversion rate.
- Leverage personalized recommendations while building a deeper set of self-declared data from your customers
- Increases customer life-time value
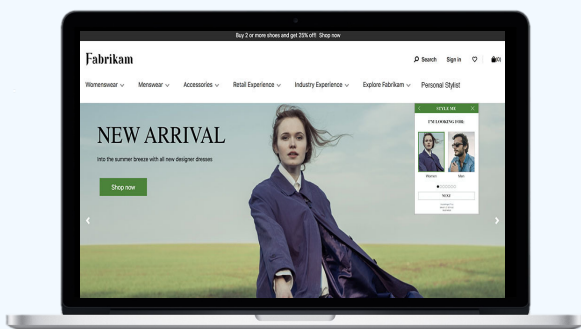
Customer Engagement Widget
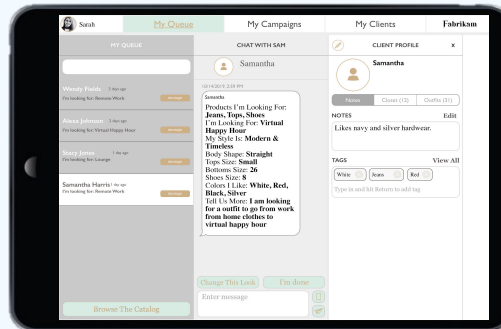
Visual Merchandiser

Email Campaign

Deployment

Combining the power and flexibility of the RemoteRetail platform and DXC Technology, while leveraging the rich omnichannel functionality of Microsoft Dynamics commerce, this remote end to end solution allows your associates to become the trusted advisor for the customer from any location. Using RemoteRetail's Visual Merchandiser with Dynamics Commerce, remote associates are equipped with deep customer-specific tailored product understanding, purchase history, preferences, favorites as well as advanced product recommendations that are driven by Microsoft's Commerce platform technologies.