



Keytree In-store Technology

Market leading clienteling and assisted selling technology



Overview

Keytree In-store Technology (KIT) bridges the experience gap between digital and physical locations.

The mobile application empowers store associates with the customer and product data they need to create meaningful, personalized experiences, and drive sales through upselling and cross-selling.

Features

One-on-one clienteling with 360° customer view

Assisted selling through personalized product recommendations

“Endless aisles” allow customers access to stock, no matter where it’s located

Buy online/in-store pickup enabled

Uninterrupted customer experience with store runner for out-of-stock support

Integrated dashboard delivering store associate performance and KPIs

Appointment and queue management

Seamless store operations with in-store stock management



Clienteling



Mobile dashboarding



Assisted selling



Increase new customer acquisition



Drive upselling and cross-selling by more than 8%



Improve store associate efficiency by more than 15%



Increase customer engagement by 50%

Industries

Consumer
Retail

Functions

Product management
Inventory management

Processes

Store operations
Customer experience

Innovations leveraged

KIT Integration Module
SAP® Cloud Platform
SAP S/4HANA®

SAP Customer Experience
SAP® SuccessFactors®
Mobile compatible

For more information or to discuss a specific challenge your organization is facing, contact SAP@deloitte.com