SG might be the catalyst for the transformation of the economy and the connected society, covering network needs and contributing to the digitalization of vertical markets like Retail.

Drivers and key figures of 5G in Retail

- The retail industry is undergoing digital transformation.
- Growing consumer desire for omni-channel digital shopping experiences.
- 5G combined with other emerging technologies (e.g., Augmented Reality (AR), Virtual Reality (VR)) will transform the consumer shopping experience and store operation.

By 2023, the Smart Retail Market size is expected to be worth up to USD 84.2 billion.

- 84% of consumers are looking for a digitally enhanced shopping journey, underlining growing spend online, via mobile, or in a physical location.

By 2025, the sales enabled by 5G are expected to add up to USD 158 billion.

This makes for AR/VR technologies in retail alone is expected to reach USD 6 billion by 2025.

Key use cases categories where 5G’s advanced features will deliver further value to the end solutions

Key use case category | Illustrative use case | 5G added value
--- | --- | ---
| Home delivery and last mile delivery | Survey customers | 3-5% Revenue
| | Improve process | 4-6% Operating Margin

Expected improvements

Potential improvements were calculated based on benchmarks from a cost reduction project at a single entity, ranges for each improvement are based on the scale of the entity.

- In-store customer experience
  - Sales
  - Transaction processing
- Pricing and promotion personalization
  - Out of stock management
- Inventory management
  - Warehouse asset and equipment monitoring
- Distribution centre and asset efficiency
  - Warehouse operations
- Workforce and store efficiency
  - Cashier

5G’s potential role in Retail

- 5G can provide the high bandwidth, high capacity, and low latency required to track both customers and items as they are picked up and moved around the store.
- AR/VR use cases usually demand stringent near-real-time requirements to maintain an immersive experience.
- Sales with a purpose of contact (mPOS) can monitor and optimize the 5G use cases’ performance and then proceed with global rollout.

Define overall governance, operating model and procedures to ensure the sustainability in business as usual (BAU).

By 2025, the sales enabled by 5G are expected to add up to USD 158 billion.

How can Deloitte help?

Deloitte Global translates business and industry needs into technical requirements delivering value added end-to-end 5G solutions that lead to meaningful business outcomes.

Select the areas to be improved with 5G use cases, selecting, identifying and prioritizing the top 5G use case opportunities.

Formulate the operational benefits of the 5G use case(s) defined and associated business case value proposition.

Define and design use case technical solution architectures and requirements, considering deployment strategies and application requirements.

Operate and maintain business as usual (BAU) sustainability in business as usual (BAU).

By 2035, the sales enabled by 5G are expected to add up to USD 106 billion.

Expected improvements

- In-store customer experience
  - Sales
  - Transaction processing
- Pricing and promotion personalization
  - Out of stock management
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  - Warehouse asset and equipment monitoring
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