Connection
we solve IT

EMPOWERING RETAIL EMPLOYEE PRODUCTIVITY

Technology Solutions and Services That Maximize Your Workforce Impact

Over 40% of workers surveyed spend at least a quarter of their work week on manual, repetitive tasks… nearly 60% estimate they could save six or more hours a week with automation

The Retail Challenge

Retail leaders face rising labor costs, high turnover, and ever-increasing expectations for seamless customer experiences. Employees are stretched thin between repetitive tasks and customer engagement, limiting productivity and profitability.[1]

Connection helps retailers reimagine workforce productivity by aligning people, processes, and technology to deliver measurable business outcomes.

Our Solutions to Elevate Productivity

Computer Vision for Operations

- Move beyond shrink control: automate shelf auditing, track planogram compliance, and detect out-of-stock items in real time.[1]
- Streamline pick-list fulfillment and backroom-to-floor workflows, reducing wasted time and lost sales.[2]

Connection integrates leading vision technologies with analytics to ensure insights turn into action across your store network.

Seamless Mobility

- Deliver mobile-first tools so employees can check inventory, access product info, and process transactions anywhere on the sales floor.[3]
- Reduce customer wait times and improve satisfaction with real-time service.[1]
- Simplify workflows with intuitive apps that reduce onboarding time and training costs.[4]
- Connection designs and deploys end-to-end mobility solutions—from device selection to secure management—tailored to the unique demands of retail.

Employee Chat for Product Knowledge and Training

- AI-driven access to product information and training resources at employees' fingertips.[7]
- Enterprise enablement tools that standardize knowledge sharing across the organization.[6]
- Mobility benefit: employees can access chat anywhere on the floor for instant answers.[6]
- Tools for enabling returns, reducing customer frustration and improving service.[3,5]
- Accelerated onboarding so new employees ramp up faster and become productive sooner.[7]

Connection delivers secure, scalable employee communication and training platforms to keep your workforce informed, empowered, and ready to deliver value.

Device Lifecycle Management

- Ensure every device is ready to work on day one—and every day after.
- Services include configuration, deployment, activation, break/fix, refresh, and secure retirement.
- Minimize downtime and extend device value across all locations.

Connection's lifecycle expertise—proven with leading national retailers—keeps devices and operations running at scale.

AI and Automation

- Deploy robotics and intelligent automation to handle shelf management, restocking, and repetitive tasks.[5]
- Free employees to focus on customer engagement, sales, and personalized service.[5,6]
- Reduce dependency on fluctuating labor availability while improving operational efficiency.[7]

Connection helps retailers evaluate, implement, and manage AI and automation solutions that align with growth and workforce strategies.

Why Connection?

- **Retail Expertise:** Trusted by leading retail brands to solve IT and operational challenges.
- **Vendor Ecosystem:** Partnerships with Zebra, Dell, NVIDIA, and other top innovators.
- **End-to-End Services:** From strategy and assessment to deployment and ongoing support.
- **Scalable Reach:** Nationwide coverage and the ability to standardize across multi-location retailers.
- **Proven Partner:** 40+ years of experience helping organizations drive transformation and growth.

Business Outcomes That Matter

- Higher Sales and Loyalty: Employees spend more time with customers.[2]
- Reduced Operating Costs: Eliminate inefficiencies through automation and lifecycle services.[3]
- Scalable Growth: Standardize processes across locations without adding headcount.[5]
- Future-ready Workforce: Position employees to deliver consistently excellent experiences[1]

Contact Us

Generative AI and other technologies have the potential to automate work activities that absorb 60–70% of employees' time

For more information about the comprehensive services Connection offers, contact your Account Team today.

Business Solutions	Enterprise Solutions	Public Sector Solutions
1.800.800.0014	**1.800.369.1047**	**1.800.800.0019**

www.connection.com/Services

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2 Software Mind. 6 Applications of Computer Vision in Retail: Use Cases, Benefits & Applications. (2025).
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