

Transforming Retail Operations with GenAI



CHALLENGE

Improve retail operations by identifying, classifying, and resolving issues across 25+ structured and unstructured data sources while eliminating manual analysis.

GENAI OPERATIONS INTELLIGENCE

Built a GenAI-powered operations platform using transformer and NLP models to detect issue patterns, prioritize root causes, and automate operational insights across enterprise retail systems.

SOLVED FOR A GLOBAL SCALE

Unified operational intelligence across stores, enabling faster root cause analysis, automated issue routing, and smarter resource allocation at enterprise scale.

IMPACT

Direct Benefits

20K

Issue types identified

700K

Tickets analyzed monthly

6K

Faster root cause
identification

Contributing to

Enterprise GenAI

Retail Operations
Intelligence