Tech Mahindra and Coresight Research Release Report Highlighting Key Global Trends for Building the “Store of the Future”

Technology

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Pune, August 12th 2025 – Tech Mahindra (NSE: TECHM), a leading global provider of technology consulting and digital solutions to enterprises across industries, in collaboration with Coresight Research, a leading research and advisory firm specializing in retail and technology, unveiled a global survey report titled ***“Store of the Future: Unlocking Performance Through Innovation.”*** The report provides timely, data-backed insights into how retailers are modernizing their in-store operations by focusing on unifying the shopper journey, enhancing the shopper experience, optimizing labor productivity, and maximizing store sales - the four pillars of building the “Store of the Future.”

The report defines the store of the future as a technology-enabled, data-integrated retail environment designed to elevate customer journey while driving back-end efficiency. Based on a survey of 360 retail decision-makers across North America and Europe, the findings highlight how leading retailers

are turning to technology to solve core operational challenges, from ineffective store management to inventory inaccuracies - with 92% actively investing in tools to enhance in-store operations.

Sampath Saagi, Head of Diverse Industry Verticals Group (DIG), Americas, Tech Mahindra, said, *"The "Store of the Future" is more than just a connected space, it's a dynamic, data-driven environment where seamless customer experiences meet operational efficiency. This report envisions equipping retailers with actionable insights and a practical roadmap to navigate their transformation journey - helping them identify where to invest, improve store performance, and deliver greater value to customers. Through our collaboration with Coresight Research, we aim to empower the industry with data-led strategies for building smarter, future-ready stores."*

Key findings highlight an industry in transition:

- 92% of retailers are actively investing in technologies to boost in-store operations.
- 84% of respondents acknowledge persistent operational inefficiencies that affect margins and revenue.
- Enhancing shopper experience emerged as the top priority for 40% of retailers building future-ready stores.

- 57% are investing in advanced data analytics, making it the most widely adopted technology, while automated inventory tracking is seen as the most critical need.

- Retailers anticipate that technology will drive benefits, including improved product availability, greater automation, and real-time data insights.

- Automated inventory tracking is viewed as the most critical capability for future store operations.

- The top three benefits of technology adoption are greater product availability, increased automation, and access to real-time data.

The report outlines that despite widespread optimism towards technologies, challenges remain, such as high implementation costs and data security concerns, that continue to slow adoption, underscoring the need for a phased, strategic approach to digital transformation.

Deborah Weinswig, CEO and Founder of Coresight Research, said,

"Building the "Store of the Future" goes beyond deploying isolated technologies; it requires a clear understanding of core operational challenges and a cohesive blueprint to solve them. Success hinges on aligning investments with both near-term performance goals and long-term scalability to create a true competitive edge."

The report provides global retailers a roadmap for building scalable, secure, and future- ready retail environments – "Store of the Future."

For more information about Tech Mahindra's retail solutions, click here

About Tech Mahindra

Coresight Research is a research and advisory firm specializing in retail and technology. Established in 2018 by leading global retail analyst Deborah Weinswig, the firm is headquartered in New York, with offices in London, Lagos, Hong Kong, Shanghai and Mangalore (India). The firm provides data-driven analysis and strategic advisory to clients including retailers, brands, real estate owners, enterprise technology companies, accelerators and more. For more information, please visit https://coresight.com/

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With Cisco Confidential 150,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a

climate and nature- positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit https://www.techmahindra.com

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