



DIGITAL

Innovation Experience 2019

Inspiring your digital transformation in HVAC and Refrigeration

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A New Era in Retail Digitization

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Supermarket Blackout in the UK



Due to **power outage overnight**, we are unable to sell any chilled or frozen products at this time.

We are working to remedy the situation as soon as possible.

Sorry for the inconvenience.

Supermarket in Hong Kong

Imagine you have 80 refrigerators in each store, and your staff has to check the temperature of each refrigerator manually, 4 times a day, everyday, including the door seal...and any mistake can lead to the whole inventory spoiling...

		溫度檢查表 TEMPERATURE INSPECTION TABLE																							部門 DEPT	
																									年 YEAR: 2018 月	
日期 Date	時間 Time	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
	9:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓										
	13:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓										
	17:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓										
	20:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓										
當值人員 Staff		A	A	A	A	A	A	A	A	A	A	A	A	A	A	A										

注解 NOTE: 溶雪溫度 OPERATION TEMPERATURE: _____
溫度指標 TEMPERATURE GUIDELINE: 0-4°C 雪櫃 CHILLER 4-9°C 蔬菜及水果 FRESH & VEGETABLES -18°C 或以下 FOR BELOW
請用「✓」來表示溫度符合指標 Please mark "✓" if temperature is correct
如溫度不正確請用「X」表示不符合及通知當值經理安排維修 If temperature fails, please mark "X" and contact store manager for refrigerator



Reviewed September 6, 2016 via mobile

Too cold to enjoy the food

It's too cold in this place. We won't be going back. Last time we were there, we asked a worker why it's so cold. She replied, "I know, I've been here since 11 am and I'm freezing."

Ask about



Reviewed 8 April 2013

Good but too dark and loud!

Have eaten there a few times and when deciding on a restaurant in Bangor, I avoid this place because its too dark and loud! I like to see the menu and its just to dark to reAd it well. I don't mind the music but again, it's too loud! It's hard to have a conversation with the music being so loud!

Value Atmosphere

Service Food



Reviewed October 14, 2015

Not tasty food at all, strong kitchen smell inside

I have been there several times during a 7 year period and the place gets worse each time. One of my friends is ok about their food, I guess I have to take her to good Korean eateries. If you understand what tasty Korean food tastes like avoid the place.

83 32

Ask about

Source: TripAdvisor

Customer satisfaction is your best advertising. Good reviews will bring in more business, and bad reviews will linger forever...

*“In the age of social recommendations, **customer reviews represent the voice of the customers**. Comments on TripAdvisor that highlight our uniqueness and the quality of our service **are certainly more convincing and effective than our description on our own website.**” 1*

- Cecilia Leung, Director of Hong Kong Foodie Tasting Tours, the first tour operator that solely focuses solely food tours to be licensed in Hong Kong

Source: Grow Your Business with TripAdvisor, SCMP, 2018

Dramatic shifts are underway...

68%

of the world's population will live in urban communities by 2050

Millennials will hold

\$1.4T

in spending power by 2020

From Gen X to Gen Z,

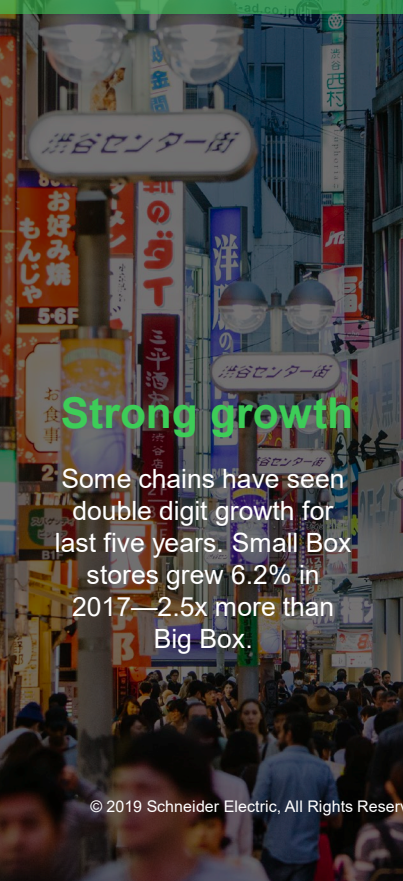
100%

of consumers shop through more than one medium

74%

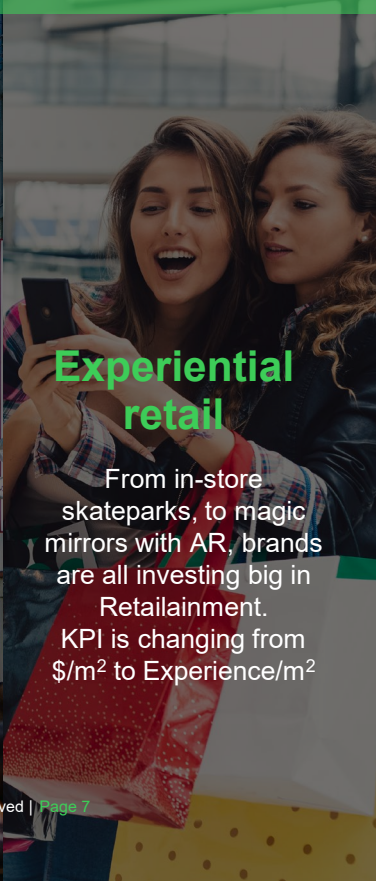
of millennials are proud to engage with socially conscious brands

...which are driving unprecedented change in the retail industry



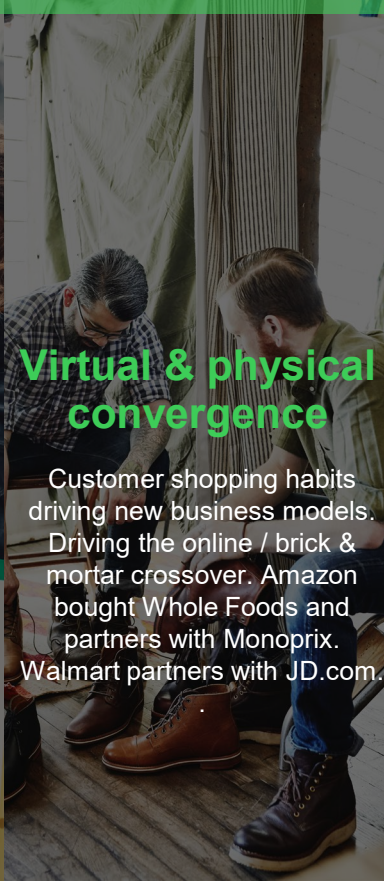
Strong growth

Some chains have seen double digit growth for last five years. Small Box stores grew 6.2% in 2017—2.5x more than Big Box.



Experiential retail

From in-store skateparks, to magic mirrors with AR, brands are all investing big in Retailainment. KPI is changing from \$/m² to Experience/m²



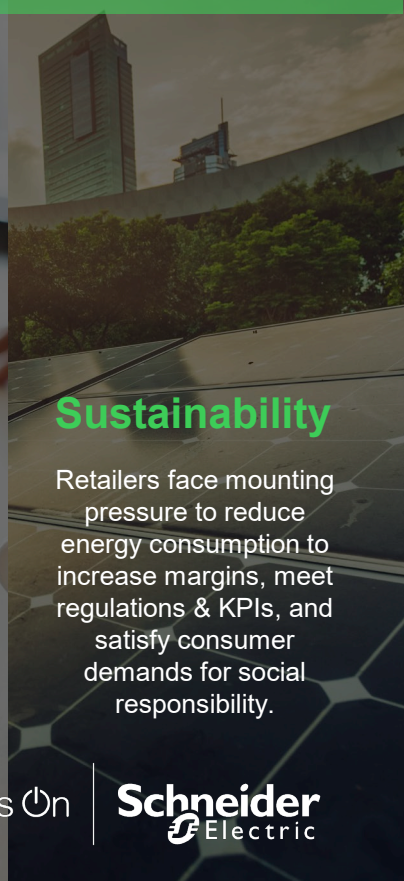
Virtual & physical convergence

Customer shopping habits driving new business models. Driving the online / brick & mortar crossover. Amazon bought Whole Foods and partners with Monoprix. Walmart partners with JD.com.



Convergence of OT and IT

96% of retailers are ready to adopt IoT to strengthen relationships with consumers. Unmanned stores: Amazon Go, Auchan Minute, 7/11.



Sustainability

Retailers face mounting pressure to reduce energy consumption to increase margins, meet regulations & KPIs, and satisfy consumer demands for social responsibility.

Four radical changes are required

Design, Build, Operate & Maintain



for
business
continuity



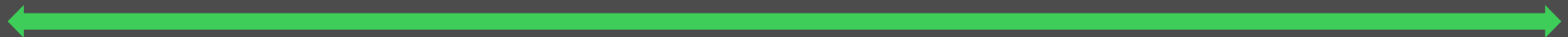
for
customer
experience



for
operational
efficiency



for
sustainability



Improve financial performance

EcoStruxure™ for Retail

EcoStruxure™ for Retail provides an integrated, IoT-based platform that delivers **best-in-class refrigeration, environmental, energy, security, and IT control** across your assets, ensuring business continuity, loss prevention, equipment reliability, energy and operational efficiency, and a connected, engaging shopping experience.