**TGW Grocery Expert Days**

Presentation Summaries

**“Quo vadis, grocery retailers?”**

Silvio Kirchmair (CEO Umdasch Store Makers)

About half of all fashion shops have closed in the course of the last 16 years – the same holds true for grocery retailing. The question that the industry now faces is: What solutions are there? Umdasch provides answers on how to create new shopping experiences in stores and shops; how to create new information pools, and how Grocery customers can be provided with more added value.

**“A grocer`s way into the future”**

Domenico Repetto (Director Logistics Region NWZZ COOP)

Domenico Repetto provided a presentation of the COOP logistics headquarters in Schafisheim, Switzerland, which has been in operation since 2016. The site is home to the largest bakery in Switzerland as well as a national distribution center for deep-freeze logistics, and a regional distribution center. COOP Schafisheim is part of the 2015+ Logistics and Bakery Strategy, the objective of which is to modernize and centralize bakery and logistics operations. In the course of planning and concept design, a high degree of emphasis was placed on sustainability – including biomass heating for the ovens and fully automated transportation of goods.

**“The retail differentiators: Focus on chilled and frozen logistics“**

Matthias Stötzner (Director Sales TGW Systems Integration)

In his presentation, Matthias Stötzner provided a technical overview of the Coop logistics center. In the chilled goods area, refrigerated goods are picked in a fully automatic system – and at extremely high speed in order to not exceed the brief time window between receiving and delivery. The empty truss center and the logistics bakery include a fully automatic sorting system for containers, a fully automatic carton palletizing system for bakery products, and a buffer for roll containers and pallets. The high level of automation is this project’s most outstanding hallmark.

**“Retail from the future back”**

Prof. Peter Fisk (CEO Genius Works)

Over the next 10 years the world will change more than it did in the last 250 years. Customer expectations are also changing and new challenges are emerging in the food sector. This non-linear, disruptive environment requires a different form of thinking than the past. We should be thinking less into the future, but instead "from the future back.” Gamechangers solve problems in a different way than established market participants – which is making retail increasingly more hybrid. In this context, networks and their intelligent use are increasingly gaining in importance.

**“Big Data / AI: The new gold mine for business success”**

Prof. Michael Feindt (CEO Blue Yonder)

Blue Yonder has been dealing with artificial intelligence/AI and machine learning since its inception. Neural networks and innovative technologies are opening up completely new possibilities. Conclusion: It’s all about data. You can only influence business by working with a solid customer database and purchasing behavior database. Hence, data is the basis for all decisions within the retail business. Data serves as basis for optimization and automation in the food trade – and therefore is a true gold mine for economic success.

**“Robotics: The key element of future warehouses”**

Maximilian Beinhofer (Head of Cognitive Systems Development at TGW)

What role will robots play in the future logistics centers of food retailers? This is the question Maximilian Beinhofer addressed in his presentation. Artificial intelligence plays a decisive role in creating intelligent machines. They are flexible and powerful; they can automatically correct unexpected events and they can gather experience. With Rovolution, TGW is providing a solution for rising automation requirements in single-piece picking. Rovolution is an innovative system for fully automatic single-piece picking by robots.

**“Connected warehousing: Applications and Benefits”**

Markus Gaggl (digital entrepreneur at TGW)

Connectivity and digitization make it possible to significantly reduce intralogistics system downtime while at the same time providing high availability. Intelligent, adaptive products help reduce risks. Also, they increase efficiency yet they reduce costs. The "connected warehouse” concept allows for improved efficiency in intralogistics.

Michael Schedlbauer (Industry Manager at TGW)

TGW and Umdasch presented a new, innovative concept, OmniStore, which will help shape the shopping experience of tomorrow. OmniStore combines outstanding customer service with the requirements of e-commerce. The supermarket is divided into a store and a storage area. In the store area you can find products that provide you with a shopping experience. Everything else is picked in the warehouse area: Here, online orders or supermarket purchase items are brought to the check-out area where customers can pick up their orders 24/7.

**“The eCom Journey”**

David Hibbett, CSO TGW UK

Sverker Lindbo, Head of Concept Development Ocado

Frederik Nieuwenhuys, Co-founder Picnic

In the course of his presentation, "Generating the most efficient eCom supply chain ", David Hibbett presented new developments in the field of eCom. In the ensuing discussion with Sverker Lindbo and Frederik Nieuwenhuys the question was addressed whether there are new paths in retail. Is the trend headed towards centralization or decentralization? Similarities and differences quickly became apparent: Weekly or daily delivery? On-demand delivery or recurrent delivery? The audience agreed that convenience is playing an increasingly important role for customers, and that automation in e-commerce will be one of the focus topics in food retailing.