

5 in-store retail technology trends

Same-day fulfillment, streamlined payment processing and virtual sales experiences are changing the retail landscape.



1

Automation technology

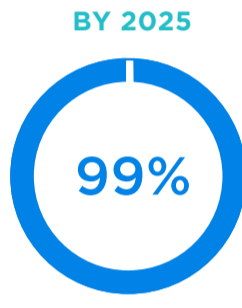
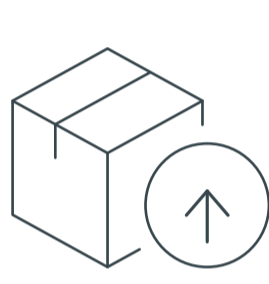
Nearly half of fulfillment warehouses will be automated by 2024.¹

On-demand delivery

Same-day delivery is now a customer expectation and can offer local businesses an advantage over big brand retailers. Partnering with same-day services gets products into the hands of customers quickly. Other omnichannel solutions such as buy online, pick up or return in-store and curbside pickup are trending.

2

Percentage of retailers who provide or plan to provide same-day delivery:²



3

Social media shopping

By adopting a holistic approach to selling and meeting customers where they are, retailers are driving new revenue. Retailers are using social media to deepen relationships with their existing customers, drive sales and find new audiences.

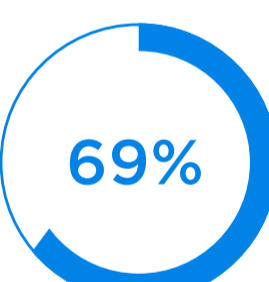
\$1.2 TRILLION in social commerce purchases will be made by 2025.³



Contactless payments

Both shoppers and retailers love how contactless payments have resulted in shorter waits and quicker checkout times. Retailers must adapt to accept mobile wallet apps and touchless credit card payments.

4



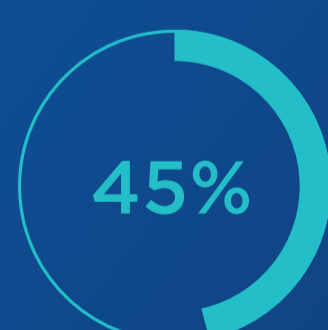
Real-time payments remain in the fast lane in the United States, with significant year-over-year growth of 69%.⁴



5

Virtual experiences

Retailers are connecting with shoppers in new ways, from hosting live-streaming events and virtual shopping appointments to displaying QR codes in windows.



of shoppers indicated they are inclined to purchase more with brands that offer interactions using immersive technologies.⁵

Keeping up with retail trends, along with having the right technology partner, can give you the edge you need to improve customer loyalty and grow your business.

[Learn more](#)

Sources

1. "Top 3 retail automation technologies to watch," Insider Intelligence, October 2, 2022.
2. "New Survey from Brings Reveals that 99% of Retailers will Offer Same Day Delivery by 2025," Brings, Jan. 12, 2022.
3. "Shopping on Social Media Seen Hitting \$1.2 Trillion by 2025," Bloomberg, Jan. 4, 2022.
4. "Payments trends 2023", Deloitte, 2023.
5. "Why is V-Commerce the future of E-Commerce?" Retail VR, June 4, 2021.

