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Retail Industry C-Suite Strategic Management Decision Platform

Smart Financial Analytics for Businesses

AI & Cloud Analytics | Extended Planning & Analysis (XP&A) | Finance Managed Services



How the Retail Dashboard Helps with Decisions.

What key challenges Business leaders face in Retail Industry

- Customer Retention and Engagement: Struggling to maintain customer loyalty in a highly competitive market while addressing evolving consumer preferences and expectations.
- Supply Chain and Inventory Management: Challenges in managing stock levels, reducing stockouts, and optimizing inventory turnover amidst fluctuating demand and global supply chain disruptions.
- Profitability and Cost Control: Difficulty balancing operational costs, discounting strategies, and profitability while staying competitive and ensuring sustainable growth.

How you can benefit as a Business Leader

- Sales and Profitability Insights: Displays sales performance, customer behavior, and profitability metrics to support revenue growth and strategic planning.
- Operational and Inventory Efficiency: Visualizes fulfillment metrics and inventory levels to identify delays, optimize supply chain operations, and meet customer demand.
- Customer Experience and Retention: Highlights customer satisfaction, retention, and engagement metrics to enhance loyalty and service quality.



How we approach the solution

- Integrate Data with Source Systems for Real-Time Insights: Retail Source data, such as sales transactions, customer profiles, and inventory levels, is pulled into Microsoft Fabric's data warehouse, enabling seamless integration and centralized storage for improved accessibility and analysis.
- Drive Business Logic Using Powerful Data Science and ML Models for Robust Analytics: Data is transferred to Power BI, where a semantic model is created to define business logic and establish relationships between data tables. This supports cloud automation workflows and predictive analytics for demand forecasting, Price Forecasting, Inventory Replenishment.
- Track Crucial KPIs with High-Impact Visualization Dashboards: KPIs such as Order Fill Rate, Inventory Turnover, and Customer Retention Rate are built within Power BI, providing actionable insights in the Fabric workspace and enabling data-driven decision-making across the organization.

What is covered in Retail Dashboard screen.



Sales Performance

- Visualizes metrics such as sales growth, sales by channel, net sales, and conversion rates to track revenue trends and identify high-performing channels.



Inventory Management

- Provides insights into stock accuracy, turnover rates, stockout percentages, order fill rates, and inventory levels to optimize supply chain operations.



Fulfillment Overview

- Displays metrics like on-time delivery rates, backorder percentages, and fulfillment cycle times to monitor and improve delivery performance.



Customer Experience

- Highlights key metrics such as customer satisfaction scores (CSAT), net promoter scores (NPS), repeat purchase rates, and resolution times to gauge and enhance customer engagement.



Profitability Metrics:

- Showcases data on average transaction value, operating profit, and customer lifetime value (CLV) to assess business profitability and long-term sustainability.



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