

Disconnected systems create retail problems

Integration succeeds only when software, devices, networks, and deployment standards work together.

79%

of customers expect
consistent interactions
across departments

27%

of enterprise
applications are
integrated, on average

Sources: Salesforce, State of the Connected Customer (2023); Salesforce Connectivity Benchmark Report (2026).

THE HIDDEN COST CHAIN

FRAGMENTED FOUNDATION

Applications • device builds • networks • configurations

STORE SYMPTOMS

Inventory mismatch • failed transaction • delayed pickup • support escalation

OPERATIONAL COST

Manual work • longer incidents • abandoned purchases • repeat calls

Make readiness repeatable before rollout

1

STANDARDIZE

Approve one build per device and store type.

3

TEST END TO END

Test key workflows and failure recovery.

2

STAGE TOGETHER

Stage hardware, software, peripherals, and network.

4

RECORD & PILOT

Capture the baseline, pilot, then refine.

BOTTOM LINE Connect integration, infrastructure standards, and predeployment testing to give every store a known, supportable baseline.