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From Multi-Year Roadmaps to AI Transformation

RETAIL INNOVATION COUNCIL

Prepared for RIC Q3 Tech and Innovation ExCo

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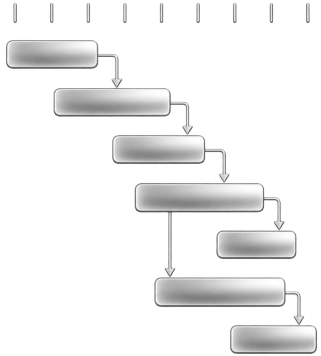
AI native Unified Commerce



One transformation programme for a grocery chain, run twice, first without AI and then with AI

Without AI

Project Grocery, first run in 2024



12+ Months

Vendor evaluations, demos and proofs of concept. A stack of decks.

With AI

Project Grocery, second run in 2026



6 Weeks

From reset in late May to real teams making real decisions on 7 July.

Same business. Same problem. Run a different way.

Opinion on AI is still divided, but benchmarks show it winning wherever there's a right answer

Subjective

Creative Tasks

Design, writing, brand

Is it good?
People will keep arguing.



Objective

Analytical Tasks

Code, data, forecasts

Standards and benchmarks exist.



12% → 85% - Share of real professional tasks where a frontier model matched or beat an industry expert, 2024 to 2026.
OpenAI GDPval, 44 occupations, blind expert grading.

Before AI, transformation was a straight line. Benefits came 18 months down the line



One stage at a time

Each stage waits for the last one to finish.

Forward only

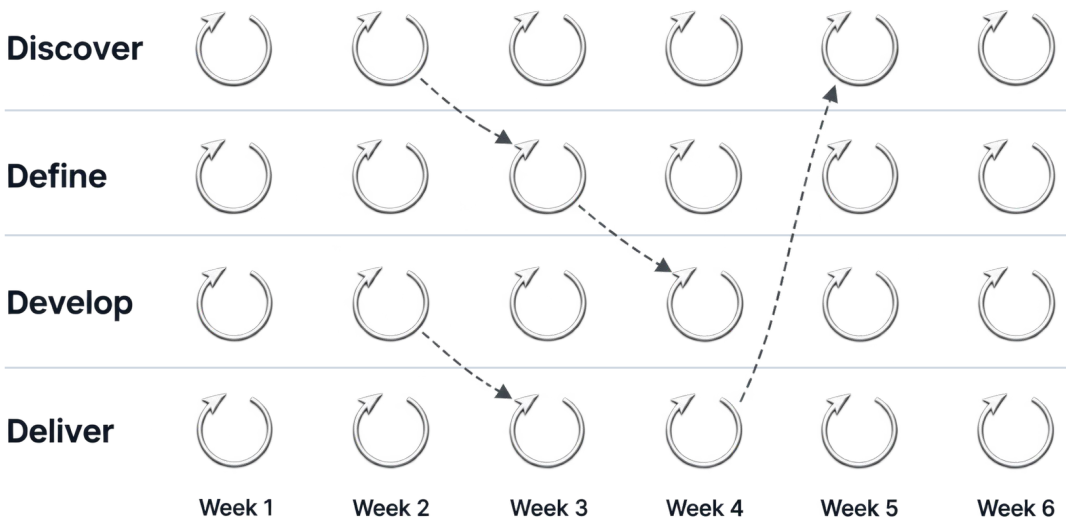
Going back means a change request.

One line at a time

Everyone is needed on it.

Every stage waits. Going back costs months

After AI, it's many loops, running at once and outcomes show up in weeks



Discover: evidence, not interviews
Every finding backed by data

Define: a working model, not a spec
The business tests it, not reads it

Develop: ships when every test passes
Every release, not once a quarter

Deliver: acts alone at 95 in 100 accepted
Below 90, back to a person

Every loop: pick one outcome, ship a small version, test it on real work, turn every no into a fix, then scale, hold or kill it.

Going back costs a day. Nothing waits for anything else.

Case Study

How AI transformation compressed timelines for one problem statement for a large grocery chain



Best-sellers run out. Slow sellers sit for months.

Business Ask

Range Planning → which products each store carries, how much it holds, when it reorders.

Old Way

One stage at a time

Discover: Months 0 → 6
Vendor demos and workshops. 5 planning tools shortlisted.

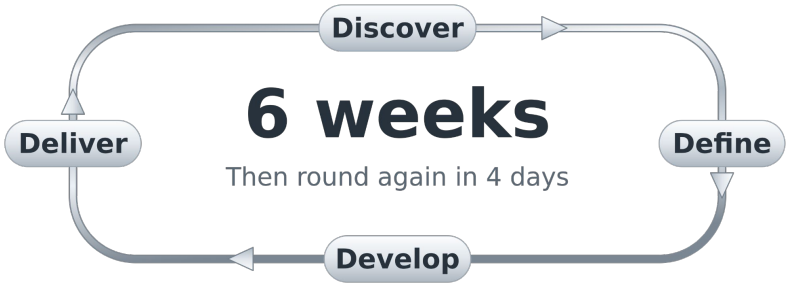
Define: Months 6 → 9
Requirement decks, reviewed and re-reviewed.

Develop: Months 9 → 12
Proofs of concept run by vendors on our data.

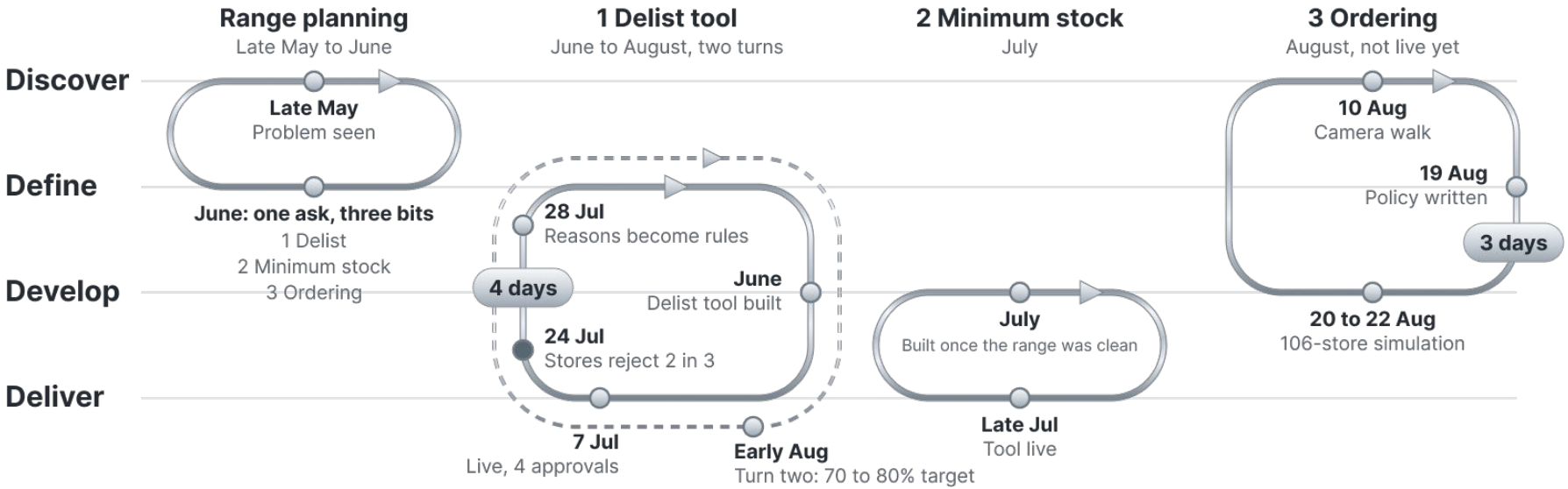
Deliver: Months 12+
Nothing reached a store. Reset.

New Way

Loops, all at once



How the project timeline looked



Delist tool: which products each store should stop stocking

Minimum-stock tool: how much each store should always hold

Ordering tool: for replenishment

Inside a UK Retailer

Lalit Suryawanshi, Head of Architecture, N Brown Group



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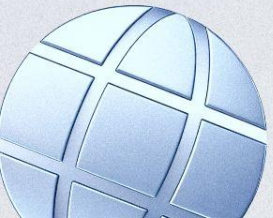
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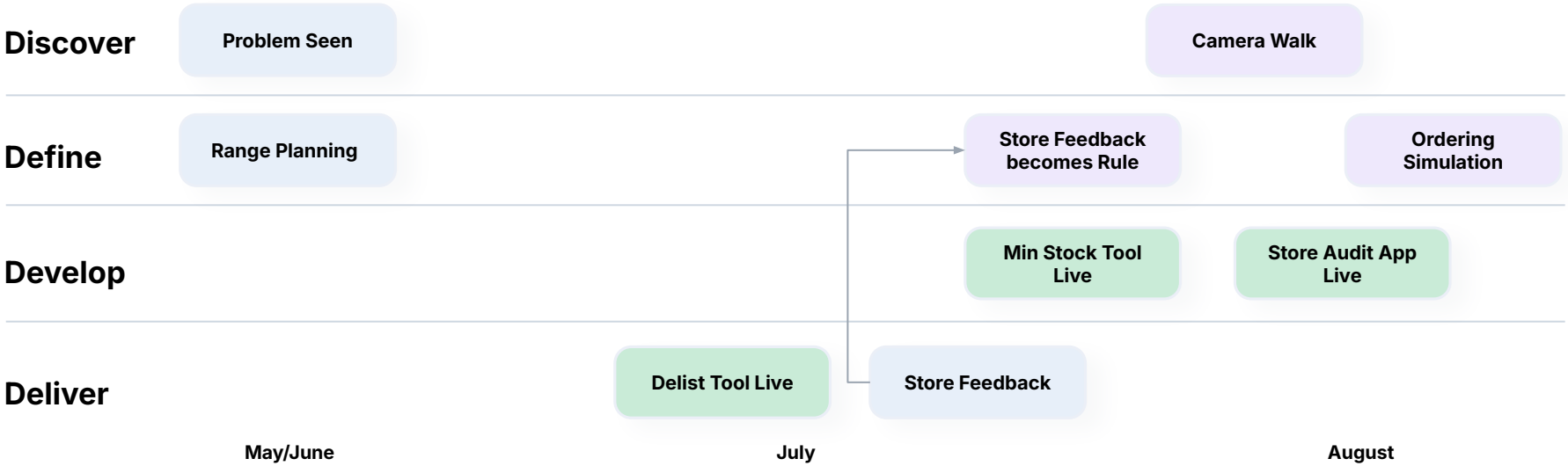
Office Number - 129, Dubai commerce city 1, 17th street, Umm Ramool, Dubai







How the project timeline looked



Delist tool: which products each store should stop stocking
Store audit app: staff film checks, AI reviews every clip
Minimum-stock tool: how much each store should always hold
Replenishment simulation: ordering policy tested on real stores