

Alight Solutions: Your trusted partner in retail



Serve 55%
of the top
50 U.S.
retailers



Serve more
than 5M retail
employees
and their
families



Eight-time
member
of the Global
Outsourcing
100 list

With 25+ years of serving retail companies, Alight understands the retail industry is no stranger to change. Inventories change daily, store configurations are flexible and workforces are variable.

In the last few years, we've seen the already blurred lines between the digital and physical pillars of retail nearly completely dissolve into one another. This convergence has been driven — and accelerated — by several forces:



The market.

- New market entrants
- Industry consolidation
- Suppliers becoming competitors
- Solution services (i.e. meal kits, personal styling services)



The business model.

- Expansion of marketplaces (new and resell)
- Subscription and service revenue models
- Store pick-up/at-home delivery
- Partnerships (i.e. store-within-store)



The customer.

- Digital channel adoption and payment(s)
- Time strapped – convenience focused
- Expectation to be entertained
- ESG conscious (environmental, social, governance)



The technology.

- Increased agility and cost savings via the cloud
- Increased demand for data and insights
- Improved processing speeds via intelligent automation
- Modern delivery capabilities



Multiple forces are changing not only what is sold, but also how and where it's sold and to whom we sell.

— **ALI CUSIC,**
**ALIGHT RETAIL INDUSTRY
SOLUTION LEADER**

These forces are also changing what it means to work — and employ workers — in the industry. In response, and in pursuit of creating a highly engaged and purpose-driven workforce, retailers are focusing their people agendas on:

- Delivering a differentiated and equitable employee experience
- Continuing to define the “future of work” (securing the right team with the right skills at the right place)
- Developing specialized skill sets
- Nurturing a purpose- and value-driven culture
- Ensuring the health and safety of employees

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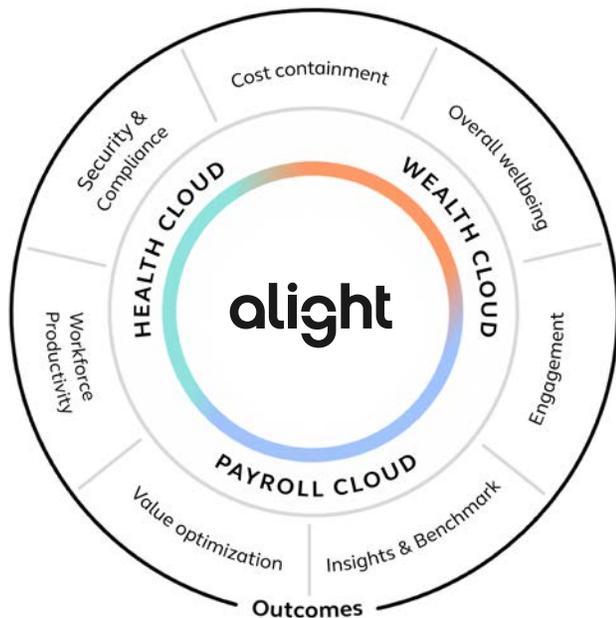
When a retailer takes care of their employees, the employees take care of the customer. The wellbeing of employees is a critical link in the customer experience. Given the competitive landscape for good employees, the stakes have never been higher.

— **GREG MALONEY,**
ALIGHT RETAIL INDUSTRY
SOLUTION LEADER

Solutions catered to the modern workforce

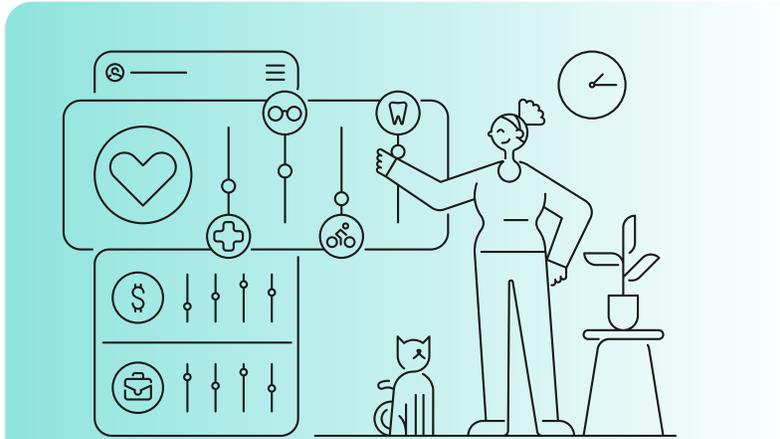
At Alight, we know that delivering a phenomenal employee experience in retail is not single-threaded. We understand that just like your customers, your employees want you to meet them where they are — how and when they want to be met.

Our team focuses on delivering a holistic employee experience that helps both your people and systems work better to reach your business goals. Using data-driven technology and a people-centric approach, we connect insights across health, wealth, payroll and cloud to optimize employee experiences and unlock enterprise growth. We help retail organizations of all sizes bridge the gap between people, work and life to enable informed employee decision-making and drive better outcomes for your people and your business.



About Alight

With an unwavering belief that a company’s success starts with its people, Alight Solutions is a leading cloud-based provider of integrated digital human capital and business solutions. Leveraging proprietary AI and data analytics, Alight optimizes business process as a service (BPaaS) to deliver superior outcomes for employees and employers across a comprehensive portfolio of services. Alight allows employees to enrich their health, wealth and work while enabling global organizations to achieve a high-performance culture. Alight’s 15,000 dedicated colleagues serve more than 30 million employees and family members. Learn how Alight helps organizations of all sizes, including over 70% of the Fortune 100 at alight.com.



Our experience in action

We know that a “one-size-fits-all” approach doesn’t cut it. As a long-time provider of benefits administration to an athletic apparel company, our team delivered a digital-first employee experience that fit the organization’s culture and aligned to its customer-centric brand. By understanding business objectives, data insights on employee engagement needs and partner expectations, Alight provided a solution that met the unique needs of employees while delivering an exceptional experience for the brand.

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We wanted to design a powerful benefits brand experience that highlighted our commitment to our people and their wellbeing. We were impressed by Alight’s ability to deliver in a timely manner and collaborate as we brought the strategy to life.

— **DIRECTOR OF BENEFITS,**
SPECIALTY APPAREL RETAILER

Get in touch

If you’re looking for a way to transform your employee experience and improve overall wellness, we have the experience, tools and talent to get you where you need to be. Let’s start the transformation.

[Check us out at alight.com.](https://alight.com)

