



3rd Retail 360° Degree

Navigating the Complexities
of Modern Retail

5th July 2023, PHD House, New Delhi





Background

Indian retail industry has emerged as one of the most dynamic and fast-paced industries due to the entry of several new players. India is the world's fifth-largest global destination in the retail space. India ranked 73 in the United Nations Conference on Trade and Development's Business-to-Consumer (B2C) E-commerce Index 2019. India is the world's fifth-largest global destination in the retail space and ranked 63 in World Bank's Doing Business 2020.

The urban Indian consumer's purchasing power is increasing, and branded goods in categories like apparel, cosmetics, footwear, watches, beverages, food, and even jewellery are gradually evolving into business and leisure that are well-liked by the urban Indian consumer. The retail sector in India is expected to reach a whopping US\$ 2 trillion in value by 2032, according to a recent analysis by the Boston Consulting Group (BCG).

About Conference:

The conference featured several keynote speakers who shared their experiences and insights on various topics related to modern retail, such as digital transformation, customer experience, supply chain management, and sustainability. The keynote speeches were followed by panel discussions and interactive sessions, where participants had the opportunity to ask questions, share their thoughts, and engage in meaningful discussions.

The Conference will be providing a valuable platform for participants to learn, network, and share their experiences and insights. The conference highlighted the complexities of modern retail and the need for retailers to navigate these challenges by embracing digital transformation and sustainability.



Advisory Forum Member



Mr. Anil Menon
Chief Information Officer
Lulu Group



Mr. Ashutosh Sharma
AVP Digital Commerce
Airtel



Mr. Dharmender Khanna
Country Head
Anymind Group



Mr. Madhur Arora
Head of Product
Google



Mr. Sunil David
Consultant & Business
Development Partner
FlamencoTech India Pvt Ltd



Mr. Sunil Seth
Head of Strategy
HFCL

Leadership PHDCCI



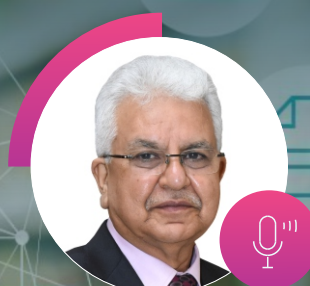
Mr. Saket Dalmia
President



Mr. Sanjeev Agrawal
Sr. Vice President



Mr. Hemant Jain
Vice President



Dr. Pradeep Multani
Immediate Former President

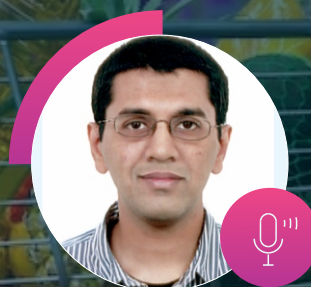
Retail, E-commerce & Consumer Affairs



Dr. Ravi Gandhi
Chair



Mr. Sumit Duggal
Co-Chair



Mr. Ashish Goel
Co-Chair



Mr. Ashish Goel
Co-Chair

HIGHLIGHTS

Keynote speeches and panel discussions by industry experts, thought leaders, and stakeholders

Insights into the latest trends and best practices in emerging technologies such as AI, AR/VR, and IoT in the retail industry

Showcase of sustainable and green technologies and practices that can help retailers reduce their environmental footprint and enhance brand reputation

Exploration of the latest trends in omnichannel retailing, personalized shopping experiences, and social commerce

Discussion on the importance of customer engagement, loyalty, and satisfaction in driving growth and success in the retail industry

Insights into the changing consumer preferences and behaviors and how retailers can adapt to meet their evolving needs

Opportunities for networking and collaboration among retailers, industry professionals, and stakeholders

Showcase of the latest products, services, and solutions that can help retailers stay competitive and relevant in the ever-changing retail landscape

Promotion of innovation and creativity in the retail industry

Focus on diversity, equity, and inclusion in the retail industry

Exploration of the challenges and opportunities of operating in a global and highly competitive retail landscape

Contribution to the growth and success of the retail industry by addressing the complexities and challenges of modern retail and exploring new opportunities for innovation and growth.

Why to Visit:

- **Gain Insights:** The conference brings together industry experts, thought leaders, and stakeholders to discuss the latest trends, challenges, and opportunities in the retail industry. Attendees can gain valuable insights and knowledge about the best practices, strategies, and technologies driving the modern retail industry.
- **Networking:** The conference provides an opportunity to network with peers and industry experts from diverse backgrounds and geographies. Attendees can build new relationships, share experiences, and learn from the successes and failures of others.
- **Professional Development:** Attending the conference can help professionals enhance their skills, knowledge, and expertise in the retail industry. The sessions and workshops provide a platform for professionals to learn and grow in their careers.
- **Stay Updated:** The conference provides an opportunity to stay updated on the latest trends, technologies, and innovations in the retail industry. Attendees can learn about new products, services, and solutions that can help them stay competitive and relevant in the ever-changing retail landscape.
- **Brand Visibility:** The conference provides an opportunity for retailers and industry professionals to showcase their products, services, and solutions to a global audience. Exhibiting at the conference can help increase brand visibility, generate leads, and build new business relationships.

Discussion Topics:

02

The Rise of Social Commerce: Leveraging Social Media for Retail Sales

01

IoT and Artificial Intelligence Role and Potential Transforming Retail Operations

03

Omnichannel Retailing: Creating a Seamless Customer Experience Across All Channels

04

Strategies for Sustainable Retail: Green Technologies and Practices

05

Future of Personalized Shopping Experiences- Transforming Retail Customer Engagement with AI and AR/VR

Visitor Profile

01



Retailers (large, medium, and small businesses)

02



E-commerce businesses

03



Technology providers and vendors

04



Logistics and supply chain companies

05



Industry associations and organizations

06



Government agencies and policymakers

07



Investors and venture capitalists

08



Marketing and advertising agencies

09



Consumer behavior researchers and analysts

10



Academics and educators in the retail field

11



Consultants and industry analysts

12



Non-profit organizations focused on retail and sustainability

13



Media and press covering the retail industry



DIAMOND SPONSORS



PLATINUM SPONSORS



GOLD SPONSORS



SILVER SPONSORS



**EXPLORING PARTNERSHIP
OPPORTUNITIES & ENQUIRES**

Ajay Bansal, Sr. Secretary | ajay.bansal@phdcci.in
Kanika Goswami, Deputy Secretary | kanika.goswami@phdcci.in
PHD House, 4/2 Siri Institutional Area, August Kranti Marg New Delhi 110016, India
Tel: 91-11-26863801-04, 49545454 E-mail: phdcci@phdcci.in Website: www.phdcci.in