

# 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 more than 30 years of serving retail companies, Alight understands the retail industry is no stranger to change. Inventories change daily, store configurations are flexible, and consumer needs and expectations are in a constant state of flux.

Through all this change — and a global pandemic that put the world on hold — retail never stopped. It kept going and it kept our households and economy going. As a result, the industry is the healthiest it's been in more than a decade.



**Personal consumption** is at an all-time high.  
*\$2 trillion in consumer savings*



**Bankruptcies are down** 73% between 2020 and 2021.



**Growth and store expansion** is back on the agenda.  
*New store openings up 42% year-over-year*

Despite all this good news, retailers know they cannot meet their growth targets and continuously deliver valued, differentiated customer experiences if they don't have the right talent. And the retail talent pool has taken some hits over the past few years:

- **70%** of executives say **labor shortages** — especially in hourly wage jobs — **will hamper retail growth** in 2022
- **87%** of retail executives **reported moderate to significant challenges hiring** in 2021
- Turnover accounts for **230+ days of lost productivity** and **\$19 billion in costs** associated with recruiting, hiring, and training

While the pandemic is responsible for growth and expansion within the industry, it's also responsible for its constrained workforce, as it made in-store and supply chain positions unattractive to many potential employees.



**Risking personal health** going to work on the front lines



**Policing adherence** to public health and corporate safety guidelines in store



Increased requests for **longer hours and overtime**



**Managing a stressed public** who takes stress out on employees

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Retailers are scrambling to react and make changes to not only woo employees away from competitors, but rethink and rebuild their employment impact to the labor market.

— **Ali Cusic, Alight Retail Industry Solution Leader**

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## Retailers are responding with myriad strategies to attract and retain top talent:

Increasing starting wages	65% retail execs increased starting wages for store employees in 2021
Increasing percent of full-time employees	Fortune 100 retailer reduced its overall workforce in 2021 by 17% while increasing the percentage of fulltime workers to 60% of its total workforce (up from 54% pre-pandemic)
Introducing new benefits (spot bonuses, emotional health, college tuition reimbursement)	73% retail execs report offering some form of benefits to part-time employees
Investing in consumer-grade employee engagement tools and wellbeing solutions	91% of leading (88% of middle-performing) retailers will make improving the workforce experience a high priority in 2022

### Solutions catered to the modern workforce

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

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.



### Get in touch

Looking 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/alight-worklife](https://alight.com/alight-worklife).

### Unique offerings, real results

One of the world's largest non-athletic footwear brands with over \$1 billion in annual sales and 4,200 active benefit enrolled employees, decided after many with its legacy benefit administrator to make a change. The company's growth, coupled with a more competitive labor market, demanded a more engaging and digitally enabled employee experience. Specifically, the client sought a solution that would:

- Improve the employee experience equally for salary and hourly employees including clear, engaging communications and on-demand benefit library
- Decrease administrative burden on benefit team members via digital self-service and a tier-one contact center to answer participant questions

One year on the Alight SmartBen platform, the client has directed more than 1,000 calls to Alight's tier-one contact center. Through these interactions, employees consistently rate their experience with Alight higher than 99%. Through a more engaging, digitally enabled platform and premier tier-one contact center capabilities, Alight has offset more than 85 calls per month helping employees get information more quickly while increasing capacity of the client's benefit team to focus on more strategic and value-add activities.

### About Alight Solutions

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. Learn how Alight helps retail organizations of all sizes at [alight.com](https://alight.com).

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