

RETAIL & DISTRIBUTION

ILLUSTRATIVE SCENARIO

# AI in every store and hub, with no one on site to run it

A retailer wanted call transcription and a staff copilot at its distribution hubs and flagship stores, without hiring infrastructure staff for every location.

ORGANIZATION

National retailer

SITES

Distribution hubs and stores

FIRST WORKLOADS

Call transcription, staff copilot

MODELS

Speech and small models

## The situation

Hubs handled thousands of supplier and carrier calls a day, and store staff spent time hunting for answers in policy binders. The retailer had hundreds of locations and almost no IT staff at any of them. Anything it deployed had to install itself, update itself and be fixed from headquarters.

## The turning point

A pilot of a cloud speech service worked, but the projected bill across every location was larger than the savings it promised. The retailer needed AI it could put in a closet at each site, at one known cost, run from a single console.

## What was at stake

### Scale

Hundreds of sites, almost no local IT.

### Cost

Per-minute and per-token bills at every site.

### Consistency

Every site configured the same way.

*Illustrative scenario based on typical UnitedEdge® AI engagements. Not a specific customer.*

HOW IT UNFOLDED

UPC piloted one appliance at a distribution hub, then used zero-touch enrollment and regional policy to reach the stores.

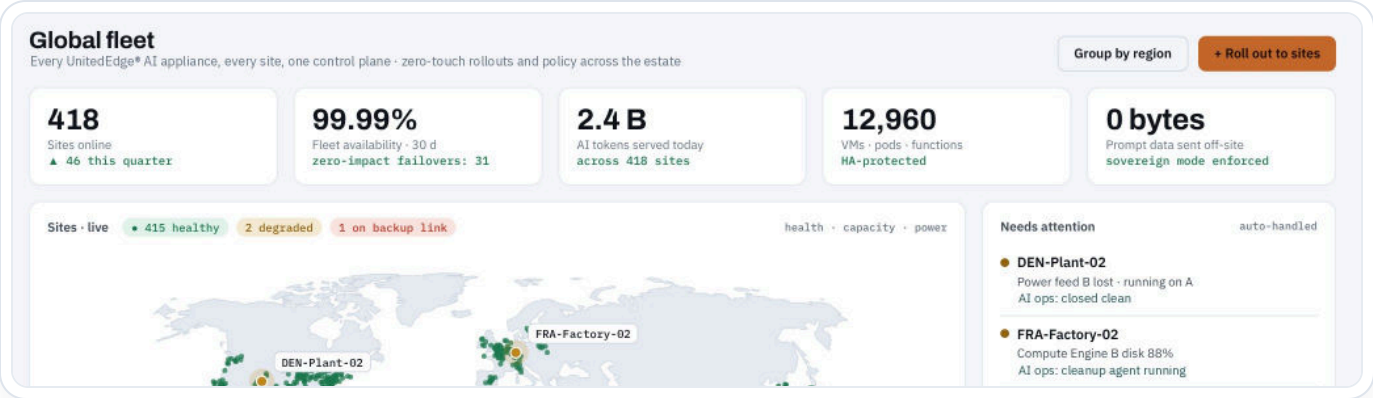
- 01

**Workshop**  
Chose call transcription at hubs and a staff copilot for stores.
- 02

**Zero-touch pilot**  
The hub appliance was plugged in by a facilities contractor and enrolled itself on first boot.
- 03

**Policy by group**  
Global, region and site policies were inherited down, with overrides only where needed.
- 04

**Run it as one fleet**  
Health, capacity, power and carbon for every site in one view, with issues closed remotely.



Every site on one map, with issues handled automatically and rollouts in waves.

WHAT CHANGED

| AREA       | BEFORE                    | AFTER                                    |
|------------|---------------------------|------------------------------------------|
| Rollout    | Weeks per site            | → Plug in, enrolls itself                |
| Staffing   | IT visit for every issue  | → AI ops closes most issues remotely     |
| Spend      | Grows with every new site | → Flat as usage grows                    |
| Visibility | Site by site              | → One fleet view, incl. power and carbon |

**WHAT'S NEXT**  
The retailer is adding a product-knowledge agent for store staff and measuring energy per site to support its sustainability reporting.

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