

Retail supply chains need AI that turns signals into action.

For retail CIOs modernizing supply chain operations, the real work is connecting planning, visibility, and execution so AI can move decisions into coordinated action.

Retail supply chains were built for a slower, more predictable world—not one where demand shifts instantly across channels, inventory moves faster than teams can see it, and disruption is a constant operating condition.

On the other hand, customers expect accurate, real-time availability and fast, flexible fulfilment—from next-day delivery and buy online, pick up in store to ship-from-store. Peak-season volatility and rising returns add even more complexity. When planning, visibility, and execution remain disconnected, AI cannot turn signals into coordinated action—and the consequences hit the P&L directly: excess inventory and deeper markdowns on one side, stockouts and lost sales on the other.

That is why the common AI misconception is so costly - AI needs to be considered as a capability, rather than a tool. If AI is treated as a standalone technology project, teams get pilots, dashboards, and recommendations that wait for someone else to turn insight into action. The bigger opportunity is process transformation: redesigning how decisions move from signal to scenario, from scenario to execution, and from execution to continuous improvement.

For CIOs, supply chain modernization should start with the operating model. The better question to "Where can we add AI?" is, "Which retail processes need to predict, see, and pivot faster than they do today?"

The organizations winning have one edge

The retailers pulling ahead are not asking AI to sit beside the business. They are infusing AI into the way planning, visibility, and execution already need to work. Infor Supply Chain Management helps retailers move from fragmented insight to coordinated action, with industry-specific cloud solutions that connect demand signals, network visibility, and warehouse execution.



Accelerate transformation with measurable results

30%

Faster AI deployment
([Nucleus Research](#))

37%

Lower integration costs with pre-built APIs
([Nucleus Research](#))

25%

Reduction in travel distance with Pick Path Optimization
([Coram B.V. customer story](#))

Infor Supply Chain Management for retail

Infor connects planning, visibility, and execution through industry-specific cloud solutions designed for retail. The goal is practical: help retailers move from fragmented insight to coordinated action, with AI grounded in the process flow and human oversight where it matters. For CIOs, that also means fitting supply chain transformation into the broader enterprise technology stack, connecting with ERP, PLM, and other systems that shape how retail decisions get made and executed.

Predict with planning

Infor Supply Chain Planning (SCP) helps retailers respond to quickly changing demand across channels and locations with AI-driven forecasting models, merchandise and assortment planning, and allocation and replenishment capabilities so inventory lands in the right store, distribution centre, or channel. Retailers can evaluate scenarios and trade-offs and align supply with demand signals as conditions shift.

See with visibility

Infor Nexus connects suppliers, logistics providers, and global partners with real-time insight across orders, shipments, and inventory. AI helps flag delivery and stock risks earlier, identify the orders and customers most exposed, and convert incoming documents into usable data through Smart Import. Beyond visibility, Nexus supports vendor collaboration, PO management, inbound visibility, production tracking, landed cost, trade compliance, and multi-tier traceability so retailers can act on risk, cost, and compliance signals before they disrupt fulfillment.

Pivot with execution

Infor Warehouse Management System (WMS) and fulfilment capabilities help retailers respond to changing demand through dynamic inventory movement across distribution centres. That covers omnichannel order orchestration, so a sale in one channel can be fulfilled from the distribution center (DC), a store's available stock, or a supplier, and enable the reverse logistics within ERP or financial systems needed to process returns efficiently rather than letting them pile up as dead stock. The result is more accurate execution during peak demand and beyond.

Why Infor, why now

Industry context

Infor brings industry-specific retail processes, data, and workflows to every supply chain decision.

Built to execute

Infor infuses AI directly into supply chain workflows so insights become actions with faster time to value.

Long-term partner

Infor helps retailers modernize at their own pace with a proven path from deployment to continuous innovation.

Governed action

Infor unifies ERP, PLM, and other enterprise systems on an integrated foundation—connecting planning, visibility, and execution while providing the governance needed to scale AI responsibly.



About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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Learn how retail leaders are turning supply chain decisions into coordinated action with AI.

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