

YRC Explores Omnichannel Retail Integration Using Signavio, LeanIX, and WalkMe

Retailers are being challenged today to offer a frictionless proposal and personalized experiences across channels.

PUNE, MAHARASHTRA, INDIA, February 10, 2026 /EINPresswire.com/ -- But the reality of omnichannel is often grimy: disconnected IT, siloed customer data, and inconsistent adoption of new processes. Without a foundation of governance, clarity, and adoption of processes and technologies, even the best plans for omnichannel will fail.

Signavio customer process flows and LeanIX SaaS management retail with WalkMe omnichannel adoption, support the connected [omnichannel ecosystem](#) that is required for retailers to succeed today.



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Empowering Retail & E-commerce businesses worldwide.”

Nikhil Agarwal

“Retailers don't fail at omnichannel due to ambition, but complexity- bringing omnichannel IT governance to process intelligence and adoption tools ensures that businesses do not simply roll out ideas, they sustain them,” Nikhil Agarwal, Founder of YRC, points out why this trio is a clear game changer to retail transformation.

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Signavio is Mapping the Customer Journey

At the center of omnichannel success is an ability to analyze how customers move through the buying process across channels. The process intelligence platform by [Signavio](#) will provide clear customer process flows using retail or determined KPIs to easily highlight inefficiencies and bottlenecks. This makes it very clear how retailers should align the design of seamless journeys to ensure that online, in-store, and mobile experiences are aligned, feel seamless, and have a

unified experience.

Customer journey map IT architecture omnichannel IT governance

A good customer journey map is only as good as the underlying IT architecture that supports it. LeanIX adds structure to the chaos by allowing for efficient SaaS management and omnichannel IT governance. By visualizing all applications and services in the ecosystem, LeanIX makes it easier for retail CIOs to understand redundancy, costs, and compliance risk. Co-Founder, Rupal Agarwal, states, "Omnichannel retail isn't just about getting the customer experience right, it's also about ensuring that your technology stack is lean, scalable, and secure. LeanIX gives the visibility retailers need to act on their IT decision making."

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Technology adoption gap omnichannel adoption seamless transformation

Technology and processes only actually work if employees and customers adopt them. WalkMe closes the adoption gap. Using a combination of intuitive in-app guidance and automation, WalkMe omnichannel adoption ensures both frontline employees and customers use new tools seamlessly. This means fewer mistakes, less training time, and a reduced overall cost of transformation.

Here's a short description of the three platforms and how they work together to eliminate chaos.

- > Process Visibility (Signavio): Analyze customer journeys to identify friction points.
- > Technology Guidance (LeanIX): Better visibility in the IT ecosystem and reduced SaaS usage.
- > Adoption Acceleration (WalkMe): Ensuring people will use the system the way they were meant to be used.
- > Aligning the three pillars, retailers can move from chaotic and fractured operations to a truly cohesive

YRC is a global partner

YRC is a global partner focused on [omnichannel IT governance](#) that helps brands scale and transform their operations through process excellence, technology governance, and adoption strategies. Leveraging the omnichannel IT governance development space, LeanIX SaaS management retail consulting, and Signavio customer process flows, YRC helps businesses build a cohesive retail ecosystem that drives profitability and brand loyalty.

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