

# YRC Drives Omnichannel Retail Transformation by Aligning Process, Technology and Teams

*Retailers often manage channels separately, creating silos that hurt customers and waste resources. Integration enables true omnichannel alignment.*

PUNE, MAHARASHTRA, INDIA, February 12, 2026 /EINPresswire.com/ -- For many retailers, [omnichannel retail](#) still feels like a patchwork, each channel managed separately, and each department speaks its own language. The result? Silos that upset customers and drain resources. The real

breakthrough occurs when these silos dissolve, and retail operations move together. By combining Signavio customer process flows, LeanIX SaaS management retail, and WalkMe omnichannel adoption (as an example), brands can now turn their separately arranged efforts into a unified retail ecosystem tied firmly together by omnichannel IT governance.



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Empowering Retail & E-commerce businesses worldwide.”

*Nikhil Agarwal*

Nikhil Agarwal, Founder of YRC, notes: “Retailers do not fall behind on the competition because they do not have good ideas. They fall behind because their teams, processes, or technology stacks are not aligned. Finding alignment amongst any of these is how omnichannel retail finally gets to deliver on its promise.” This is an apt observation, and it

describes what many retailers experience, ambitious initiatives undermined by silos.

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Retail operations usually stumble at three friction points: unclear processes, oversized IT

portfolios, and low adoption. The trio of Signavio, LeanIX, and WalkMe can change that.

- > Signavio customer process flows clarify how the customer interacts with the business across multiple channels, addressing the overlaps and gaps.
- > LeanIX SaaS management retail grants IT leaders the authority to govern applications with the related costs and risks while maintaining compliance in an omnichannel context.
- > WalkMe omnichannel adoption closes the human gap by providing training and support in real-time and workflows for staff to embrace new tools and processes.

As co-founder Rupal Agarwal mentions, "Omnichannel excellence is not more dashboards and real-time data. It's clarity, control, and confidence at each level. With Signavio, LeanIX, and WalkMe together, its operational noise turned into a symphony."

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Transitioning silos to synergies begins with transparency within processes. [□□□□□□□□ □□□□□□□□](#) [□□□□□□□□](#) in viewing exactly where their customer experience breaks down or where the department doesn't hand off effectively. Then it is LeanIX that provides the underlying technology picture of what applications are supporting what processes, where redundancies exist, and how to enforce omnichannel IT governance. Finally, WalkMe ensures these advancements realistically stick with little effort from employees and, not unlike a best friend, even customers.

When we combine process, technology, and adoption, retailers can achieve:

- Faster implementation of new omnichannel initiatives.
- Lower IT costs with less duplication of applications.
- Higher customer satisfaction and loyalty scores.
- A future-proofed base for growth in a unified retail ecosystem.

This synergy will allow leaders to pivot quickly, confidently roll out new features, and build experiences that feel seamless and not stitched together.

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YRC is a trusted [□□□□□□ □□□□□□□□□□](#) partner who is committed to breaking down silos, and building synergy across people, processes, and technology. By leveraging Signavio customer process flows, LeanIX SaaS management retail and WalkMe omnichannel adoption, YRC assists retailers in managing omnichannel IT governance for effective integration and a unified retail ecosystem for their customers, a better experience for their teams, and sustainably growth.

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