RetailNext









PULSE AI

The conversational layer built into the RetailNext Intelligence Platform. Included in every subscription, at no additional cost.

Most retail analytics goes unread for the same reason: someone has to know which report to open. Pulse AI removes that step. Anyone on your team can ask a question in plain language and get an answer in seconds, drawn from the same measured data behind your dashboards. No report to find. No training. No waiting on an analyst.

Enabled by default for every subscription since August 2026. Nothing to install, configure, or buy.

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IMPACT. INNOVATION. AGILITY. IMPACT. INNOVATION

THE ANALYST YOUR STORE TEAMS NEVER HAD

Pulse AI sits behind an Ask AI button on every page, and it knows which page you are on. Ask "why did this drop?" and it answers based on what's in front of you.

ASK IN PLAIN LANGUAGE

"Why did conversion drop from 23% to 18% today?" Questions go in as anyone would speak them, and answers come back grounded in your own measured data, not inference from the open internet.

COMPARE AT ANY SCALE

Compare store to store, week to last year, region to region. Build a rollup on the spot: *"Combine these 11 stores into a Sacramento district and show me total traffic."*

MOVE FROM ANSWER TO ACTION

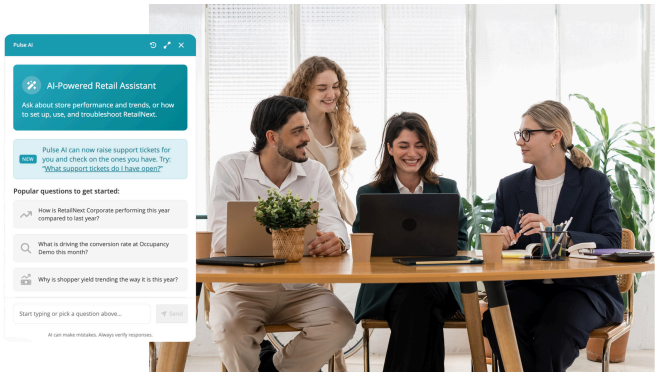
Ask what to do about what you just found: staffing to hit a conversion target, hours to cover, which zones are underperforming. Recommendations are on or off at your administrator's discretion.

GET PRODUCT SUPPORT IN THE SAME CHAT

Setup, how-to, and troubleshooting questions are answered from the official RetailNext Knowledge Base, each answer citing its source. No ticket, no wait.

SWITCHED ON, NOT SOLD SEPARATELY

Pulse AI is included with every RetailNext subscription at no additional cost. No per-user license, no usage quota, no prerequisite. It is live across the web platform, from Dashboards and Analytics through to Point of Sale and Admin. Users ask in their own language, making it scalable for global teams.



ADOPTION IS THE TEST

An analytics platform only earns its keep when people outside the analytics team use it. With thousands of stores across multiple retail categories, The Foschini Group is a remarkable test of that.



EXPLORE PULSE AI

THOUSANDS OF STORES. MULTIPLE RETAIL CATEGORIES. NO TRAINING REQUIRED.

"With thousands of stores across multiple categories, adoption is the real test of any analytics platform. Pulse AI passed it: our in-store teams can interrogate their store performance and get an answer, with no training required. Store teams can independently monitor performance and take corrective action when needed. This self-service approach accelerates decision-making and fosters a culture of ownership and continuous improvement at store level."

- NIRVANI DHEVCHARRAN, CTO: PLATFORMS AND OPERATIONS, THE FOSCHINI GROUP

OR BRING YOUR DATA TO THE AI YOU ALREADY USE

RetailNext is also available as a Model Context Protocol (MCP) connector, so teams standardized on their own AI tools can query RetailNext data there, under the same login and permissions. The key difference: your tool runs the analysis, not Pulse AI, without the robust retail tuning built into our assistant.

BUILT FOR SECURITY REVIEW

Your permissions, unchanged.

Pulse AI runs every request with the asking user's own token, so it inherits that person's access and cannot widen it. Read access only.

Not used to train models.

RetailNext does not permit third-party AI providers to train on customer data without explicit permission.

Aggregated metrics only.

What reaches the AI provider is dashboard-level data the user can already see. Raw transactions, video and images are never transmitted.

Administrator control.

Disable Pulse AI for the subscription, restrict it to specific roles, or turn recommendations on and off, under Admin > General > Pulse AI.

Pulse AI is powered by Anthropic under RetailNext's enterprise agreement, governed by the same SOC 2 Type II controls as the rest of the platform. Compliance documentation available under NDA.

WHY RETAILNEXT

RetailNext's mission has remained steadfast: accurate data, secured properly, delivered in a form people can act on. Every installation is audited against a minimum accuracy threshold. Every deployment scales across markets, languages, and formats without adding IT burden. And every relationship is built as a long-term partnership, backed by retail specialists and 24/7 support.

600+
BRANDS

100+
COUNTRIES

2007
YEAR FOUNDED

RetailNext

BOOK A DISCOVERY CALL

INNOVATION. AGILITY. IMPACT.