

Myntra Simplifies Product Discovery and Increases Visual Image Search Adoption by 35% YOY



REZOLVE AI PRODUCT:

Brain Commerce

INDUSTRY:

B2C Retail, Ecommerce

VERTICAL:

Fashion & Apparel

COMPANY OVERVIEW:

Myntra is one of India's leading platforms for fashion brands and in e-commerce play. An integral part of the Walmart- owned Flipkart Group, Myntra has been at the forefront of innovation over the years by bringing together technology and fashion to create the best experience in India's fashion and lifestyle space.

The Challenge

Gen Z presents unique challenges and opportunities for e-commerce brands

- Being a social media-first generation, they are inspired by celebrities/ influencers and expect e-commerce companies to help them find similar looks.
- Unlike the older generations who spent hours researching and browsing websites before locking in on what to buy, the Gen Zs expect the brands to do that heavy lifting for them when it comes to style, colors, size, patterns, pricing, etc.
- They want to shop the 'natural' way. "See. Search. Shop." is their mantra. The camera is their trusted fashion partner. If they see a design they like, they just click it with their camera and search for it on their preferred e-commerce site. No more typing in the search bar, finding the right keywords, or endless scrolling to find the best fit.

The Solution

Being an innovation-driven company, Myntra saw the opportunity in having the first- mover advantage when it comes to catering to the needs of their Gen Z shoppers with visual search. Myntra also realized that the speed and ease of product discovery must be at the center of the visual search experience. The e-commerce major was on the lookout for the perfect visual search and recommendations partner who resonated with its mission and vision to provide "a hassle-free and enjoyable shopping experience to shoppers across the country with the widest range of brands and products on its portal."

How it works

Rezolve Ai enable Myntra to deliver a quick, seamless, and engaging search experience for its customers to find relevant products.

By allowing Myntra's customers to find what they want faster using a photo, saved image, or screenshot, AI-powered Smart Visual Search helped Myntra unlock more revenue.

In addition to quicker product discovery process, Rezolve Ai powers Myntra's "View Similar" carousel to curate a collection of similar items based on visual attributes like the style or color of the item end-users are looking at. This also support better conversion when certain products are out of stock hence increasing revenue per user.

For driving complementary product recommendations, Myntra's 'Shop the Look' leverages Rezolve Ai to automatically showcase more products from the model images supporting AOV growth.

The Results

Myntra's image search traffic has grown by 35% over the last 12 months contributing significantly to conversions and revenue per user. In a fast-moving fashion industry with multiple brands, the ability to search for items solely by snapping a photo proves invaluable for Myntra. Without the need to describe fashion items in detail, it eliminates the frustration of using the right keywords to find the right products. This further smoothens the customer experience while overcoming language and dialect barriers in a diverse country like India.

Also, Myntra's Gen Z users who look for style inspiration from influences and celebrities can do it easily across the Myntra catalog with the image search feature. Given the need for instant gratification, the speed, accuracy, and scale provided by the Rezolve Ai platform help support Myntra's competitive advantage.

INTERESTED IN JOINING THE OTHERS?

Connect with us to explore how you can leverage our Conversational Commerce and Product Discovery solutions

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