



11 September 2025

Hotel Conrad, Bengaluru

India Ecommerce Forum 2025

India's flagship platform shaping the future of ecommerce brought together D2C brands, retailers, marketplaces, technology providers, and investors for groundbreaking insights into omnichannel innovation, AI-driven personalization, and sustainable business growth strategies.

Event Highlights & Impact

Power-Packed Conference

100+ industry leaders shared strategies through keynote sessions, fire-side chats, and dynamic panel discussions

Innovation Showcase

20+ exhibitors demonstrated cutting-edge solutions for ecommerce growth and digital transformation

Awards & Recognition

IMAGES Ecommerce Awards celebrated excellence across five categories honoring outstanding brands and professionals

Launch Spotlight: ReTech Smart Quadrant featuring 100 solutions for Retail Ecommerce and D2C

Turning Clicks Into Connections

Ecommerce Leaders Open House Session



India's e-commerce growth is shaped by visionary leaders who take risks, innovate, and redefine retail. Industry pioneers shared their defining moments—breakthrough ideas, lessons from failure, and transformative customer experiences—that changed how they build meaningful connections beyond clicks.



The Decade of Intelligent Commerce

Key Takeaway from Venu Nair

The coming decade will be defined by **intelligent commerce**—where data, AI, and omnichannel strategies converge to create highly personalized, seamless, and scalable customer experiences that drive unprecedented growth.



AI-Powered Personalization

Smart algorithms deliver unique customer experiences



Omnichannel Integration

Seamless connectivity across all touchpoints



Data-Driven Insights

Advanced analytics inform strategic decisions

India Ecommerce 2030

Building a \$350 Billion Digital Retail

Economy

\$350B

Market Size by 2030

Projected digital retail

economy value

25%

Annual Growth Rate

Compound annual

growth projection

800M+

Digital Users

Connected consumers

driving growth

India's e-commerce sector is poised for unprecedented expansion, fueled by rapid digital adoption, evolving consumer demand, and deeper market penetration beyond metropolitan areas. Technology innovation, supportive policy frameworks, and customer-first strategies will define the next phase of sustainable, inclusive growth.



Fulfillment as Growth Engine

Driving Profitability & Customer Loyalty in Ecommerce



Smart Supply Chain

Intelligent inventory management and demand forecasting optimize operations and reduce costs



Last-Mile Excellence

Rapid, reliable delivery networks enhance customer satisfaction and drive repeat purchases



Reverse Logistics

Seamless returns processing builds trust and encourages customer loyalty long-term

Fulfillment has evolved from operational necessity to strategic competitive advantage. Smart investments in logistics intelligence unlock profitability, customer loyalty, and scalable growth for forward-thinking ecommerce businesses.

Keynote: Raftaar

Powering the Next Era of Rapid Commerce

Ajay Sukhwani, VP - Head Integrated Ecommerce Logistics, DTDC

Agile Logistics

Flexible, responsive delivery networks

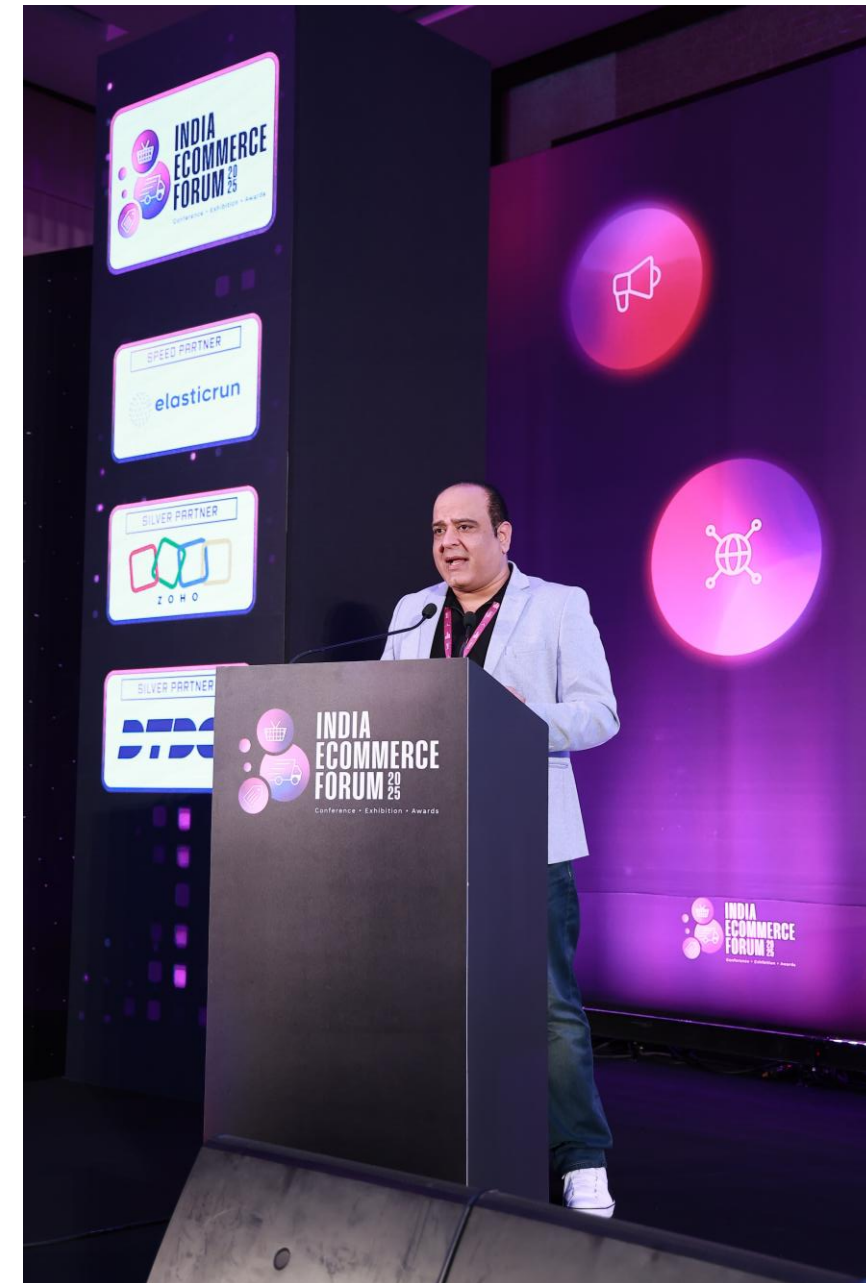
Integrated Chains

End-to-end supply chain coordination

Tech-Driven Models

Innovation enabling superior experiences

"The next era of rapid commerce will be powered by agile logistics, integrated supply chains, and technology-driven fulfillment models that enable speed, reliability, and superior customer experiences."



Category Creation & D2C Rise

Fireside Chat: Shaping the Next Decade of Ecommerce

Visionary Entrepreneurship

Bold leaders creating new market categories and redefining consumer expectations through innovative approaches

Customer Trust Foundation

Authentic brand building and transparent communication
establishing lasting relationships with discerning consumers

Innovation-Driven Growth

Technology-enabled solutions and creative business models driving the next wave of D2C success stories

Featured Speakers: Vikas Bagaria and Dr. Sujit Paul emphasized that innovation, customer trust, and brand authenticity will be the cornerstones shaping the next decade of exponential e-commerce growth in India.



The Creator Economy Revolution

Shoppable Content - The New Marketing Powerhouse

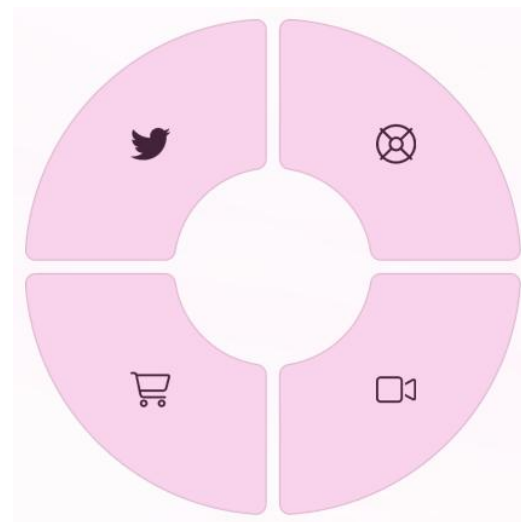


Influencer Marketing

Authentic creator partnerships
driving brand trust and
engagement

Instant Purchases

Seamless buy-now functionality
reducing friction in customer journey



Live Commerce

Real-time interactive
shopping experiences
boosting conversion rates

Interactive Videos

Engaging multimedia
content inspiring immediate
purchase decisions

E-commerce marketing is being revolutionized by creator-driven, shoppable content that authentically engages consumers and drives instant purchases. This powerful combination of influence, entertainment, and commerce is reshaping how brands connect with their audiences.

Omnicommerce Future

Building Integrated Digital-Physical Retail Models

Digital Platform Integration

Unified online experiences across websites, apps, and marketplaces creating seamless customer journeys

Physical Store Enhancement

Technology-enabled brick-and-mortar locations offering interactive, personalized shopping experiences

Emerging Channel Expansion

Social commerce, voice shopping, and AR/VR platforms creating new touchpoints for customer engagement

Profitable Growth Model

Cohesive, scalable strategies boosting customer lifetime value and business profitability



Successful brands are leveraging comprehensive omnichannel strategies to seamlessly integrate digital and physical retail experiences. This unified approach enhances customer satisfaction while driving sustainable profitability through cohesive, customer-centric commerce models.

ECOMMERCE PLAYBOOK: SCALING GROWTH, PROFITABILITY & INNOVATION



The session emphasized that India's e-commerce success over the next decade will depend on balancing growth with profitability, consumer loyalty, and technological innovation. CXOs highlighted strategies to scale businesses sustainably while focusing on customer-centric approaches and long-term value creation.

PATH TO PROFIT: BUILDING FINANCIALLY SUSTAINABLE DIGITAL NATIVE BRANDS



Growth-First Evolution

Digital Native Brands are shifting from growth-at-all-costs to a profit-first mindset for long-term sustainability.

Strategic Optimization

Focus on optimizing customer acquisition costs, lifetime value, and supply chain efficiency for maximum ROI.

Technology-Driven Operations

Leveraging advanced analytics and automation to support strategic business models and operational excellence.

DIGITAL-FIRST TRANSFORMATION ACROSS SECTORS



Digital-First Foods

India's food sector embraces digital-first approaches across dairy, bakery, meat, and organic products. D2C platforms and Q-commerce are redefining trust, freshness, and convenience.



Omnicommerce Integration

Brands integrate digital and physical retail for seamless shopping experiences, unifying online platforms with offline stores and emerging channels.



Balanced Growth Strategy

Shifting from GMV-driven growth to balanced strategies emphasizing profitability, consumer loyalty, and sustainable innovation for long-term value creation.

One of our long-standing clients



Building trusted partnerships that drive sustainable growth and innovation in India's dynamic e-commerce landscape.

Exhibitors

Industry-leading exhibitors showcasing cutting-edge solutions for digital commerce, from AI-powered platforms to next-generation fulfillment technologies.



Networking



Strategic connections and meaningful conversations that drive business growth, foster partnerships, and accelerate innovation across the e-commerce ecosystem.



Special Forums



IEF AI Summit

Showcased how AI is reshaping commerce—from intelligent search algorithms to seamless checkout experiences—through advanced data analytics and automation technologies.

IEF Fulfilment Forum

Explored next-generation warehousing solutions and innovative last-mile delivery strategies that enable agile, cost-effective fulfillment at scale.

IEF Martech Exchange

Discussed evolving approaches in customer acquisition, retention, and engagement powered by sophisticated analytics and marketing automation platforms.



Megha Joshi
CEO, The Purple Party



Neha Tuli
CEO & Co-founder, Soukore



Nirrit Shah
Founder, Unicorn Club



Nirad Bhargava
Head of Growth - Jomart,
(Marketplace) Balance Retail



Ching Gada
CEO - India & International,
Veeva by HCL Group



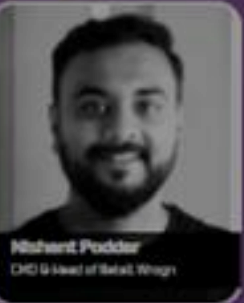
Deepak Jain
CEO, Arvind India



Deepak Kumar
Head of Retail and Marketing, Sri
Jagadamba Pharma (sripharma.com)



Dr. Sujit Paul
Group CEO, Zyla Health Care Ltd
(Zylopharma)



Nishant Poddar
CMD & Head of Retail, Wharton



Nitesh Mohandas
CMD, Futurex



Prem Kumar
CEO, Kabeerjee Group



Purnima Singh
Founder, The Indian Retailer



Rajesh Kumar
CEO - Chemicals & Agri, Shreechet



Rishi Kishore
Founder & CEO, WareIQ



Jasmin Menon
Retail & Marketing Strategist,
Wharton Online Retail Consultant &
Angel Investor



Julia Talavie
Associate Director - Sales, CIB Post



Rohit Sharma
VP, Apparel by Huma Fashion



Rajesh Babu
Strategic Advisor, Anshapadma



Rajen Kumar
JVP Manufacturing & Supply Chain
Management, Bala India Limited



Rohit Khattar
Chief Sales & Marketing Officer,
Givvy



Ramesh Nishith
CEO - Agri Business & Trends,
Freshness, Balance Retail



Rural Mohita
COO and CEO, Arvind Fashion



Rishi Ariz
JVP, S&B India, Balance Retail



Rishi Bhattacharya
Commercial Head, Balamahal



Rishi Chandra
JVP & Head of Digital Business,
PVR Anand Fashion



Sandeep Deshpande
Co-founder & CEO, Dastkaran



Sandeep Mehta
Director, PwC India



Santosh Kumar
CEO, Freshness Retail



Santosh Kumar
Director Procurement, Balu



Mayur Pathak
Head of product, Kashi's Fashion
Jewellery



Meer Arif Ali
Head of Commerce, Balapad



Megha Barwal
VP Supply Chain & Logistics, GHDC

SPEAKERS 2025

Audience Profile

- CXOs, Founders, and Functional Heads from high-growth D2C brands and retail enterprises
- Marketplace and quick commerce leaders driving digital transformation
- Investors, advisors, and ecosystem enablers shaping the future of commerce
- Solution providers in AI, Martech, Fulfilment, and Digital Retail technologies



Impact

The forum enabled **collaboration across the entire ecommerce ecosystem**, offering participants an opportunity to connect with decision-makers, discover future-ready solutions, and drive actionable strategies for ecommerce business growth in India.

Strategic Partnerships

Fostering meaningful connections between brands, technology providers, and investors to accelerate growth.

Innovation Discovery

Showcasing cutting-edge solutions that solve real challenges in digital commerce and retail operations.

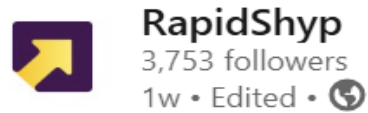
Actionable Insights

Delivering practical strategies and frameworks that drive sustainable business growth and profitability.



Winners

Feedback



+ Follow ...

Diving into deep conversations with some of the brightest minds in e-commerce. From scaling challenges to tech-driven growth, the discussions are already sparking big ideas and bold plans.

Vikas Bagaria Pee Safe RANJAN KUMAR Bata India Limited Nutriburst Sumit Jasoria NEWME Chirag Gada 360Wellness Ravi Goel Nikhil Kant Rahul Sharma India Ecommerce Forum 2025

#RapidShyp #EcommerceInnovation #ScalingEcommerce #TechDrivenGrowth #GrowthMinds #BigIdeasBoldPlans #FounderTalks #FutureOfCommerce #ShippingSimplified #LogisticsMadeEasy #SmartPaySolutions #EcommMadeSimple #Shipping #Logistic #D2C #D2CBrands





Tanaya Mukherjee • 2nd
AVP & Head | eCommerce Customer Experience | Digital Ope...
1w • Edited •

Connect ...

Congratulations to the IMAGES Group for hosting an incredible event **India Ecommerce Forum 2025** in Bangalore on 11th Sep at Hotel Conrad!

The energy and insights shared among the top minds in **#Retail**, **#EcommerceMarketplaces**, **#D2CBrands**, and **#Omnichannel** were truly inspiring. The sessions perfectly captured the challenges and opportunities of our dynamic industry, offering actionable takeaways and visionary discussions.

Venu Nair, Alok Dubey, Jermina Menon MRICS

It was an honour to participate in the roundtable discussion on "Navigating the Brand-Consumer Connection: Marketplaces vs Own Channels". Sharing thoughts and gaining invaluable insights from esteemed panelists and attendees was a highlight of the event.

Aparna Thyagarajan, Ninad Bhangle, Nimit Shah, Saurabh Nigam

We are also immensely proud to have bagged two awards under the IMAGES Most Admired Omnichannel Brand Experience of the Year: Fashion & Lifestyle for both Lifestyle and Max. Being recognized in the presence of so many industry veterans makes this achievement even more special.

#Landmark Group #Max Fashion India #Lifestyle International Pvt Ltd

Grateful for the meaningful connections, gained insights, and a renewed vision for the future of commerce in India.

Congratulations once again to the organizers on curating a flawless and impactful event!

IMAGES Group, Bhavesh Pitroda, Anjali Sondhi, Prishu Kagra, Priti Gupta, Rohit Pandey, Himanshu Rawal

We look forward to witnessing more such insightful events in the days to come.

#IndiaEcommerceForum2025 #IndiaRetailing.com #IMAGES E-commerce Awards 2025 #Ecommerce #D2C #Omnichannel



