



Q1 2015 Spring Overview

The world is flattening and borders are coming down: International eCommerce has revolutionised the world of retail, opening new channels and opportunities for retailers of all sizes. The prospect of internationalisation is intimidating for Retailers, especially the overwhelming thought of the time and money that is invested for the need to expand. The opportunity for international success is there and it is up to each and every retailer to tailor an approach that suits them and their consumers.

The size of International e-commerce opportunity is on a whole new level. Cross-border trade is expected to account for 20% of eCommerce by 2017. Any switched on retailer is planning to expand on the international stage. High profile mergers are making the impossible possible. With every big name competing for the number 1 spot in International trade – BA's, PM's with International experience are hot prospects!

Investment in the customer journey is clearly becoming the heartbeat of a successful retailer. Retailers are looking to provide the perfect cross channel experience for their customers by using targeted digitalization, in an effective and seamless way. The next wave of digitalization is likely to see a merge between the customer experience across physical (store) and virtual environments (Ecommerce). Big data analytics are looking to alter the customer experience, with marketing strategies and effective deliverables coming from instant communication with the customer. Digital channels are no longer just a quicker or a cheaper option for the customer. They have now become imperative in delivering marketing strategies and promotional sales – As retailers' battle to increase market share, investment in big data and customer needs is a must. As the web continues to dominate retail sales – Digital specific PMs and BAs are providing the pathway to retail success!

One skill we've seen heavily in demand is experience with projects to replace legacy systems with new software packages such as Oracle or JDA. Some are putting in new ERP systems such as Microsoft Dynamics AX. Many of the larger high street names are implementing new supply chain and buying & merchandising systems in order to keep pace with consumers' omni-channel expectations, making sure their warehouse management and logistics systems can fulfil orders fast enough. These projects require experienced Project Managers and Business Analysts to gather requirements from key stakeholders, carry out scoping and vendor selection, then oversee complex implementations which cover many aspects of the core business.

Capability Matrix

IT	Operations	HR	Finance
Programme / Project Director, Manager, Change / Transformation Manager, Business Analyst, PMO			
IT implementation manager Data architect Infrastructure architect Lead IT developer Test Manager	Digital transformation expert Ecommerce analyst Mobile consultant Solutions architect CRM consultant	Target operating model design Process analyst HR transformation consultant Cultural change consultant	Regulatory Change Consultant Finance transformation Manager

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