

### May 2013

#### Department Store Retailing - UK

"Three fifths of shoppers enjoy looking around a department store, even if they are not planning to make a purchase. There is potential for retailers to use the latest technology to capitalise on dwell time and persuade consumers to buy using techniques such as personalised real-time special offers."

#### Gifts and Greeting Cards - UK

"This is a market driven by bonding, showing affection and expressing feelings towards others. But in today's world of instant communications the conventional greetings card is being joined by a plethora of new ways to affirm these emotions. While, for now, many consumers stay loyal to the old-fashioned card through ...

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#### Convenience Stores - UK

"Investment by major retailers in the extension of their convenience store portfolios and improvements in the proposition are factors in bringing consumers into convenience shopping. Further consolidation will hit weaker retailers, notably independents, but it looks likely to have a positive impact for the consumer and the sector."

#### DIY Retailing - UK

"Retailers such as B&Q and Homebase are established authorities in DIY – and they need to capitalise on this to deliver online advice, knowhow and service that pureplays such as Amazon cannot."

#### Car Purchasing Process - UK

"New car sales have failed to fully recover from their recent slump and there is need for more proactive action by manufacturers to boost sales. Progress has already been made in stimulating interest although to push sales on from current levels, both manufacturers and dealers need to do more to ...