

#### April 2012

##### The Retailing of Food and Drink - UK

“The market for food is changing. We are seeing the beginnings of a shift away from the superstores and towards online retailing and convenience stores. That is not to say that the superstores are in trouble, but the days when they swept all before them are now over.”

#### March 2012

##### Department Store Retailing - UK

“As mobile devices become the key connecting point for cross-channel they will have a major impact on how companies communicate with their customers and how they foster loyalty, but they could become the perfect conduit for delivering more potent messages about the advantages of ‘click and collect’ services too”.

##### Private Label Food and Drink - UK

“Brands remain the most widely used type of product (89%) and outperformed the own-labels in terms of sales in 2011. However, consumer sentiment indicates that brands may in fact be most at risk in 2012 with own-labels well placed to benefit from a growing pool of users.”

#### February 2012

##### DIY Retailing - UK

“Amid a stagnating DIY market, much of the battle will be to take share from competitors, but there are also opportunities to augment the offer in categories with growth potential, and develop ranges beyond conventional DIY goods. It will be retailers with the ability to invest that are likely to ...

#### January 2012

##### Mobile Phone Retailing - UK

“The mobile phone sector must change. Technology is moving on and the distinction between a mobile phone and other digital products is becoming more and more blurred. A mobile phone now has so many functions that it can no longer be viewed in isolation and it is just one of ...

##### Beauty Retailing - UK

“Gaining a competitive edge through the wealth of customer data derived from a loyalty scheme is easier said than done. Moreover retailers must then deliver relevant and useful incentives to shoppers if they are to succeed in generating those all-important repeat purchases. Getting it right procures good value from the ...