“As the UK’s leading department stores continue to struggle, there is a question as to whether the concept of a department store is still relevant. A broad range of goods was once what made these retailers stand out but online retailers can now offer an unparalleled amount of choice.”

– Samantha Dover, Senior Retail Analyst

This report looks at the following areas:

- What can the mass-market players do to revive their fortunes?
- If experience is a differentiator, what can department stores do next?
- How can department stores reassert their position as experts?

This means that department stores need to find new ways to stand out, but the luxury players in this sector have proven that success is still possible if you have the right brand mix and can offer a superior shopping experience to what is available elsewhere.

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.
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Forecast methodology