

November 2020

Online Retailing: Delivery, Collection and Returns: Inc Impact of COVID-19 - UK

“Online retail has seen rapid growth in light of COVID-19 and this has placed a strain on logistics networks across the sector. The sector has reacted rapidly to meet demand and from consumers there is a new-found respect for the work done by delivery personnel. However, with online set to ...

October 2020

Seasonal Shopping (Spring/Summer): Inc Impact of COVID-19 - UK

“COVID-19 significantly impacted consumer spending for 2020 summer/spring seasonal events as lockdown restrictions forced many to celebrate Easter and Father’s Day apart from key family members. We expect to see consumers holding back on discretionary spend as the impact of the COVID-19 recession lingers on and the upcoming Brexit ...

September 2020

Ethical Retailing: Inc Impact of COVID-19 - UK

“The media and high-profile events have all helped to raise consumer awareness regarding ethical standards for retailers. This has been even more prominent during COVID-19, with many headlines covering how retailers have treated staff during the pandemic. Whereas the focus previously was on environmental solutions, consumers now have an increased ...

July 2020

The Impact of COVID-19 on Retail and Ecommerce - UK

“The COVID-19 outbreak is an unprecedented event which has far reaching ramifications for the retail landscape. It will accelerate the underlying trends of the

past decade: greater online penetration, physical space consolidation and, unfortunately, business failures. However born alongside this will be a greater appreciation for the importance of the ...

June 2020

Seasonal Shopping (Autumn/Winter): Inc Impact of COVID-19 - UK

“Seasonal spending for the Autumn/Winter events continued to grow in 2019/20 and consumer confidence held up well going into the New Year. Growth was driven by Valentine’s Day, although spending was cut back for Back-to-School and Bonfire Night. Halloween continued to inch up in importance, and has real ...

May 2020

UK Retail Rankings: Inc Impact of COVID-19 - UK

"COVID-19 has brought a fresh set of challenges to a sector already under pressure. Like the last recession, the outbreak will only accelerate the winds of change in the sector, with greater online demand and more localised shopping. Non-food retailers will need to weather a significant storm in the short ...

February 2020

Christmas Gift Buying - UK

“A combination of political and economic uncertainty, a later-falling Black Friday and continued growth in online created a uniquely challenging trading environment for retailers to contend with in 2019 and produced the slowest growth within the sector for four years. Whilst some elements of the lead-up to 2019 were, hopefully ...

Digital Platforms and the Customer Journey - UK

“There are many emerging technologies that are developing the buying experience, such as the ability of AR to visualise a product before purchasing. Additionally, smartphone-based buying has significant potential for growth due to its reliance on biometrics ahead of passwords, and its role in both the online and in-store shopping ...

January 2020

Amazon: Creating an Ecosystem - UK



Retail: Big Picture - UK

“Amazon is the largest non-food retailer in the UK, but in truth it is far more than a retailer; it is also a leading video and streaming provider, a significant consumer electronics producer and much more. The unprecedented success of this not even 30 year old business has come from ...