

**March 2014****Food and Drink Retailing - UK**

“Food retailing remains highly competitive, but all the evidence indicates that competition is moving away from price. With almost perfect information in the market and most of the majors doing some form of price matching, we think that the competitive agenda will move to all the other key factors that ...

**Online Grocery Retailing - UK**

“Grocers can cultivate greater shopper loyalty by encouraging cross-channel shopping: we think consumers are more likely to stick with those shoppers who are providing an integrated mix of supermarkets, online and c-stores that caters to different shopping missions.”

**February 2014****Electrical Goods Retailing - UK**

“Mid-market store-based retailers will have to come up with genuinely compelling reasons for shoppers to migrate back from pureplays: we think multichannel retailers need to imitate Amazon’s spirit of innovation, as their service and convenience advantages wane fast.”

**Toy Retailing - UK**

“Toys are a treat so shopping for them should reflect this. Going to shop for toys should be great fun, an experience for parents and kids. And stores should be inspiring, lively places which entertain as well as sell. If not people won’t bother to go to a toyshop, they ...

**Optical Goods Retailing - UK**

“This is a highly competitive market place, with three major chains dominating distribution and now facing intensifying competition from growing chains of supermarket opticians. So the big three are competing hard with special offers, intensive advertising campaigns, some online services and by growing their store chains. Indeed Vision Express has ...

**January 2014****Beauty Retailing - UK**

“With consumers ever keener to secure the best deals, retailers would do well to find new ways to bolster customer loyalty. Following the lead of food retailers and introducing a Price Matching scheme could be one way to encourage loyalty by deepening trust. Giving customers a feeling of control over ...