



Operational Transformation in the Retail Sector: 2019

Market Analysis
Report Abstract

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Who Is This Report For?

NelsonHall's "Operational Transformation in the Retail Sector: 2019" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating operational transformation developments within the retail sector
- Vendor marketing, sales and business managers developing strategies to target operational transformation and business process services (BPS) opportunities within the retail sector
- Financial analysts and investors specializing in the IT services and BPS sector.

Scope of the Report

The report is based on interviews with executives in the retail sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for operational transformation and business process services within the retail sector and addresses the following questions:

- What are the principal business priorities faced by organizations in the retail sector?
- What benefits are sought from operational transformation by retail firms?
- In which functional areas are retail firms planning operations transformation initiatives?
- What initiatives are retail firms planning around key technologies such as analytics, AI, and blockchain?
- To what extent, and how, will BPS vendors be involved in operations transformation?
- What are the key characteristics sought in an operations transformation partner by retail firms?
- What levels of productivity gain are being targeted by retail firms?



Key Issues & Highlights

The retail sector continues to undergo major change as the shift from store-based to online sales continues apace with retailers visibly under major pressure to modify their property & location mixes. Beyond this, retailers frequently need to achieve major operational transformation in both the way they attract customers and the way that they service them. In particular, retailers need to address their topline by improving their customer targeting and their return on marketing, and need to improve their distribution efficiency through improved supply chain visibility, integration, and management.

Consequently:

- Marketing and sourcing & supply chain are key areas for retail sector operational transformation
- IoT is becoming key to stock and sales transaction monitoring
- Eighty percent of retailers would consider operations transfer to achieve end-to-end operational synergy.

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Report Length

39 pages, consisting of 7 chapters

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