

Retail & eCommerce Operations

Buying Moving Selling



- Multi-channel Fulfilment
- Supply Chain, Logistics & Services
- Buying & Merchandising
- Contact Centres
- Store Operations



We engaged Javelin Group to increase our capacity to deliver from stores, and to look at long term capacity options. We are very pleased with the quality of work and the outcome.

Rob Collins, Head of eCommerce, Waitrose.



Multi-channel Fulfilment



We build and improve multi-channel warehousing and delivery operations.

We help our clients to

- Identify the right direct-to-customer fulfilment strategy
- Develop in-house fulfilment capability
- Select third party warehouse and carriage suppliers
- Improve capacity, productivity and service of existing operations
- Design and implement customer order management solutions
- Run effective supplier drop ship operations



Clients

Fulfilment advice for Mothercare Direct

"Javelin Group's mix of operational expertise and strategic perspective delivered a rapid improvement in our operations. We are delighted with their work and recommend them highly."

Anna James, Head of Mothercare Direct.

Home delivery operations strategy and implementation for Fortnum & Mason

"We engaged Javelin Group to recommend how we should build capacity in our home delivery process to accommodate our rapid growth and Christmas peaks over the next three years. Javelin Group carried out a detailed, thorough project, and delivered high quality work. I am delighted with the results, and we are now actively implementing the recommendations."

Beverley Aspinall, Managing Director, Fortnum & Mason.

Call centre, warehouse and carriage operations for H.Samuel

"Javelin Group helped us design and implement ecommerce call centre, warehouse and carriage operations for H.Samuel. We were pleased with their work and recommend them highly."

Obi Felten, Head of Multi-Channel, Signet Group.



Will Treasure, Director

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Will runs our Retail Operations practice. He has designed and/or implemented direct-to-consumer operational solutions for more than 50 retailers including Tesco, B&Q, Sainsbury's, Debenhams, John Lewis and Carphone Warehouse. Prior to Javelin Group Will built and ran Iceland Group's home delivery service, growing a business from start-up to £160m annual sales in 12 months.



Javelin Group reviewed the capacity and productivity of our main UK warehouse. They have given us a well thought-out plan to enable us to make the best use of the warehouse space for the next six years. Giles Harvey, Group Supply Chain Director, Carphone Warehouse.

Supply Chain, Logistics & Services



We design and implement efficient and effective supply chain solutions.

We help our clients to

- Increase warehouse capacity and productivity
- Select, design and implement WMS and transport systems
- Set up and improve service and delivery operations
- Develop planning, sales, stock models and tools
- Design distribution networks, and design and start up DCs
- Integrate operations post-acquisition
- Manage transition from existing to new DCs



Clients

Review of warehouse operations for Carphone Warehouse

"We engaged Javelin Group to review and assess our warehouse operation and WMS requirements. They identified a number of short and medium term improvements. We were able to implement them immediately and the operational benefits started to accrue within days. I am pleased with the work and recommend them highly."

Andrew Pinnington, Managing Director Europe, Carphone Warehouse.

Development of supply chain strategy for Tesco.com

"We engaged Javelin Group to assist in the development of our supply chain strategy, and we have been impressed with their work. The work delivered was of high quality, they worked flexibly and effectively with us, and they inspired confidence."

Laura Wade-Gery, Chief Executive, Tesco.com.

Review of after sales service and home delivery operations for Comet

"We engaged Javelin Group to develop a resourcing model and carry out a detailed review of our after sales service and home delivery operation. They engaged very effectively with us, produced quality work, and have identified operational savings. The quality of their team and the thoroughness of their analysis impressed us."

Jason Roberts, General Manager - Services Development, Comet.



Mike Pitt, Consulting Manager
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Mike has 12 years of experience in logistics and consulting, and he has advised many retailers on their logistics strategies and operations including: Waitrose, Sony, M&S, Woolworths Australia, American Golf, Signet, Ocado, and Maxima (European food retailer).



I am truly impressed with Javelin Group's work which will have a great impact on the way we run our company.
 Jón Björnsson, CEO, Magasin du Nord.



Buying & Merchandising



We implement 'best in class' buying and merchandising.

We help our clients to

- Sell more through local range and space optimisation
- Reduce stock holding and improve availability
- Implement product lifecycle and category management
- Integrate ecommerce and retail merchandising
- Make better decisions through business intelligence
- Select, design and implement B&M systems



Clients

Local range and space optimisation for Pets at Home

"Javelin Group's space modelling work is delivering 3-4% like for like sales growth in our trial stores. We are now rolling it out across our 200 store estate."

John Farrell, Group Development Director, Pets at Home.

Review of B&M operations for Ann Summers

"Javelin Group did a great job of recommending how to reduce our lead times, improve stock turn, and improve sales per square foot through better processes and systems across our B&M operation. Their plans will clearly have a significant positive impact on our retail performance. I am very happy to recommend them."

Vanessa Gold, B&M Director, Ann Summers.

Strategy and implementation of category management processes for Abyat

"We recommend Javelin Group without hesitation. They designed and implemented our category management processes with impressive expertise. Javelin Group's eye for detail, exacting standards and professionalism have helped make Abyat Megastore a success."

Khaled Hassan Abul, Chairman, Abyat Megastores (Kuwait).



Chris Dawson, Associate Director
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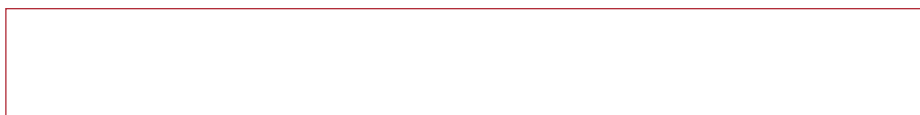
Chris is a highly experienced retail consultant, having spent more than 20 years advising retailers and brand suppliers across Europe. He specialises in buying and merchandising and supply chain operations, focusing on business process improvement, systems selection and implementation. Recent clients include Pets at Home, John Lewis, New Look, Marks & Spencer, Tesco Mobile, Homebase, Robert Dyas, Sit-Up TV, Radley and Poundland.



Javelin Group's recommendations were clear, pragmatic and well-researched. Their work helped to determine the strategy for the contact centre, they integrated well with the Tesco team, and we enjoyed working with them.
 Nick Read, Service Director, Tesco.



Contact Centres



We help our clients to run better contact centres.

- In-house vs outsource strategy
 - Outsource selection and implementation
 - In-house set up and transition
- Improve service and quality of interactions
- Increase productivity and capacity
- Sell more at higher margin
- Develop customer friendly self-service
- Select, design and implement technologies



Clients

Review of contact centre for Waitrose

"Waitrose is experiencing rapid growth, driving increased customer calls, letters and emails, which are handled by Waitrose and by an outsourced partner. Javelin Group perfectly responded to our brief and helped us to understand how well our contact centres are doing, what steps we should take to improve, and how we should deal with the growth of the business."

Richard Luck, Manager Direct Gifting, eCommerce, Waitrose.

Review of contact centre for Parcelnet

"We selected Javelin Group for its direct-to-consumer expertise, strategic approach and understanding of contact centres. The high quality of work produced has given us exactly what we need. I'm delighted with their work and happy to recommend them."

Carole Woodhead, Managing Director, Hermes UK.

Review of contact centres for Sainsbury's

"We engaged Javelin Group to carry out a strategic review of our contact centre operations and technology. They delivered a thorough and detailed review, with quantified benefits, and a good road map for the implementation of the work. They brought great knowledge to the team and I'm pleased with the end result."

Gavin Shetty, Business Systems Manager, Sainsbury's.



Mark Johnson, Consulting Manager
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Mark leads our contact centre practice. He has 10 years' experience of direct-to-consumer contact centre and fulfilment, with clients including Express Gifts, B&Q, Tesco, Sainsbury's, Signet, Mothercare and Carphone Warehouse. Prior to Javelin Group, Mark worked for a third party fulfilment provider and set up contact centre processes for British Airways and B&Q.



We engaged Javelin Group to review our store operations. Their team reviewed our staff resourcing and scheduling, time allocations, quality of customer service, selling skills, core processes, recruitment and training, and all KPIs and management information relating to the sales floor. We were very satisfied with their work.

Sarah Andrews, Retail Sales Director, Harrods.



Store Operations



We help our clients sell more at lower cost through their stores.

For store operations we help our clients to

- Improve productivity and service
- Implement effective staff scheduling
- Improve selling processes
- Design effective customer journeys
- Implement click and collect and in-store ordering
- Select, design and implement EPOS and back of store solutions



Clients

Review of store operations for Carphone Warehouse

"Javelin Group's very thorough review of our store operations has delivered a huge volume of valuable findings. Using a very effective method, the team has discovered many millions of pounds-worth of incremental contribution potential. We are delighted with the results."

Andrew Pinnington, COO, Carphone Warehouse UK.

Review of branch operations for Newey and Eyre

"The quality of work was of a high standard and we found them to be flexible and collaborative in their approach. We have engaged them to assist with subsequent work based on their recommendations and highly recommend them."

John Hogan, CEO UK and Ireland, Rexel UK (Newey and Eyre).

Review of branch operations for HBOS

"The team defined improvements in efficiency through streamlined core transactions, better management of sales and service, and improved development and deployment of customer facing colleagues, with significant cost savings for the business. An excellent review and we were very pleased with the results."

Nick Read, Director of Service Leadership, HBOS.



Joe Price, Consulting Manager
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Joe leads our store operations practice. He has eight years of retail experience, specialising in store operations and buying and merchandising. Clients include Fat Face, Comet, Sainsbury's, American Golf, John Lewis, Marks & Spencer, Pets at Home, Ekornes, Noa Noa and Magasin du Nord. Prior to joining Javelin Group Joe worked for Arcadia in merchandising and Aldi as an area manager.



Javelin Group's consultancy work for us was excellent. They defined the proposition, operating model and economics of our new retail concept with authority and professionalism and have won the confidence of our organisation. They have delivered all of the benefits we would expect of a leading strategy house whilst combining it with well-grounded operational experience. I recommend them highly.

Miranda Pode, Head of Strategy for Food, Marks & Spencer.



About Javelin Group



Europe's leading specialist retail consultancy

Javelin Group is Europe's leading retail and ecommerce consultancy and systems integrator. Our clients include many of the region's largest retailers and brands, together with smaller fast-growing businesses. They choose us for our specialist expertise across all of the key retail disciplines in each retail channel.

Our consulting services include retail strategy, multi-channel retail and ecommerce, retail operations, retail technology, retail locations and retail due diligence.



Javelin Group's six service lines

Clients

Our clients include the following retailers and brands

- Abyat • Adams Kids • Ann Summers • Asda • ASOS • B&Q • Bathstore • Boots
- Carphone Warehouse • Clarks • Comet • Damart • Debenhams • Evans Cycles
- Faith • Fat Face • Fenwick • Fortnum & Mason • Habitat • Hamleys • Harrods
- HBOS • Ihr Platz • John Lewis • Kurt Geiger • Lee Cooper • M&S • Maplin
- Magasin du Nord • Maxima • Mothercare • Mountain Warehouse • New Look
- Nike • Noa Noa • Norgren • Oakley • Otto • Pets at Home • Phase Eight
- Poundland • Rigby & Peller • Sainsbury's • Salvatore Ferragamo • Schuh
- Screwfix • Signet • Selfridges • Sia • Sit-Up • Sony • Street One • Tesco
- Thiele • TK Maxx • T-mobile Europe • Waitrose • Woolworths Australia



Sir Geoff Mulcahy, Chairman

Sir Geoff Mulcahy is widely considered one of Europe's most successful retail strategists. As Javelin Group's chairman, he provides strategic guidance and assists in setting the direction for our growth. Previously, he spent 20 years as CEO of Kingfisher plc, growing it into one of the largest non-food retailers in Europe including Woolworths, Comet/KESA, B&Q and Superdrug.



Tony Stockil, CEO

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Since founding Javelin Group, Tony Stockil has managed a wide range of projects for some of Europe's leading retailers, with a primary focus on strategy and multi-channel retailing. He has worked in the retail sector for many years, has an MBA from Harvard Business School and a background in venture capital and corporate strategy.

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