

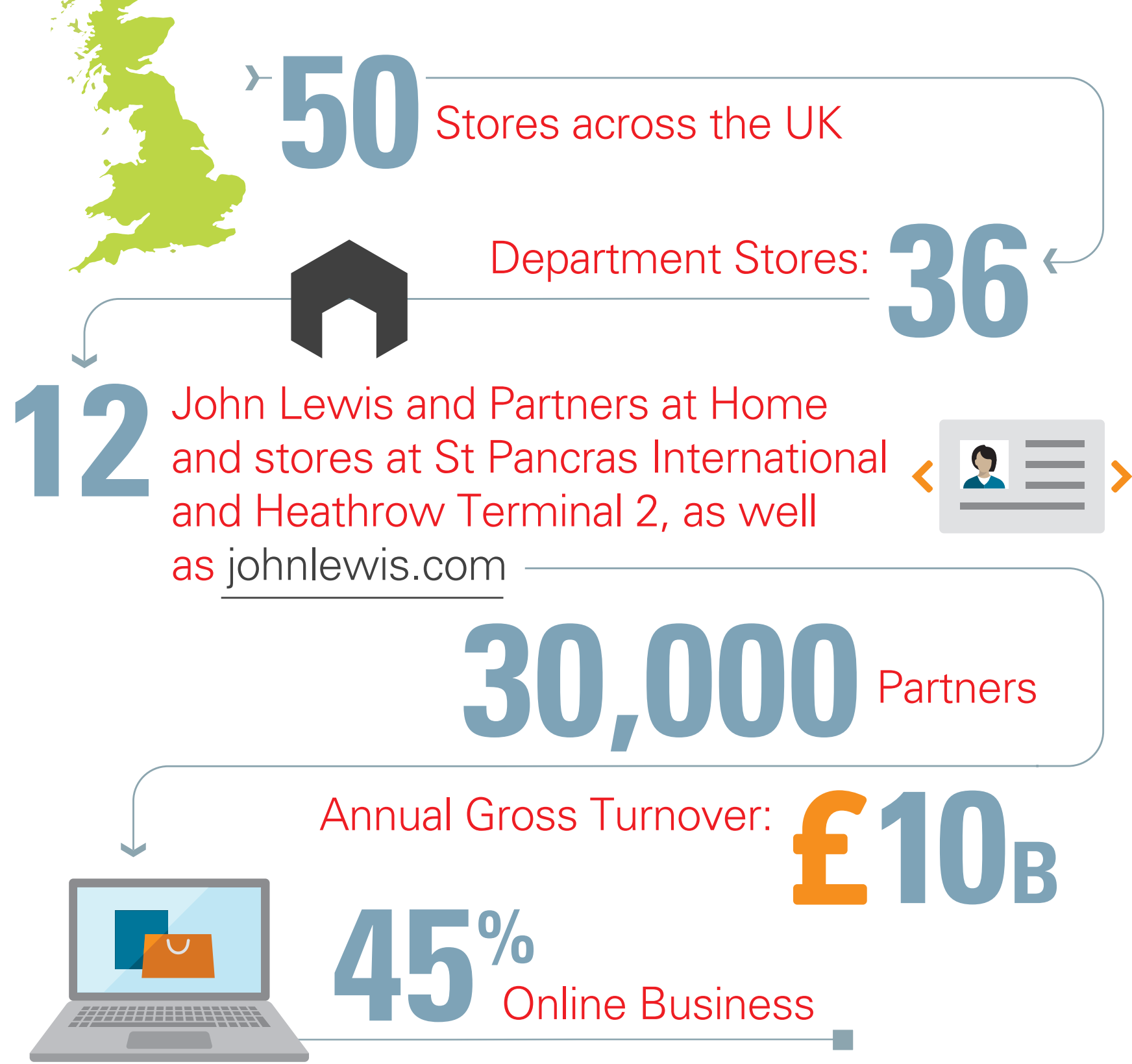
# John Lewis and Partners

A JOURNEY TOWARDS A SINGLE VIEW OF INVENTORY

JOHN  
LEWIS  
& PARTNERS

British retailer, John Lewis and Partners operates throughout the United Kingdom. John Lewis and Partners began trading in 1864 on London's Oxford Street, and has grown to become the largest omnichannel retailer in the UK.

## ABOUT JOHN LEWIS AND PARTNERS



### Need for Change Management

Better serve customer needs and meet expectations for convenience, choice and experience.

### Challenges at John Lewis and Partners

- Inconsistent processes
- Spaghetti of legacy systems
- Inconsistent data
- Product stock becoming harder to manage
- Supply chain becoming increasingly expensive
- Customers were changing the way they were shopping

“John Lewis and Partners wanted to implement a full end-to-end solution that fully integrated with the supplier. The new process would give us the information around a product and ability to launch a product online faster. Fundamentally, the benefits we’re driving will increase the speed to market with a seamless process working with new and existing systems.”

– Susan Young, Head of Merchandising Strategy, John Lewis and Partners

## BUSINESS IMPACT

Deployment of Oracle Retail Merchandising System, Oracle Retail Price Management, and Stibo Product Information Management has:

1. **Reduced the time it takes to launch new products — to be in line with competitors**
2. **Improved productivity in the Buying Offices by creating standardized processes across all departments**
3. **Consistent product information enabling customers to make comparisons, and better-informed purchasing decisions to lower return rates**
4. **Improved data quality which will improve customer decision making processes**
5. **Automation of daily tasks Streamlined over 60 processes**
6. **Engaged with over 2,500 suppliers to get better product information and reduce 7,000 product attributes down to 2,000**

## MERCHANDISING SOLUTION BENEFITS

Oracle Retail Merchandising puts business analytics at the heart of every process — enabling collaboration and empowering associates with the context to make better decisions faster.

- 80% INCREASE in productivity through more streamlined integrated processes
- 80% REDUCTION in invoice matching time
- 200+ merchandising processes supported and driven by science
- 60% REDUCTION in purchase order maintenance
- ZERO Number of custom reports needed to monitor inventory status
- ∞ scalable platform
- 1 solution to support multiple business types and omnichannel journeys

“John Lewis and Partners deployed Oracle Retail Merchandising System, Oracle Retail Price Management, and Stibo Product Information Management, the heart and lungs of these core tools will keep our business going for years to come.”

– Rachel Callan, Business Lead ERP Project, John Lewis and Partners

LEARN MORE ABOUT HOW JOHN LEWIS AND PARTNERS HAS CONTINUED TO ADOPT NEW TECHNOLOGY TO BETTER SERVE CUSTOMER NEEDS AND MEET EXPECTATIONS FOR SPEED, CONVENIENCE, CHOICE, AND EXPERIENCE

[WATCH THE WEBCAST](#)