John Lewis and Partners
A JOURNEY TOWARDS A SINGLE VIEW OF INVENTORY

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.

Stores across the UK: 56
Department Stores: 36

John Lewis and Partners at Home and stores at St Pancras International and Heathrow Terminal 2, as well as johnlewis.com

Annual Gross Turner: £10B
Online Business: 45%

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
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 insights to make better decisions faster.

80% INCREASE
in productivity through more streamlined processes

80% REDUCTION
in invoice matching time

200+
merchandising processes supported and driven by science

60%
reduction in order backlog

ZERO
Number of custom reports needed to monitor inventory status

A scalable platform 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