

# 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.

### 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

**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.**

One solution to support multiple business types and omnichannel journeys

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.

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