

Retail Renaissance: White Goods Market Trends

ICF EE Products Workshop 2017



Not a week goes by...

THE JOURNAL OF COMMERCE Aug 20, 2015 5:05PM EDT

Retailers struggle to balance inventories as online sales grow

William B. Cassidy, Senior Editor

An empty shelf in a big box store may be a retail logistics manager's worst nightmare, but it's not the only one. An empty warehouse rack or shelf may be just as bad, especially if that warehouse ships e-commerce orders.

The need to serve both in-store and online customers is complicating inventory management for U.S. retailers, leading many of them, including \$72.6 billion Target, to rethink the inventory they need to keep on hand at all times.

Money July 16, 2015

How Walmart Beat Amazon on Prime Day

Somehow, Amazon came out looking worse than Walmart.

By Brad Tuttle

Over the years, many of the same criticisms of Walmart have been leveled at Amazon: It's ruthless with suppliers, working for employees, its size and relentless bad for Main Street mom-and-pop stores.

Fortune.com AUGUST 18, 2015, 8:24 AM EDT

Here's how the Post Office is taking on UPS, FedEx, and Amazon

It has ramped up same-day delivery.

by Claire Groden



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PlanetRetail Page 3 April 7, 2014

76% of online shoppers to use click & collect by 2017

Natalie Berg, Global Research Director

New research by Planet Retail shows that the number of UK shoppers using click & collect is poised to more than double by 2017.

retail TouchPoints Monday, 10/20/2014 03:57

It's A Store. It's A Distribution Center. It's A...

Sean Adkins, Managing Director, West Monroe Partners

In the hyper-competitive and ever changing retail landscape, are at a point of inflection where digital and physical are no longer separate, but are truly merging one.

giants are constantly investigating new, alternative ways to get products into the hands of customers in timefr...

Fortune.com FEBRUARY 24, 2015, 9:47 AM EDT

How Waffle House could replace your post office

by Ben Geier

The southern breakfast favorite is taking part in the Uber of delivery

Waffle House, the breakfast restaurant famous for mediocre food and a fanatical following — seriously, people get married there — is getting into a new business totally unrelated to breakfast: delivering mail.

That's right — Waffle House wants to compete with FedEx, UPS and the United States Post Office. How will they do so? By imitating Uber and plying now will they do so by imitating Uber and plying now will they do so by imitating Uber and plying...



SOURCING JOURNAL

CBRE: Same-Day Delivery Drives Demand for Smaller Distribution Centers in Urban Areas

by Lyndsay McGregor August 10, 2015

As the race for same-day delivery dominance heats up, Amazon and Macy's are neck and neck in several U.S. markets—and existing distribution networks can't cope. According to a new report to be

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Now Trending

- 1: RETAILERS CREATE INTERACTIVE SHOPPING EXPERIENCES
- 2: AUGMENTED AND VIRTUAL REALITY (AR & VR)
- 3: HEALTHY LIVING—THE NEWEST OLD TREND
- 4: THE ROBOT INVASION
- 5: BRANDS AND CONSUMERS "SOCIALIZE"

Now Trending

6: **SHIP-TO-STORE: A NEW WAY TO INCREASE FOOT TRAFFIC**

7: **CONVERSATIONAL COMMERCE: THE NEWEST PURCHASE CHANNEL**

8: **QUICK HITS: PARTNERSHIPS AND POP-UPS**

9: **CASH IS NO LONGER KING: EMERGENCE OF THE CASHLESS SOCIETY**

10: **INTERNET OF THINGS (IOT)**

Balancing the Experience

Why have consumers reduced visits to physical shops?

Consumers who have reduced visits to physical shops in the past three years were asked to select the most important reason for this from each pair



FACTORS THAT HAVE PULLED CONSUMERS AWAY FROM STORES

FACTORS THAT HAVE PUSHED CONSUMERS AWAY FROM STORES



EASY TO SHOP ONLINE

35.4%



HARD TO SHOP STORES

64.6%

ONLINE IS INSPIRING

29.3%



STORES ARE UNINSPIRING

70.7%

OFTEN NEW PRODUCTS ONLINE

38.9%



SELDOM NEW PRODUCTS IN STORE

61.1%

ONLINE IS CONVENIENT

56.7%



PHYSICAL IS INCONVENIENT

43.3%

ONLINE IS CHEAPER

58.2%



PHYSICAL IS MORE EXPENSIVE

41.8%

ONLINE SERVICE IS GOOD

40.6%



PHYSICAL STORE SERVICE IS POOR

59.4%

ONLINE IS A FUN EXPERIENCE

27.9%



STORES ARE A DULL EXPERIENCE

72.1%

Notes:

Only those consumers who have decreased visits to physical stores over the past 3 years are included; those who said 'don't know' or said 'neither factor' in each pair was important have been excluded from the calculations.

Source: Global Data Retail

Omni-Channel Retail: Blurring the Lines



- ONLINE RESEARCH LEADS TO IN-STORE SALES



- STORE DISCOVERY & EXPERIENCES LEAD TO ONLINE SHOPPING

Last year saw 86.8 million square feet of new retail construction.

Source: [Commercial Real Estate Development Association via NRF News](#)

Store Growth



Innovative Partnerships





ALMOST **HALF OF ALL AMERICANS**
EITHER **OWN SMART HOME TECHNOLOGY**
OR **PLAN TO INVEST IN IT IN 2017.**

— COLDWELL BANKER SMART HOME MARKETPLACE SURVEY



ONLY 28.1% OF CONSUMERS SURVEYED **OWN SMART HOME DEVICES**
BUT 52.2% PLAN ON USING NEW SMART HOME DEVICES.

— 451 RESEARCH'S VOCUL, CONSUMER REPRESENTATIVE SURVEY, Q4 2016



from tradition to telemetry
Kenmore brand's evolution into the connected age



AND SO NO ONE GETS LEFT BEHIND...

KENMORE[®] IS DEVELOPING SMART ADAPTION KITS

THAT WORK ON PRODUCTS **GOING BACK AS FAR AS EIGHT YEARS.**

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- EPA/DOE
- ESRPP