

The conference programme, which will run alongside the exhibition, will feature content delivered by prominent UK and international retailers, who will offer insights and discussion on key strategic issues facing the industry. It will be divided into six conference streams covering business intelligence, loss prevention, merchandising planning, multi-channel retail, supply chain and a retail technology forum. Also planned are a series of practical workshops around EPOS, PCI DSS and RFID.

Business Intelligence Forum

The Business Intelligence Forum features speakers from Harrods, Vodafone UK, D&A-The Opticians, Boots and Mothercare and takes place on Tuesday, 24 June, the first day of the Retail Solutions exhibition. David Llamas of Harrods will be talking about adopting a strategic plan for storing and managing data and how to gain senior management buy-in to company-wide data compliance. Tom Devine, director of Consumer Sales at Vodafone UK, will be discussing how to effectively use business intelligence to drive profitable sales and improve your bottom line, and how to improve sales results and reduce selling costs with accurate and timely information. Robert Jennings, head of loss prevention at Boots, will be looking at how to reduce shortage through fraud analysis and creating an internal auditing process to track fraudulent transactions.

Loss Prevention Forum

This takes place on Thursday, 26 June and speakers from Focus DIY, Phones 4U, Wilkinson, WH Smith, Tesco and Borders will be making presentations. Carol Kaye, Focus DIY's profit protection controller, will discuss protecting profit, pushing loss prevention up the agenda in 2008 and will emphasise the link between loss and marginal erosion. Lewis Porter, head of security and investigations at Phones 4U, will be looking at cultivating a strong loss prevention culture, while Mick Phipps, head of loss prevention at Wilkinson, will talk about investing in physical deterrents for product protection. Ian Cherry, group loss prevention director at WH Smith, will discuss examining shrinkage beyond the shop floor, followed by Mike Smith, Tesco's head of shrinkage and distribution security, who will look at the problem of transit and identifying and controlling the risks of product movement.

Merchandising Planning Forum

The Merchandising Planning Forum on Wednesday, 25 June will welcome speakers from Marks and Spencer, My-Wardrobe.com, Ebags, Glamorous Amorous, 99p stores and Notcutts. Matt Stringer, head of international operations at Marks and Spencer, will be looking at delivering a planning strategy for a tougher economic climate to deliver future success and will discuss forecasting for lean times. Gerry Loughran, merchandising manager at 99p Stores, will discuss delivering right product in right quantities through effective demand planning and identifying when, where and how forecasting can improve sales and margin through improved stock management. Mark Wootton, merchandising director at Notcutts, will talk about optimising relationships with brands and suppliers to improve product profitability and establishing and maintaining clear channels of communication and relationships with suppliers.

Multi-channel Retail Forum

This forum features speakers from B&Q, House of Fraser, Currys, Peacocks, and Argos and is on Thursday, 26 June. Jonathan Brown, director of multi-channel at B&Q, will be talking about placing your customer at the heart of your multi-channel strategy, followed by Peter Callaway, director of e-commerce at House of Fraser, who will be discussing the process of engaging with the customer across channels. Tim Brennan, head of direct trading at Currys, will be looking at offering an integrated, seamless retail service, while Fiona Fairweather, e-commerce controller at Peacocks, will speak on examining the best ways to deal with outsourcing. Paul Emslie, head of multi-channel at Argos, will be making a presentation on 'where should we be by now and what's hot in multi-channel?'

Supply Chain conference

The Supply Chain conference features speakers from Argos, Woolworths, Mosaic Fashions, John Lewis and Borders and will be held on Tuesday, 24 June. For instance, Duncan Kendal, general manager – supply, Argos Direct, will talk about achieving an optimal collaborative retailing relationship with your supplier. Kendal will show how to build a relationship with your supplier to keep costs low and productivity high. Phil Streatfield, commercial supply chain and IT director, Woolworths will discuss linking information across

New horizons

Along with the relaunch of the Retail Solutions exhibition comes a brand new conference programme run by Retail Week Conferences

the supply chain to improve efficiency and how to build a demand driven supply chain management from shelf to manufacturer. David Roberts, group distribution director at Mosaic Fashions will look at overcoming obstacles that impact the speed and costs in which your products are delivered.

process to manage your company's cost base and how to establish long-term savings by sourcing your company's information technology. Whilst Mike Yorwerth, group technology and architecture at Tesco, will look at exploring environmentally friendly IT options and mastering energy efficiency.

Retail Technology Forum

The last conference stream, the Retail Technology Forum, features speakers from Harvey Nichols, The Carphone Warehouse, Somerfield, Tesco and Spar and takes place on Wednesday, 25 June, the second day of the Retail Solutions exhibition. Martin Schofield, IT and logistics director at Harvey Nichols, will talk about utilising technology to deliver an outstanding customer experience and enhance productivity. Schofield will discuss understanding how your customers use a combination of channels and responding to their needs. Peter Schofield, IT service and operations director at The Carphone Warehouse, will discuss streamlining the operational

European Retail Solutions Awards 08

The third part of Retail Solutions 2008 is the awards ceremony. Details as follows:

Venue: Old Billingsgate Market, London
Date: Wednesday, 25 June

Categories:

- Best Green IT Initiative
- Most Innovative Retailer of the Year
- Best Customer-Facing Technology
- Best Use of B2B Internet Technology
- Best EPoS Initiative
- Best Use of E-Commerce Technology in Retail
- Best Use of Technology for Employee Training or Communication
- Best Use of Technology in a Hospitality and Leisure Environment
- Best International Solution
- Best Security Solution
- Payment Solution Award
- Project Implementation of the Year
- Best Multi-Channel Integration
- Supply Chain Excellence Award
- European Retail Technology Solution of the Year
- Supplier of the Year

