



A pragmatic approach based on first hand retail experience,  
our consultants have a wealth of knowledge to enable progress

## Retail Consulting

### Overview

PMC Retail Consulting delivers value through the application of knowledge gained through real-life retail systems experience. If you need to develop or review a plan, build a business case, or bring IT and the business together to ensure both head towards the same strategic objectives, PMC can help.

### Knowledge and Experience

When you develop a business or IT plan, independent expertise has an important part to play. We provide guidance, challenges and impartial advice— unencumbered by existing internal business or IT drivers and pre-conceived boundaries.

Whether it's in a retail strategy or an IT context, PMC will apply its extensive retail and IT knowledge to understand your objectives, overcome obstacles, provide advice and offer guidance.

What distinguishes PMC is its access to a pool of people who have 'been there and done it' from inside and outside retail. We offer you access to shared knowledge of what's happening in the market today and what other retailers and suppliers are doing to address the issues.

### Assignments

For PMC typical assignments have included:

- Fit for purpose systems review
- Maximising investments
- Getting value for money from suppliers
- IT/Multi-channel systems strategy
- Technical Consulting
- Systems Selection
- Cost Optimisation
- Quality Assurance

Our process typically follows these stages:

### Stage One - Discovery

Through a carefully focused series of interviews, meetings and workshops, PMC will establish the current status of the business and systems along with known issues, risks and constraints.

A Statement of Work will be delivered which gives a clear understanding of the tasks and deliverables for the engagement, project boundaries, 'as-is' processes and areas for focus.

### Stage Two - Analysis

Through established techniques and focused research, PMC will provide clear and concise feedback to you on the requirements. Using PMC's deep retail experience and retail market data, we will validate our findings to ensure pragmatism through 'reality checks'.

### Stage Three - Recommendations

Having completed detailed analysis, PMC will deliver a list of recommendations, providing clear guidance on the way forward. In addition to recommendations, PMC perform an impact analysis on all suggested options to assist you in determining the most appropriate option to pursue.

### Stage Four - Action Planning

Action planning is the key output stage of the engagement, where all PMC's activities with you will come to fruition. PMC will deliver a Roadmap, an Action Plan and a Compliance Plan. This will give you a clearly defined sequence of events, and clear responsibilities for who does what. The Compliance Plan will ensure that the actions are executed and the desired outcome achieved.

### → Benefits

- Experienced retail practitioners
- Structured approach
- Cost effective and fast
- Clear action plan and impact analysis