

Retail Advisory Services

While Australian retailers have been adapting to a changing landscape for some time, the enormous disruption of COVID-19 has been the final trigger that many retailers will struggle to recover from. Successful retailers have adapted to a new normal and are moving toward an operating model that is insulated from shocks associated with COVID-19.

TRENDS IMPACTING AUSTRALIAN RETAIL

Globalisation

The arrival of Amazon and increasing international competition.
Lack of borders for online shopping presenting both risk and opportunity

Operations

Success will only really be available to genuine multi-channel operators with lean supply chains, appropriate financial structures and optimal store footprints

Customer

Data analytics is a key success driver.
Operators need to understand customer thinking and how that converts to transactions

Store footprint

Whilst not dead, the role of the physical store has changed to include traditional stores, outlets, showrooms, pop-ups and destination stores
Moving forward experiences will be key

Digital & technology

The need now is for a business strategy in a digital age, rather than a stand-alone digital strategy
Analytics drive the transformation

For many retail leaders, talking about the bigger, more fundamental changes required to evolve and/or revolutionise their business can be a daunting step and is something that may not garner the focus it deserves.

We understand. We too think about the issues and challenges facing retailers today; how to drive growth, manage expenses and enhance return on investment in an environment where the accelerating pace of change is the only true constant.

These pressures pose significant risks to retailers and will fundamentally change the way they do business. In short, retailers must continue to refine their value proposition and focus on performance improvement across every aspect of their business to remain relevant and competitive.





Combine these challenges with tightening economic conditions, increasing regulation and a lack of harmonisation across the legislative environment and we have a completely disrupted retail industry.

Our services cover:



OUR APPROACH AND WHY FTI CONSULTING

We help retailers find and retain value across four areas: product, operations, financial strength and event support. We work with retailers to help them bridge the capability gap, address unforeseen events, and realise value from their strategic initiatives.

	INVESTMENT AREA	OUR FIRM'S CAPABILITIES	ASSOCIATED BENEFITS
	Fast right product Bringing the right on-trend product to your customer, at the right cost, faster than your competition	<ul style="list-style-type: none"> — Assortment & SKU productivity — Demand & inventory planning — Promotion effectiveness — Product lifecycle 	<ul style="list-style-type: none"> — 5-15% inventory reduction — 2-5% increased sales — Improved frequency/retention — Approximately 30% faster time to market
	Efficient operations Delivering your products and services to stores and online at the right cost	<ul style="list-style-type: none"> — Direct & indirect sourcing — Store experience & real estate — Productivity & cost reduction — Omni supply chain 	<ul style="list-style-type: none"> — 100-500bps better margin — 5-25% less stores — 15-30% fewer resources — 5-20% distribution savings
	Financial strength Ensuring healthy return on invested capital and financial results.	<ul style="list-style-type: none"> — Long term & financial planning — Strategic alternatives — Working capital & treasury — Bankruptcy contingency planning 	<ul style="list-style-type: none"> — Higher ROI initiatives — Stronger execution — More availability & flexibility — Improved leverage
	Event support Working with you to manage through transactions and unforeseen events	<ul style="list-style-type: none"> — Interim management — Merger integration & carve out — Strategic communications — Transactions support 	<ul style="list-style-type: none"> — Continuity of business — Realised synergies — Improved customer perception — Cross-functional visibility

Note: Associated Benefits reflect experiences of past clients, but are not a guarantee for future projects.

SUPPORTING YOUR BROADER NEEDS

At FTI Consulting, we are home to world-class economists, business transformation and restructuring advisors, valuation experts, forensic accountants and communications specialists and can draw on this wealth of expertise to support your broader needs.

- Commercial negotiations and valuations
- Managing disputes
- Communicating effectively with stakeholders
- Navigating complex regulatory requirements

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