

February 2020

Digital Platforms and the Customer Journey - UK

“There are many emerging technologies that are developing the buying experience, such as the ability of AR to visualise a product before purchasing. Additionally, smartphone-based buying has significant potential for growth due to its reliance on biometrics ahead of passwords, and its role in both the online and in-store shopping ...

January 2020

Amazon: Creating an Ecosystem - UK

“Amazon is the largest non-food retailer in the UK, but in truth it is far more than a retailer; it is also a leading video and streaming provider, a significant consumer electronics producer and much more. The unprecedented success of this not even 30 year old business has come from ...

Upcoming Reports

**Consumers and the Economic
Outlook - UK - November 2020**

**Online Delivery and Returns - UK
- October 2020**

**Consumers and the Economic
Outlook - UK - August 2020**

Survival of the High Street

**Seasonal Shopping (Autumn/
Winter) - UK - April 2020**

**Christmas Gift Buying - UK -
February 2020**

**Brand Overview: Retail - UK -
October 2020**

**Seasonal Shopping (Spring/
Summer) - UK - October 2020**

Ethical Retailing - UK - July 2020

**Consumers and the Economic
Outlook - UK - May 2020**

**UK Retail Rankings - UK - April
2020**

**Consumers and the Economic
Outlook - UK - February 2020**