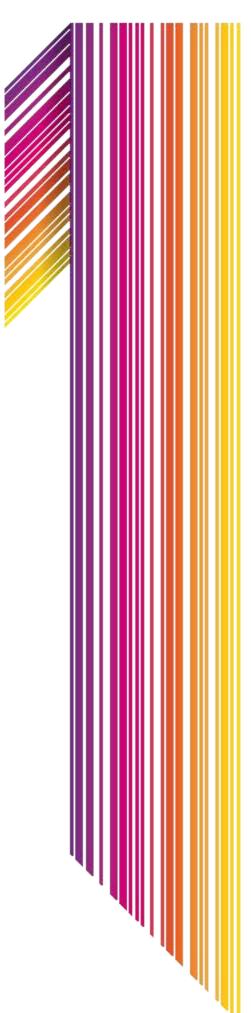


## THE MULTI CHANNEL & ECOMMERCE TOP 100 MOVERS & SHAKERS 2012

GLYNN DAVIS Retailinsider.com





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#### Welcome.

K3 Retail is once again delighted and proud to be sponsoring what is now the 3rd Multichannel 'Movers & Shakers' report.

It's a big thank you to Glynn Davis from the retail insider.com and the advisory panel who have had many healthy debates about 'who should be in' and 'who should be out' of this year's publication. They all survived and are still talking with each other after the ranking exercise.

This third edition again shows the diversity of individuals and their roles and the significant contribution they make to retailing in the UK and Globally.

Whatever we call it - Multi channel, Cross channel, Omni channel, the people behind retail channel management are doing some great things to keep up and also influence the Anytime, Anywhere, Anyproduct consumer.

So personally I would like to thank all 100 named individuals and associated businesses they represent for all the amazing 'entrepreneurial' work they have done in the space which fundamentally is shaping the future of this dynamic and fluid business called Retail.

I trust you will find this third edition as thought provoking as the previous ones and hope it will stimulate some debate, and as always we welcome your feedback.

#### TONY BRYANT

Head of Business Development – K3 Retail Tony.bryant@k3btg.com



## things have changed dramatically

#### The 2012 Advisory Panel



#### Tom Allason Founder and CEO Shutl

Set up Shutl in 2008 and prior to that founded eCourier that whetted his appetite for the delivery business. He also advisors various start-ups and is a Trustee of Foundation Stone.



#### Christina Starkey Consultant Odgers Berndtson

Joined the London office of Odgers in 2006 and now focuses on the recruitment of senior executives across a broad range of functions in the retail sector. She previously worked within a private investment group.



#### Jonathan Wall Group e-commerce director Shop Direct Group

Prior to joining Shop Direct Group in 2010 to head up its e-commerce function he held the CEO position at Flowersdirect.co.uk and before that Wall was marketing director at Dabs.com who he joined in 1999.



#### Robin Terrell Executive director of multi-channel and international House of Fraser

Became a director of House of Fraser in 2010 and has responsibility for multi-channel. Prior to this he held various positions including MD of John Lewis Direct, chief operating officer of Figleaves.com, and MD of Amazon in the UK.



#### Hash Ladha Deputy MD Oasis

Joined Aurora Fashions in June 2010 as group multi-channel director and in January 2012 was promoted to deputy managing director of its Oasis brand. He previously worked at Asos as marketing and operations director.



#### Karen Moss Editor Retail Systems

Editor of Retail Systems magazine for over a year, providing comment and analysis on industry trends as well as the future of retail technology. She was previously a freelance reporter for several national newspapers and magazines.



#### Sue Shipley Partner The Miles Partnership

Joined The Miles Partnership in 2012 after a spell as global retail practice head at Odgers Berndtson. She specialises in the recruitment of CEOs and non-executive directors in the retail and consumer sectors and has a wide-ranging international client base. Welcome to the third annual Retailinsider.com 'Top 100 Movers & Shakers in Multi-channel & e-commerce' for 2012 that aims to celebrate the achievements of both the most influential people in this exciting part of the market and to also highlight some potential stars of the future.

Whichever camp the 100 names in this year's report fall into there is no doubt that they are plying their trade in easily the most dynamic part of the retail industry.

Back in 1999 things looked pretty exciting as the dotcom boom reached its crescendo, but that was arguably just the starting point of the journey.

Things are now getting really exciting as mobile commerce has emerged and is adding some spice into the mix as well as providing the prompt for retailers to think seriously about developing true multi-channel businesses.

The term multi-channel has been bandied around far too much when in reality the vast majority of retailers have been using sticking plasters and elastic bands to combine their various channels.

But things have changed dramatically over the past year and there are now determined efforts to create seamless multi-channel propositions. And it is the people in this report who are using their skills and experience to make this happen.

Once again an Advisory Panel of experts from within the retail industry has been involved to provide a final filter to help create the Top 100 names and to also rank the Top 20 within this list. I'd like to thank them for their time and input. And thanks again must go to the sponsors of this year's report K3 Retail.

#### **GLYNN DAVIS**

Retailinsider.com
Twitter.com/glynndavis





## innovation & performance

#### Methodology

An initial long list of potential constituents of the Top 100 was drawn together over a lengthy period of consultation with a broad church of experts from within the retail industry.

These individuals comprised consultants, vendors, service providers, recruitment specialists, senior retailers, advisors and City analysts whose expertise straddled all areas of the sector.

The Advisory Panel then helped to reduce this long list down to the Top 100 names and to also select the Top 20 from within this list. This select grouping of names was then given to each of the panel – except those individuals who were listed in the Top 20 – to score them on a number of criteria.

Once the scores were collated across the criteria of innovation & performance over the last 12 months, potential future performance, customer engagement, future business leader potential, and multi-channel strategy, then a ranked Top 20 list was created.

This year the report is focusing specifically on people working within the UK – although they can be employed by overseas-based businesses. There has also been a decision to reduce the number of people listed from the larger retailers and to instead focus on the key decision maker and any star of the future within those organisations.

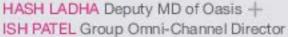
#### The key





# one to twenty





#### Aurora Fashion

The fashion group continues to push the boundaries of multichannel with its offering of 90-minute delivery, fulfilment from stores, and the replacement of fixed tills with iPads. Heading this activity is Patel, with Ladha now playing an influential operational role.





#2

ANDY HARDING Director of e-Commerce +
ROBIN TERRELL Executive Director of Multi-Channel and International

#### House of fraser

With amongst the most impressive pedigrees in multi-channel retailing, Terrell has turned House of Fraser into a hotbed of innovation, with small concept stores, in-store wi-fl, targeted mobile marketing, and overseas sites. He is ably supported by Harding who joined in early 2011 to run the online operation.



MARK HOPWOOD Director of IT Business Relationship & Digital Commerce + SEBASTIAN PICARDO MD of Digital Commerce

#### Burberry

No brand has embraced digital as convindingly and successfully as Burberry and integral to this has been Picardo who has recently moved on to Lane Crawford but his legacy remains. Also remaining, and vital to Burberry's future digital strategy, is Hopwood.







JON KAMALUDDIN International Director + NICK ROBERTSON MD of Digital Commerce

#### Asos

The company continues to be at the vanguard of e-commerce as a result of brave moves by its entrepreneurial leader Robertson whose big international play is being delivered flawlessly by Kamaluddin who is now driving the big growth numbers.

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#### ANDREA O'DONNELL Executive Director

#### Lane Crawford

Former commercial director at John Lewis, O'Donnell is recognised for her work at the department store group, which has helped put it at the forefront of multi-channel retailing. Her experience is now being used to develop the customer experience at Lane Crawford where she recently moved.





HUMPHREY COBBOLD CEO

#### Wiggle

Despite the growing competition, driven by the cycling frenzy in the UK, Wiggle continues to stand out from the crowd under the leadership of Cobbold. Its fight to stay ahead of the peloton will likely see it open flagship stores as it seeks to build out a multi-channel model.





DAN COBLEY Managing Director +
PETER FITZGERALD Director of Retail

#### Google UK

Fitzgerald is the public face of Google, which remains a powerful force despite the pressure exerted on it by Facebook. And payments look to be an area where it will exert influence in the future. Since late 2011 Fitzgerald has been ably assisted in the UK by Cobley.





#### Apple

Its influence continues to be massive despite the sad death of co-founder Steve Jobs. Further technology developments should help secure its place as one of the most-watched organisations on the planet, which remains a leader and not a follower.

## online sales reached the milestone of accounting for 10% of sales





RICHARD WEAVER e-Commerce Director + STEVE LEWIS CEO

#### Majestic Wines

The wine retailer's online sales reached the milestone of accounting for 10% of sales this year, but this will not be enough for Lewis and Weaver who are building out an impressive multi-channel proposition that also works the social media channels well.





SIMON BELSHAM Head of Non-food +
TIM STEINER CEO

#### Ocado

It must be tough being Steiner, having to spend so much time defending the Ocado model. Whatever the future, it operates a globally unique model that Belsham is tasked with extending into non-food categories.





NATALIE MASSENET Founder and Executive Chairman

#### Net-A-Porter and Mr Porter

The sale of her remaining stake in Net-A-Porter for £50 million did not slow Massenet down as she has launched the menswear portal Mr Porter in an attempt to do for men's fashion online what she did for women's.



JOHN DICKINSON Head of e-Commerce + MICHAEL LAW Group Operations Director

#### Next

This powerhouse of multi-channel retail has long been the board room responsibility of Law who was for some years ably assisted by head of e-commerce Malcolm Levitt. He recently left the business. His replacement Dickinson is dearly one to watch.



## Longhurst & Slateford make it look effortlessly easy and great fun to boot

See NEAL SLATEFORD + RICHARD LONGHURST Lovehoney





#### MyWardrobe.com

Having held the Harrods Direct post since 2006 Worby has to be applianded for his staying power at a tough retail environment where he did a good job for its owners. In his first CEO role he will be tasked with taking the Mywardrobe.com operation into overseas markets following its great success in the UK





NEAL SLATEFORD Co-founder + RICHARD LONGHURST Co-founder

#### Lovehoney

Being the subject of a Channel 4 documentary and the publication of the erotic novel Fifty Shades of Grey have both helped LoveHoney in its quest to re-define the sex toys market.

Longhurst and Slateford make it look effortlessly easy and great fun to boot.





#### TANYA LAWLER Business Seller Partnerships

#### eBay

Now tasked with helping eBay develop its business of selling other retailers' goods, Lawler is recognised for having headed up the online activities at Sainsbury's where she was latterly director for digital and cross channel.





CHRIS NORTH UK Managing Director

#### Amazon

Little needs to be said about the mighty Amazon and its leader Jeff Bezos, but it is North who leads the charge in the UK and is taking it into many new areas, such as food, offering fulfilment for third-parties, and cloud services as well as possibly opening physical stores.

# Leading the charge is Phillips... assisted by former consultant marley





NICK MARLEY Head of Web Selling and Online Marketing + ROBIN PHILLIPS Director of e-Commerce

#### Waitrose

After a rocky start the web service of Waitrose has been finding its feet and giving Ocado an increasing run for its money. Leading the charge is Phillips who joined its parent company John Lewis in 2005. He is assisted by former consultant Marley.





ROSS CLEMMOW Director of e-Commerce and Multi-Channel Strategy

#### Argos

Argos has been recognised as an innovative retailer for many years and since 2008. Clemmow has played his part in its success. Since November 2011 he has been handed the full responsibility for its e-commerce and multi-channel strategy.





ALAN WHITE CEO

#### N Brown

It might have been announced that White is set to leave N Brown in late 2013 but he still has plenty of influence to wield at the retailer, which he has helped take from a credit-driven catalogue operator into an increasingly multi-channel business – including a modest stores base.





LAURA WADE-GERY Executive Director of Multi-Channel and e-Commerce

#### Marks & Spencer

It was a surprise move when Wade-Gery departed Tesco in 2011, but charged with building the multi-channel operation of M&S she has recruited some top talent to help her in this big task. The full results of which we await to see but there is no doubting her standing in the industry.



### A-ZRetailers

The following list comprises the remaining retailers in this year's Top 100 who did not quite manage to make it into the Top 20. They are listed in alphabetical order of the organisation they are employed by and not in order of their influence.



#### A Suit That Fits

DAVID HATHIRAMANI Co-Founder +

#### WARREN BENNETT Co-Founder

The suit maker certainly has a growing army of fans including a number of retailers that applaud its innovative model for creating suits and other formal dothing. The operation now includes a number of studios around the UK with style advisors on hand.

#### Amazon

#### DOUG GURR Vice President of Hardlines

The vastly experienced Gurr has the title of VP of hardlines at Amazon but he is effectively the number two in the UK to Chris North (qv) and will be bringing his skills to bear from his time at Asda, Blueheath and McKinsey.



#### Asda

#### FRASER LOCKE Trading Director for Asda Direct

He has a serious role within the Asda organisation, which suggests Locke is one to watch as he could be heading on to even bigger things in the future. He joined Asda in 2009 after gaining experience with Game and Toys R Us.



#### B&Q

#### STEVE ROBINSON Customer Director

Formerly the M + M Direct boss and recently installed as customer director at B&Q, the vastly experienced Robinson has been given a raft of responsibilities with the aim of developing the DTY chain into a customer insight-driven omnichannel operation. He is also chairman of Pro Bike Kit.

#### Boohoo.com

#### CAROL KANE CEO

Kane continues to keep a low profile but success is coming her way as Boohoo.com enjoyed a profits increase of 80% for the 2011 financial year as it boosted its customer base, the product range, and the depth of this assortment.

#### Buyapowa

#### GIDEON LASK Founder

Lask has quietly been building the presence of his co-buying site since its formation in early 2011. A breakthrough has been the hosting of a Robbie Williams page offering group-buy discounts on the star's commemorative memorabilia.



#### Chain Reaction Cycles

#### CHRISTOPHER WATSON MD

After joining the family cycling business Watson developed its website and has helped to power the business to achieving pre-tax profits of £13 million in the last financial year, with 40,000 parcels dispatched globally each week.

#### Charles Tyrwhitt

LUKE KINGSNORTH e-Commerce and Marketing Director +

#### NICK WHEELER Founder

Starting out as a mail order business Charles Tyrwhitt has long since been a multi-channel operation and driving this effort onwards are Wheeler and Kingsnorth, who recently took on the marketing role to add to his e-commerce responsibilities.

#### The key



### Boohoo.com enjoyed a profits increase of 80%

See Boohoo.com CAROL KANE

#### Clarks International

#### RICHARD HOULTON Director of Channels UK and ROI

Houlton should now command even greater respect since his role expanded in late 2011 to include franchise and wholesale alongside his multi-channel responsibilities, which will no doubt help knit together all aspects of Clarks' global business.



#### Debenhams

#### SIMON FORSTER Director of Debenhams.com

He heads up everything e-commerce and multi-channel at the department store group where mobile is now 20% of online traffic, and stock from stores is used for fulfilment of online orders. International expansion is one of his priorities.



#### DFS

#### TIM STACEY Online and Business Development Director

Stacey, did good work at Boots prior to joining DFS where he is involved in taking the business onto the next level with its multi-channel proposition. Under the private equity ownership of Advent International, a key aim has been to boost online sales.

#### Direct Wines Group (Laithwaites)

KEVIN HANLEY Operations Director +

SUSAN WARD Head of Retail and Events

This experienced team have helped build the wine retailer into an international operator that runs a number of branded sites including that of Virgin Wines and the Sunday Times Wine Club. Overseas sales are now £93 million compared with the UK's £250 million.



#### Dixons Retail

#### JEREMY FENNELL e-Commerce Director

A long-standing member of the Dixons team, Fennell moved into his current e-commerce role in mid 2011, following a stint as international buying director. He has an opportunity to make his mark following some high profile departures from the company.



#### **Dunelm Mill**

#### BEN HARNESS Director of Multi-Channel

Dunelm Mill has big plans for developing its multi-channel capabilities and Harness is part of the executive team tasked with delivering the goods. He brings four years of e-commerce experience from Interfora.



#### Evans Cycles

#### NICK WILKINSON CEO

Cycle sales are on fire in the UK post the Olympics and Wilkinson operates 45 stores around the country alongside a website that accounts for 30% of group sales. Previous roles include MD of e-commerce at Dixons and CEO of Maxeda DIY.



## ...intends to double online sales each year

See GO Outdoors JON ASBURY

F

#### Farfetch

ANDREW ROBB Chief Operating Officer +

JOSE NEVES Founder and CEO

Farfetch is "killing it internationally and taking the US by storm" according to some in the industry, so credit should be given to its top team of Robb and Neves who are building a strong business that allows shoppers to buy luxury goods from top designers in multi-currencies.

#### Feelunique.com

AARON CHATTERLY Co-Founder and CEO

This online business, led capably by Chatterley, is tackling the beauty market with great skill and has the potential to be a real game-changer in this category. The 120% growth in EBITDA for the year to end-March shows great progress is being made.



#### Glasses Direct

KEVIN CORNILS CEO

Well respected leader of the pioneering online spectacles operation whose credibility is enhanced by its high profile backers including Index Ventures and Highland Capital.

#### GO Outdoors



JON ASBURY Multi-Channel Director

Tasked with delivering a multi-channel strategy at the outdoors retailer, which intends to double online sales each year, Asbury brings 14 years of experience from Halfords where he led its multi-channel business.



#### Harvey Nichols



SANDRINE DEVEAUX Head of e-Commere

Group CEO Joseph Wan has made it public that he demands strong progress from the company's developing multi-channel proposition that puts great responsibility and influence in the hands of Deveaux who heads up its online operations.

#### HMV



MARK HODKINSON Marketing and e-Commerce Director

Formerly at Asda, Hodkinson joined HMV in late 2011 to utilise his experience in marketing and e-commerce to help stem the problems at HMV. He is a crucial part of the team who have launched the group's first multi-channel store.

#### Hobbs



CLARE DOBBIE Marketing and e-Commerce Director

Recruited to Hobbs to help drive its international aspirations she brings experience from Asos where she held the position of global marketing director. She is regarded as one to watch.

### Big things are expected from the overhauled digital operations of the chocolate brand



#### Hotel Chocolat

ANGUS THIRLWELL Co-Founder +

MELISSA SHACKLETON Commercial Development Manager

Big things are expected from the overhauled digital operations of the chocolate brand that is led by the inspirational Thirlwell. He is assisted by Shackleton who has responsibility for driving sales across all channels through marketing opportunities.

#### Ideal Shopping Direct

MIKE HANCOX CEO

A vastly experienced operator in the home shopping market, Hancox led the MBO of Ideal and runs an operation that is well placed to benefit from the growth in TV shopping. When combined with its internet channel it represents a powerful proposition.

#### Jack Wills and Aubin & Wills

PETER WILLIAMS Founder +

TIM PATTEN Multi-Channel Director

In the multi-channel director role since 2010, following a stint as e-commerce director at the both the group's two brands, Patten is well regarded in the industry and is playing a strong supporting role to the business's creative and influential founder Williams.

#### Jacques Vert

JOHN BOVILL Chief Operating Officer

Previous experience as head of group IT at multi-channel pioneer Aurora Fashions suggests the well respected Bovill will be playing a major role in the overhaul of the systems at Jacques Vert and the development of its digital offering.

#### Jessops

SIMON JOSEPH Associate Director for e-Commerce

It has been a tough time for the Jessops business over recent years but Joseph has been an important part of the team that has helped bring about great change at the company and put it back in the game.



#### Karen Millen

LYNN RITSON Brand Communications Director

It's a busy time for Karen Millen as it launches foreign-language websites across various European markets. Heading up this activity is Ritson who has strong experience from All Saints and CoutureLab.

#### Kiddicare

SCOTT WEAVERS-WRIGHT CEO +

SIMON HARROW Chief Operating Officer

The opening of a clutch of stores in former Best Buy units and integrating the Kiddicare proposition into Morrison's are among a plethora of responsibilities of Weavers-Wright and Harrow who are spearheading the combined group's non-food multi-channel thinking.



## A former star within the multi-channel firmament of John Lewis

See M+M Direct JONATHAN BROWN

#### Kingfisher Group

DAVE LOWTHER Operations Services Director Screwfix Direct + STEVE WILLETT CEO of Group Development

As the former MD of Screwfix, Willett has worked with Lowther to develop a great infrastructure for what is one of the bright stars of the Kingfisher portfolio and has the potential to deliver much more in the future.



#### Lakeland



TONY PREEDY Marketing Director

This impressive retailer is boosting its multi-channel credentials with improved CRM, iPads in-store and a stronger focus on digital channels, with Preedy leading the charge. Great things are expected.



#### M+M Direct



JONATHAN BROWN MD

A former star within the multi-channel firmament of John Lewis where he headed up the online business, Brown has now stepped up to running the show at private equity-backed online discount business M+M Direct where an IPO has been mooted. No pressure then.



#### Maplin

JOHN CLELAND CEO +

RYAN THOMAS Multi-Channel Director

Recent appointees to the good ship Maplin include big-hitter Cleland and Thomas who bring vast experience to the private equity-backed business, which has among its targets strong growth in its multi-channel capabilities.





SIMON THOMPSON Head of Online Food

Swapping Apple for Montson's is an interesting move and Thompson will be closely watched to see if he can bring some of the technology company's magic to the supermarket that is grappling with building an online model for its food business.

#### Mothercare

JENNIFER CHERRINGTON Mowate-Commerce Director +



SIMON CALVER CEO

Calver earned much respect for his work at LoveFilm, which led to its acquisition by Amazon. At Mothercare he has a tough job on his hands rejuvenating the multi-channel operator but he will be assisted by Mowat who has built up wide experience since her early days at eBay in 1999.

#### Mr Porter and Net-A-Porter Group

IAN TANSLEY MD and VP e-Commerce

An influential player who has been behind the success of Net-A-Porter and while retaining a secondary role in the business he is now focused on running sister site Mr Porter that seeks to redefine men's fashion buying online.

## Gormley is no conventional operator

See Naked Wines ROWAN GORMLEY

#### Mywardrobe.com

ROMAIN EUDE Chief Technology Officer +

SARAH CURRAN Co-Founder

With the appointment of a new CEO David Worby (qv) Curran is dedicating her time to user experience, creative direction and further development of the MyWardrobe brand where she is ably assisted by Eude who helps keep the online operation on the rails.

### N

#### Naked Wines

#### ROWAN GORMLEY Founder

Moving from Virgin Money, to Virgin Wines, and on to founding Naked Wines, suggests Gormley is no conventional operator. True to this pedigree, his Naked Wines business has an innovative model that involves bringing together investors/consumers to back small winemakers.



#### New Look

#### GUY LISTER Customer and Multi-Channel MD

There has been something of a revolving door at New Look and into the melee has stepped Lister who is charged with developing a seamless cross-channel intrastructure at the fashion retailer.

#### Notonthehighstreet.com

#### HOLLY TUCKER Co-Founder + SOPHIE CORNISH Co-Founder

The pair set up the business in traditional style on a kitchen table with the objective of giving small businesses an avenue through which to sell their goods - around 2,000 now use the channel. Recent funding from Index Ventures and Greylock Partners add credibility.

#### Notonthehighstreet.com



#### JASON WESTON Chief Operating Officer

Weston brought with him 10 years of experience from Amazon when he joined the Notonthehighstreet team in late 2011 and will be playing a vital role in expanding a business that has carved itself out an important place in online retail.



#### Reiss



#### DAN LUMB e-Commerce Director

Well respected player in the market who landed at Reiss in late 2011 after a brief spell at Boux Avenue where he launched the lingerie retailer's multi-channel capability. An earlier period at Schuh rubber-stamps his pedigree.

#### Republic

#### JO MOLINEUX Head of Multi-Channel

Experienced digital practitioner, Molineux cut her e-commerce teeth at Asda.com and Otto UK before moving on to Republic in 2009 where she has been developing its multi-channel operations - from the engine room upwards.



#### Sainsbury's

#### JON RUDOE Director of Online

The move from Ocado to Sainsbury's in 2008 cemented Rudoe's place as an influencer in the industry as he steers the online operations of one of the UK's largest businesses in both tood and non-food categories.



## growing mobile traffic to account for 15% of total online customers since its launch

See Selfridges ZIA ZAREEM-SLADE

#### Schuh

#### SEAN MCKEE Head of e-Commerce and Customer Services

Schuh quietly gets on with using its various channels to provide a better service to its customers and integral to the delivery of this is McKee who has been with the business since the dotcom boom days of 2000.

#### Secrets ales.com

NISH KIKADIA CEO +

SACH KIKADIA Buying Director

The private sales dub that offers branded goods at up to 70% off has had its model vindicated with a fund raising led by Doughty Hanson that is backing the co-founding brothers to further develop the growing business.

#### Selfridges

#### ZIA ZAREEM-SLADE Head of Online

Since joining Selfridges in early-2011 Zareem-Slade has played an important role in doubling online revenues over the past year, and in growing mobile traffic to account for 15% of total online customers since its launch at the end of 2010. She is definitely a potential rising star.

#### Shop Direct Group

GARETH JONES Retail Director +

JONATHAN WALL Group e-Commerce Director

Jones' role will no doubt expand with the departure of the company's CEO and along with well-respected Wall he is helping to successfully push the online group into utilising the mobile and social media platforms.

#### Smythson

CAMILLA NIGHTINGALE Director of e-Commerce and Direct Sales

Responsible for global e-commerce and direct sales, Nightingale has been at Smythson since mid 2011 after running the European e-commerce arm of jewellers Tiffany & Co.



#### Snow + Rock

#### DAVID KOHN Head of Multi-Channel

Brought in to develop the digital aspects of the Snow + Rock business, including launching dick & collect alongside various delivery options, Kohn has great online experience from retailers including WH Smith Travel, Blacks Leisure and Borders UK.

#### Supergroup

#### CHRIS GRIFFIN Head of e-Commerce

It has been a tough year for Supergroup but its head of e-commerce remains an important player in the business as online must represent an important platform for this favourite fashion retailer of the country's young digital natives.

### multi-channel capabilities that encompass 70 stores and an e-commerce division

See The Entertainer DUNCAN GRANT

Т

#### Tesco.com

#### KEN TOWLE CEO

He's been very low key since stepping in to run Tesco.com but Towle has been working on a variety of innovations including the virtual stores in South Korea and Gatwick airport. And the sheer scale of his employer makes him a serious player in the sector.

#### Tesco.com

#### NICK LANSLEY Head of R&D

Undoubtedly an influential character within Tesco despite the fact that he is no longer sharing his thoughts on all things technology on his widely read blog TechforTesco. His valuable insights are strictly for Tesco eyes and ears only - sadly.



#### The Entertainer

#### **DUNCAN GRANT** Director of Multi-Channel

Since joining the family business Grant has been tasked with building up the company's multi-channel capabilities that encompass 70 stores and an e-commerce division servicing customers across Europe.

#### The Hut

### JOHN GALLEMORE Chief Operating Officer + MATTHEW MOULDING CEO

The Hut has enjoyed being the fastest growing business in the North West this past year and it has further growth in its sights as it has launched MyVitamins.com to compliment its MyProtein.com business. Gallemore and Moulding remain the driving forces.



#### The Wine Society

#### ROBIN MCMILLAN CEO

This is a powerhouse of an online drinks retailer has won many awards for its exemplary customer service and its running is now in the hands of a new CEO who brings experience from another wine merchant Berry Bros. & Rudd that pioneered online wine retailing.

#### Trainline

#### MURRAY HENNESSEY CEO

The king of online rail ticketing, Hennessey continues to build out the model for Trainline that encompasses European aspirations and playing a part in the inevitable move to electronic ticketing. He has great experience including running Buy.com in the UK.



#### WorldStores

### JOE MURRAY Co-Founder + RICHARD TUCKER Co-Founder

A low key operation that turns over £50 million per year from over 80 sites selling an array of home products and furniture. A big move has been to consolidate the sites into one World Stores online shop that will help promote the group's brand name.







## A-Z Consultants & Recruitment Specialists

Listed in alphabetical order of the name of their employer, the following individuals comprise the most influential consultants currently working in the industry alongside important recruitment specialists who are helping provide the oil that makes things happen in multi-channel and e-commerce.

#### eCommera

#### MICHAEL ROSS Consultant and Director

The extremely well connected Ross has a wealth of experience built up since helping set up Figleaves.com. Today he uses his expertise as both an advisor to businesses including Glasses Direct and Spreadshirt, as well as working as a director at eCommera.

#### Econsultancy

#### ASHLEY FRIEDLEIN CEO and Co-Founder

It is hard to define Centaur-owned Econsultancy as it publishes reports, runs events and provides consultancy to enable retailers develop their digital channels. Either way, it is a great source for many companies in the UK and Friedlein is its founder and ringmaster.

#### Javelin Group

#### TONY STOCKIL CEO

Since founding Javelin in 1997 with an initial heritage in mail order Stockil has built it into a leading European consultancy in e-commerce and multi-channel working with an array of multi-national retailers. He is supported by an extremely strong team.

#### Odgers Berndtson

#### CHRISTINA STARKEY Consultant

Since joining the retail practice at Odgers in 2006 Starkey has moved on from her research role into top-level recruitment and has sought to grow the presence of the firm within the areas of e-commerce and multi-channel.

#### Oresa

#### ORLANDO MARTINS Founder

Martins has successfully run his executive search consultants from its northern base since 2008 and its reach will be strengthened with the setting up of a London practice that will enable him to develop his specialism within e-commerce and multi-channel.

#### Practicology

#### MARTIN NEWMAN CEO

Experienced face in the industry having spent time with numerous retailers, Newman is building up Practicology into a leading e-commerce consultancy that has worked with a roster of well known dients. It also uniquely has an Australian arm

### A-Z Service Providers

The following list spans a broad church of individuals but what links them is their increasing influence in the industry based on the growing demands of retailers to engage with them. They are listed in alphabetical order of the organisation employing them.

#### Collect+

#### MARK LEWIS CEO

This innovative business is helping to solve one of the biggest bug bears in home delivery, which has even convinced the mighty Amazon to sign up to its service. Its credibility is enhanced significantly by the presence of Lewis who brings experience from eBay where he was UK MD.

#### Facebook

#### GAVIN SATHIANATHAN Strategic Partner Manager

He's the public face of Facebook in the world of retailers in the UK and so plays an important role. But while the social media platform is recognised as valuable for brand building and advertising it remains unproven as a selling channel.

#### More2

#### KEVIN MCSPADDEN Founder and CEO

If you need to up the ante in your multi-channel marketing then maybe you need More2. Certainly numerous retailers are turning to the company and its data-man McSpadden who is regarded as an unsung hero who knows his way around the numbers better than most people.

#### PayPal

#### CAMERON MCLEAN MD UK

Moved up to the MD role in the UK this year so is in the driving seat to both push PayPal's e-commerce activity but more importantly to utilise mobile to become part of the established payments infrastructure in the physical world.

#### Rangespan



#### MATT HENDERSON Co-Founder

An ex-Amazon director, Henderson has used his experience at the giant to build Rangespan, which in a nutshell enables retailers to painlessly offer a deep, long-tail of a selection on their sites without worrying about the implications. And it is gaining fans.

#### Shutl

#### TOM ALLASON Founder and CEO

This ground-breaking business takes delivery onto a new level with 90-minute turnarounds and has attracted the likes of Aurora Fashions, Argos and Maplin as clients. The well networked Allason has experience from another delivery business he founded, eCourier.

#### Twitter

#### BRUCE DAISLEY UK Sales Director

Having done time at Google, Daisley this year moved over to Twitter to commercialise its operations in the UK, which puts him in an important place in the retail community as the social media platform becomes a part of many consumers' everyday lives.



#### The key



### A-Z Investors

Comprising a combination of private investors and senior individuals within specialist technology investment houses the names listed are proving increasingly valuable in making things happen through the provision of both capital and expertise to growing businesses. The list is in alphabetical order of the name of the organisation that employs them or by their surname in the case of the private investors.

#### **Accel Partners**

#### SOMALI DE RYCKER Partner

Early stage investor that has various UK investments in its European funds including disruptive businesses such as Wonga, Mind Candy, and Groupon, which ultimately have an impact on traditional retail.

#### Advent Ventures

#### FRÉDÉRICK COURT General Partner

Court heads up the team at this tech-driven investment house that has backed various retail-related businesses including the likes of Fizzback, Farletch, Worldstores, Qype and Ask.

#### **Balderton Capital**

DHARMASH MISTRY Partner +

HARRY BRIGGS Principal

Balderton has built a strong portfolio of retail investments in the UK that has included Achica, The Hut, Yoox, LoveFilm and Figleaves. Mistry is established as its retail specialist while Briggs is regarded as one to watch.

#### Index Ventures

ROBIN KLEIN Advisor +

SAUL KLEIN Partner

Influential father and son team with vast digital experience. At Index they are linked to a portfolio base that has had exposure to numerous start-ups and growing businesses including Glasses Direct, LoveFilm, and The Gifts Project. They are also plugged into Silicon Valley.

#### Private Investor

#### BRENT HOBERMAN Co-Founder

From his early days at Lastminute.com Hoberman has continued to plough an influential furrow with investments in the likes of Made.com and MyDeco, which have sought to rock the retail boat. He also has an impressive contacts book that boosts his influence.

#### Private Investor

#### CARMEN BUSQUETS Private Investor

Having been a founding investor in Net-A-Porter Busquets has since spread her capital around a host of online luxury goods brands and platforms including CoutureLab, Lokk.com and Astley Clarke where she recently joined the board.

## Busquets has since spread her capital around a host of online luxury goods brands and platforms

See Private Investor CARMEN BUSQUETS

#### Private Investor

#### SIMON MURDOCH Private Investor

He has been around since founding Bookpages in 1996, which was sold to Amazon, and has gone on to invest in and advise a wide variety of ventures such as LoveFilm, Zoopla, Shutl and Profitero. Needless to say, Murdoch has built up an enviable network of contacts over this period.

#### Private Investor

#### SIR TERRY LEAHY Private Investor

Since his exit from Tesco, Leahy has continued to exert influence in the retail sector with investments in a growing portfolio of internet-based businesses and a string of board room positions involving Metapack, The Hut Group, Eagle Eye Solutions, eReceipts and Blackcircles.com.

#### William Currie Group

BILL CURRIE Investment Manager +

IAIN MCDONALD Investment Manager

From their northern base these former City retail analysts have successfully invested in a roster of impressive businesses including Asos, The Hut, Eagle Eye Solutions and more recently online design specialist Occa-Home.



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#### The Multi Channel & eCommerce top 100 Movers & Shakers 2012 is sponsored by K3 Retail

K3 Retail deliver multi-channel solutions that enable retailers to create joined up shopping experiences for their customers whether they choose to buy on-line, direct, in-store & mobile.

Over 18 years' experience delivering award winning solutions, to more than 160 internationally recognised retail brands, has helped our experienced team of retail consultants develop the most complete range of multi-channel retail solutions available to Microsoft Dynamics users. As a Microsoft Gold Certified Partner, member of Microsoft's Partner Advisory Council for Retail, invited member of Microsoft's Inner Circle and Presidents Club, we offer a clearly defined readmap and proven products backed up by Microsoft's \$2 billion investment in the Dynamics platform.

Our ability to translate thought leadership and Multi-Channel experience into innovative and effective retail solutions has benefited customers including: Agent Provocateur, American Golf, Beales Department Stores, Booths Supermarkets, Clinton Cards, Dobbies, Dreams, GameStop, Jigsaw, Kiddicare, Ryman's, Smyths Toys, SpaceNK, Topps Tiles, The White Company and White Stuff.

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