



The Global Partner Summit brings together senior leaders from our global retail network to share ideas and experience first-hand how others are dealing with the challenges and opportunities facing the industry.

This year's Summit will be moving to Tokyo, Japan on Tuesday 24th – Thursday 26th September 2019 at the **InterContinental, Tokyo Bay**.

We'll take a close look at the trends and strategies used on a global scale and experience the Asian retail market first-hand during our store tours.



Join us for a packed agenda where you'll hear and experience:



Real-world case studies on how retailers are using customer first techniques to grow sales, reduce cost and drive margin improvements.



Hosted sharing sessions with your peers around insight, innovation, and transformation in retail.



Technology demos, working sessions and deep dives led by dunnhumby experts.

Booking onto the Global Partner Summit 2019 will include:



Full access to 4+ keynote speeches and discussions, 10+ deep dive sessions and global panels with retail leaders from around the world, across 2.5 days.



3 days complimentary accommodation and the option to purchase additional days around the summit at your convenience (a credit/debit card will be needed to complete this section).



A personalised online account that allows you to submit further information such as suggested summit topics and dietary requirements, as well as upload your presentations, photo and bios if required.

This year we'll be focusing our agenda on the following four themes:

Transforming the Customer Experience

- How retailers deliver a more effective experience and do it really well?
- Lessons on building successful Customer first culture and change
- Why engaging customers in new ways is important and must be personalised
- New innovations in customer experience

Monetising Data and Media Assets

- How retailers are getting better value from data to create revenue streams
- Building a successful retail media – beyond the store to a media ecosystem
- Getting supplier collaboration right – case studies across categories
- Global research and benchmarks with Forrester on monetisation

Driving Efficient and Effective Operations

- Improving operating margins across categories through assortment, price and promotions
- Developments in convenience and omnichannel retail operations
- Learnings from Japanese convenience on efficient supply chain and operations
- Successful initiatives reducing the cost to serve

Building sustainable and Transparent Retail Business

- The growing importance of corporate social responsibility and why it makes business sense
- Leading CSR initiatives from around the world and role of data science
- Data privacy as a core brand value and new opportunity
- Tracking food waste and tackling health



As you may be aware, it is the Rugby World Cup in Tokyo whilst we are there! If you would like to arrange tickets, we have spoken with an agency who can help you arrange packages and tickets.

Please reference dunnhumby when you speak to them.

Jaq North is your best contact.

Contact: Jaq.North@sthgroup.uk

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We have a number of exciting confirmed speakers.

Please [click here](#) to see the line up so far – more to be added soon!

Don't forget to register using the link below. If you need any further information, please speak to your client lead.

[Register here](#)