

ONLINE SUPERMARKET OF THE YEAR

Every Hudl helps as Tesco scoops online prize

Tesco was a pioneer in online's infancy. In the opinion of the judges, its actions in 2013 showed not only how far it has come in the intervening years, but how forward thinking and genuinely innovative it continues to be.

Online sales grew 11% last year – no mean feat given Tesco.com is already far and away the biggest online grocery business in the UK, with sales of £2.5bn. And at £127m its profitability is not exactly shabby, either.

In 2013, it opened up its website to third-party sellers, Amazon-style, allowing it to boost the number of items available on the website to more than 300,000, almost 10 times the number of products it offers in even its biggest bricks and mortar stores.

The judges were also impressed by Hudl, Tesco's first foray into the tablet world (it also has a smartphone on the way), not

just as a product, but in the way it supports the online business, coming preloaded with various Tesco apps to shop for everything from groceries to Tesco's streaming online entertainment service Blinkbox.

Tesco's focus on click & collect facilities, and the expansion of its increasingly popular drive-through model, also impressed.

Nor has Tesco ignored the nuts and bolts. While there is still in-store collection, the increased sophistication and productivity of its growing dark store network, which expanded to six stores in October with the addition of a 120,000 sq ft operation in Erith, also earned praise.

The innovation has demonstrated vision and understanding of the shopper journey and how online and bricks & mortar can combine to deliver strong, profitable growth.



Tesco MD of grocery home shopping Simon Belsham

LOGISTICS SUPPLIER OF THE YEAR

Jigsaw set to break £1m saving barrier for Premier

The tie-up between Premier Foods and Jigsaw has “transformed” Premier's logistics operations in terms of costs, efficiency, visibility and accountability, according to Premier.

Since teaming up with Jigsaw, Premier has seen costs slashed by £500,000, equating to around 7% of its total logistics budget. The number of loads has been cut by over 2,000, removing half a million road miles annually.

By the time the Jigsaw solution has been fully integrated into all Premier sites at the end of 2014, annual savings are predicted to top £600,000, by delivering 3,640 less loads and travelling 75,000 less miles. Overall, that will equate to annual savings of



L to R: Andy Humpherson (Jigsaw), John Taafe (Premier), Dan Mowbray (Jigsaw) Nick Wells (Premier)

8.3% by the end of 2014, meaning total savings will break the £1m barrier. Logistics may never be seen as glamorous, but it would be lost without it. And savings of £1m a year prove how vital it is to do it effectively.

TECHNOLOGY OF THE YEAR

Original Software helps drive growth of online

It's not a 'killer app'. Original Software plays a non-flashy behind the scenes role, specialising in testing revamped websites and new software quickly and efficiently before they go 'live'.

The judges were impressed by several testimonials from Original Software's clients including the Co-operative Food group, Marston's and Coca-Cola, which said Original Software saved them “many hundreds of man hours” while providing them with assurances that the system was glitch-free “to a level just not possible manually.”

With increasingly sophisticated dotcom e-commerce system upgrades and new software applications becoming



Original Software head of operations George Wilson

increasingly common, as retailers and fmcg companies keep up with the rapid pace of online growth, the judges were all agreed that Original Software has excelled at making sure they don't come unstuck in the process.