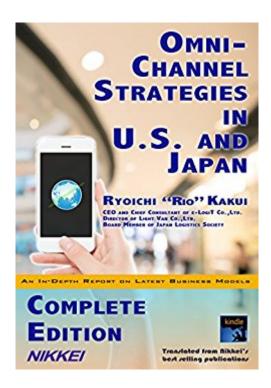


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# Omni-Channel Strategies In U.S. And Japan: Complete Edition





### **Synopsis**

Today's shopping scenes undergo drastic changes by the implementation of the concept now known as "Omni-Channel" retailing, in where you can do the shopping from any location through the use of smartphones and other devices by gathering a product's information, comparing its pricing, ordering, and letting it be delivered to any desirable location - the shopping being made from anywhere, anytime. The book aims to explain such ongoing changes in the world of retailing and logistics services in both US and Japan industries. The author of this book is a professional on logistic services in relation to the eCommerce sector who serves as a consultant with his cross-sectional knowledge and personal business connection throughout the major retailing, logistics, and marketing companies. He also serves as a CEO of an eCommerce logistics company in Japan which fact proves himself to be one of the most appropriate writers for the book. This book provides an overview of the latest business models of Omni-Channel oriented services in both US and Japan, featuring the in-depth case studies on top US and Japanese retailers including 7-Eleven Japan, Lawson, Muji (Ryohin Keikaku), Tokyu Hands, Yodobashi Camera, Kitamura, Macy's, Wal-Mart, Sears, , and their latest cutting-edge strategies. It explains advanced Japanese logistics services known as the embodiment of true convenience that even go beyond US industry today, that are provided by Japanese transport companies such as Yamato Transport and Sagawa Express. In addition, it also portrays the logistics services provided by US companies such as UPS and FedEx.The book is a must-read for all business person in the reading, distribution, and logistics industries and for all people working in marketing departments of manufacturers and trading companies who are eager to absorb the latest trend of the industry. It has been translated from one of the best selling publications by Nikkei Publishing Inc. in Japan, which sold over 10,000 copies in the first week.---Contents of Complete Edition---Chapter I. Introduction to Omni-Channel 1-1. The First year of Omni-Channel Age in Japan 1-2. World's First Cross-Category Omni-Channel Implementation by Seven & i 1-3. Many Faces of Omni-Channel: Standpoints and Focuses 1-4. The New Age - Leap From "Old" O2O Model 1-5. Omni-Channel Pushing eCommerce Market Growth 1-6. Consumers Today Benefit from Omni-Channel Chapter II. Growing eCommerce - A Battle of Offline and Online 2-1. Decline of Brick and Mortar Stores in US 2-2. Growing eCommerce Transactions 2-3. Shift to Online Consumption 2-4. Reasons to Implement Omni-Channel 2-5. Winning Competitiveness through Omni-Channel Chapter III. Steps for Successful Omni-Channel Implementation 3-1. Difference of O2O and Omni-Channel 3-2. Castle in the Air: No Logistics, No Omni-Channel 3-3. Challenges before Omni-Channel Implementation 3-4. Importance of Coordination between Departments 3-5. Omni-Channel Oriented Customer Service Chapter IV.

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