

# Attitude, Language and Approach Keys to CIO Success

Frank De Sa  
Chief Information Officer  
Just Group



peteralexander



dotti

smiggle

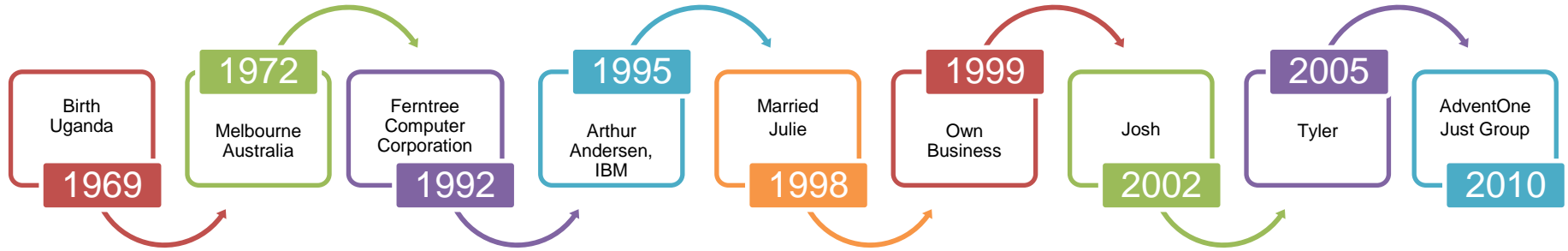
JACQUIE



portmans

THE **JUST** GROUP

# About Me





- 7 Brands
- ~1,200 physical stores
- 15 online storefronts
- ~10,000 staff
- Australia, New Zealand, Singapore, Malaysia, United Kingdom, Ireland

# IT Vision

***“To be the Retail IT Benchmark fostering business improvement by providing solutions with a friendly can do attitude.”***



# History of IT



- Known traditionally as 'geeky'
- Maturity of IT Software & Services
- Now everything is a 'Service' – but are we still 'geeky'?





# The Sizzle

- Our customers don't need to know how to weave cotton into denim to value a pair of jeans
- Those outside IT do not need to understand how technology works in order to get value from it
- IT is the 'black box' that turns technology into value for our business



# Language



- Why does IT call ‘the business’, ‘the business’?
- Alignment – we are in the business of Retail
- Don’t speak in tongues!
  - Cloud strategy → best customer experience/performance
  - ML/AI/Big Data → price optimisation, accurate product allocations
  - Micro services/API led → supply chain visibility
- Only one customer!





# Never Enough!

- There will never be enough cloud computing power to deal with poor software
- There will never be enough storage to deal with digital hoarders
- There will never be enough data and analytics if you don't know your business





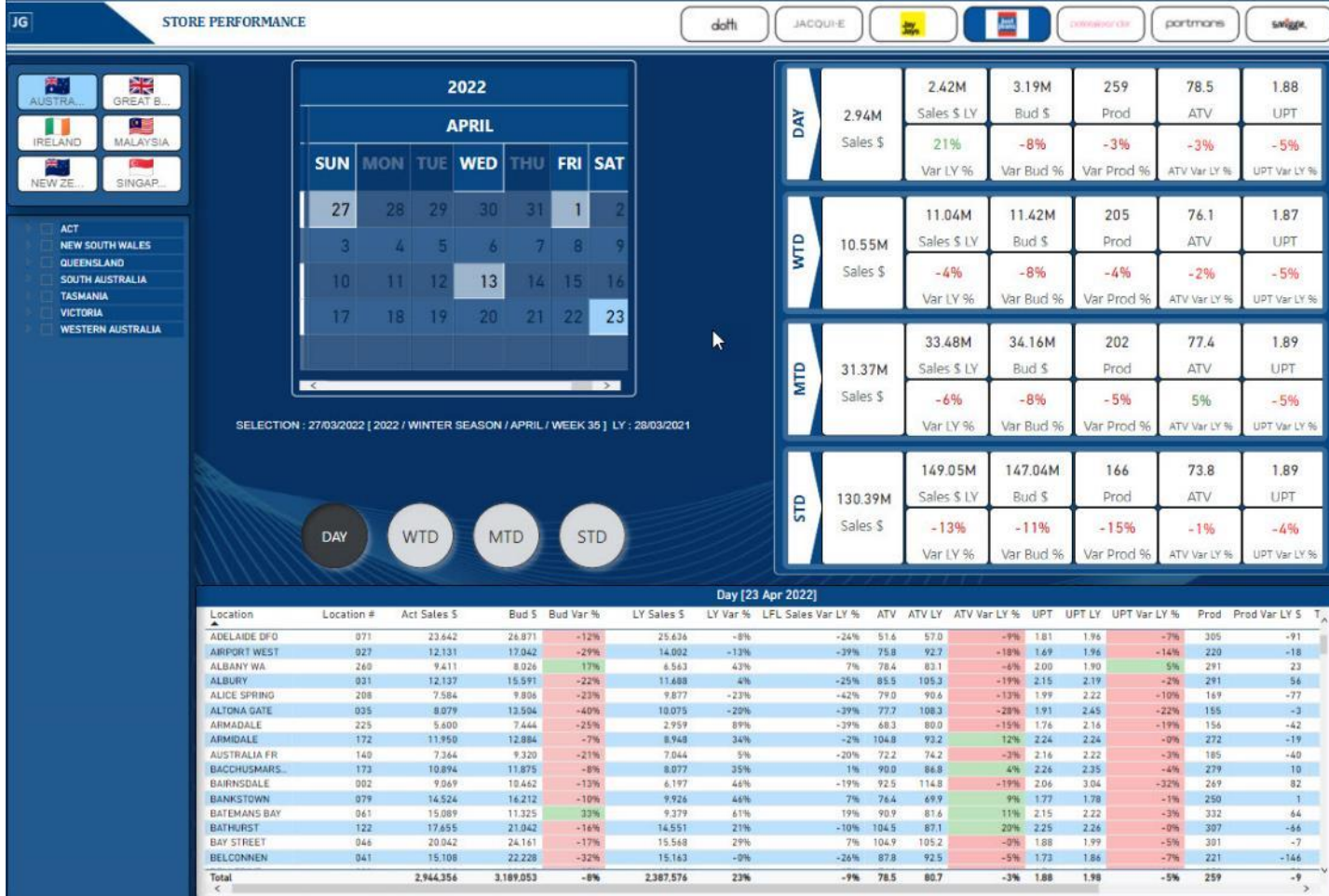
# Business Intelligence in Retail

- Today we have more data than we have people to analyse it
- There are so many tools yet people struggle to find the information they need
- 4 examples:
  1. Real time sales – timely decision making
  2. Retail Dashboard – a deeper look down to store level
  3. Loss Prevention Dashboard – finding patterns
  4. Alerts – what does 'normal' look like



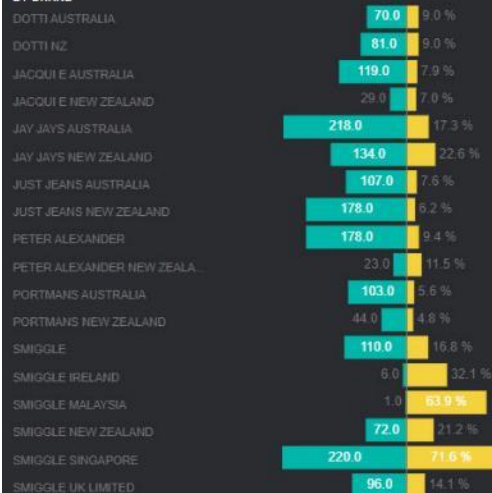
# Our BI Architecture

- Teradata Datawarehouse, Retail Logical Model, Semantic Layer
- MS OLAP Cubes, Excel
- Power BI, SSRS
- Google Big Query



## Refunds Cash %, Training Txn

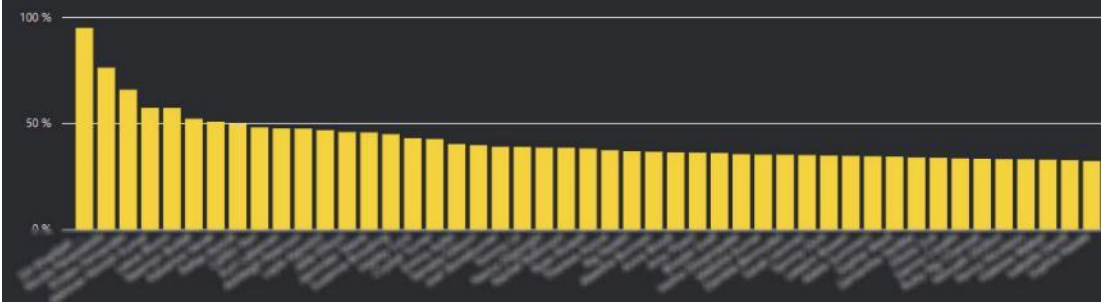
### BY BRAND



## Refunds Cash %, Training Txn by Location



## Refunds Cash % by Employee



1/12/2022

26/03/2023

Australia

Great Britain

Ireland

Malaysia

New Zealand

Singapore

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Jacqui E

Jay Jays

Just Jeans

Peter Alexan...

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Smiggle

ACT

QUEENSLAND

TASMANIA

WESTERN AU...

NEW SOUTH ...

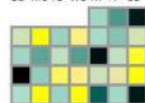
SOUTH AUST...

VICTORIA

By Date

DEC 2022

Su Mo Tu We Th Fr Sa



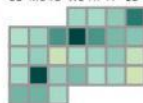
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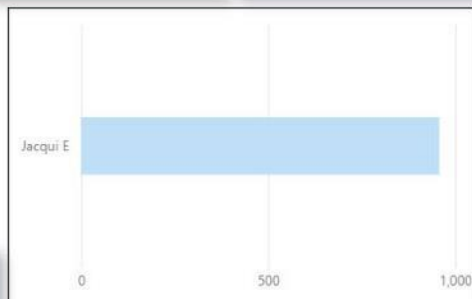
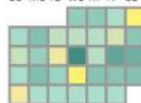
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MAR 2023

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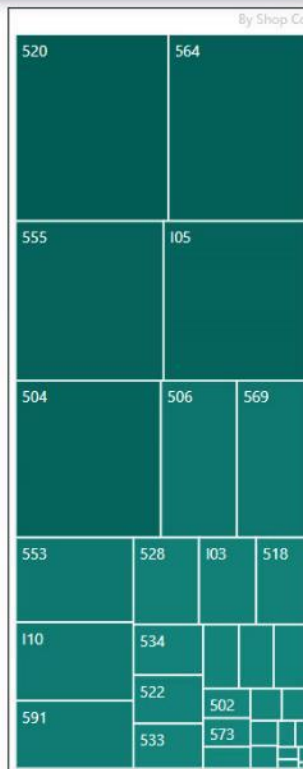
By Shop Cd

Brand	State	Location	Total Variance
Jacqui E	VICTORIA	520 - SOUTHLAND	374.00
Jacqui E	NEW SOUTH W...	564 - BURWOOD	340.90
Jacqui E	NEW SOUTH W...	555 - TUGGERAH	309.80
Jacqui E	ACT	105 - CANBERRA DFO	301.10
Jacqui E	VICTORIA	504 - GEELONG	298.70
Jacqui E	VICTORIA	506 - CHELTHAM DFO	156.40
Jacqui E	NEW SOUTH W...	569 - GREEN HILLS	144.85
Jacqui E	SOUTH AUSTRA...	553 - BURNSIDE	130.70
Jacqui E	QUEENSLAND	110 - IND/ROOPIILY	121.20
Jacqui E	WESTERN AUST...	591 - CAROUSEL	104.45
Jacqui E	NEW SOUTH W...	528 - HURSTVILLE	74.95
Jacqui E	VICTORIA	103 - DONCASTER	65.20
Jacqui E	VICTORIA	518 - NORTHLAND	58.40
Jacqui E	NEW SOUTH W...	534 - WARRINGAH	46.30
Jacqui E	NEW SOUTH W...	522 - HOMEBUSH DFO	44.20
Jacqui E	NEW SOUTH W...	533 - ROSELANDS	41.00
Jacqui E	QUEENSLAND	561 - BRISBANE DFO	30.00
Jacqui E	NEW SOUTH W...	544 - MACQUARIE	29.30
Jacqui E	NEW SOUTH W...	531 - MIRANDA	28.30
Jacqui E	VICTORIA	502 - ALTONA GATE	18.35
<b>Total</b>			<b>957.95</b>

All

Variance Only

Brand	Location	Date	Count Req'd	Counted	State	Variance
Jacqui E	520 - SOUTHLAND	2023-03-17	No	Yes	VICTORIA	370.00
Jacqui E	504 - GEELONG	2023-02-13	Yes	Yes	VICTORIA	300.05
Jacqui E	105 - CANBERRA DFO	2023-03-13	Yes	Yes	ACT	300.00
Jacqui E	555 - TUGGERAH	2023-01-21	No	Yes	NEW SOUTH WALES	300.00
Jacqui E	559 - CASTLE HILL	2023-01-01	No	Yes	NEW SOUTH WALES	287.60
Jacqui E	569 - GREEN HILLS	2023-03-24	No	Yes	NEW SOUTH WALES	222.45
Jacqui E	564 - BURWOOD	2022-12-31	Yes	Yes	NEW SOUTH WALES	178.20
Jacqui E	564 - BURWOOD	2022-12-24	Yes	Yes	NEW SOUTH WALES	162.25
Jacqui E	569 - GREEN HILLS	2022-12-03	Yes	Yes	NEW SOUTH WALES	150.00
Jacqui E	553 - BURNSIDE	2023-01-21	Yes	Yes	SOUTH AUSTRALIA	143.95
Jacqui E	110 - IND/ROOPIILY	2023-01-21	Yes	Yes	QUEENSLAND	129.80
Jacqui E	591 - CAROUSEL	2022-12-17	Yes	Yes	WESTERN AUSTRALIA	100.05
Jacqui E	101 - JOONDALUP	2022-12-14	Yes	Yes	WESTERN AUSTRALIA	100.00
Jacqui E	506 - CHELTHAM DFO	2022-12-18	Yes	Yes	VICTORIA	99.80
Jacqui E	507 - CHADSTONE	2023-01-25	Yes	Yes	VICTORIA	89.95
Jacqui E	506 - CHELTHAM DFO	2022-12-19	Yes	Yes	VICTORIA	75.60
Jacqui E	528 - HURSTVILLE	2022-12-24	Yes	Yes	NEW SOUTH WALES	70.00
Jacqui E	103 - DONCASTER	2022-12-17	No	No	VICTORIA	64.95







# Potential Career Paths

- Technology Vendor – e.g Google, MS, SAP, Salesforce, System Integrator/Consulting Firm
  - Delivery – Developer, Analyst, Project Manager, Tester, Security
  - Sales – Pre-sales engineer, Account Manager
  - Focus – selling stuff
- Internal Technology Department
  - Similar delivery roles
  - Focus - business direction, customer and how technology can assist

*(I mixed both!)*



# What Our Industry Needs

- Lifelong learners
- People that can apply technology to a problem domain
- People who are excited by technology but not to the point that they forget what business they are in
- Experimenters
- Thinkers
- Communicators



**ATTENTION!**

**ONLY POSITIVE  
ATTITUDES  
ALLOWED IN  
THIS AREA**

# Modus Operandi

- People, Kind, Approachable, Helpers
- Laugh a lot!
- Monitor your business heart beat!
- Do not take away your teams ability to think!
- Consolidate vendors (and drive them), maximise investments
- You don't need a new one of everything!





# Thank you!

