



Report on Resilience First - Intel Webinar 22 July

‘Covid-19 and the re-opening of the High Streets’

Key-note Speakers:

Gareth Griffiths, Security and Resilience Manager, The Crown Estate

David Allinson, Centre Director, Manchester's Arndale Centre

Innovation Speakers:

Remus Pop, Co-Founder and COO, Advantech/Neurolabs

Jaume Portell, CEO and Co-Founder, Beabloo

Ihsan (Sam) Jan, COO, Sodaclick

Chair:

David Dobson, Industry Director Retail Hospitality & Consumer Goods, Intel

Key Messages

- The retail sector has seen significant drops in footfall as a result of Covid-19 but this is slowly recovering. In the West End of London, for instance, there has been a 63% decline year-on-year but a recent 17% uptick in week-on-week figures. Around 86% of businesses are now open on Regent St from a previous figure of 69%. Occupancy of offices in central London is around 25%. The transport sector is seeing a similar uptick.
- Improvements to the public realm have included the widening of pavements, changing street layouts, enhanced cleaning regimes and better signage, while improved awareness and communication campaigns have been designed to enhance the shopping experience.
- The tech-focused solutions deployed have included the use of Bluetooth to help manage queues, encouragement of electric scooters, introduction of facial recognition systems to encourage face coverings, and greater use of Wifi systems to communicate.
- In Manchester, a drop in footfall of around a half is recovering with a combination of sales and enhanced brand value. While dwell time in shops have declined, transactional value of purchases per visit has increased.
- The tech solutions have centred around greater use of QR readers and RFID devices, easier ordering and collecting of goods, further merging of physical and on-line shopping with added value of speed of implementation, and greater use of social media to advertise and attract.

- Specific tech solutions demonstrated included:
 - A contactless, cashless checkout solution for the food sector which was faster and more cost effective than traditional methods. (Neurolabs)
 - An on-shelf, real-time availability device that lowered operating costs. (Neurolabs)
 - Use of thermal sensing, occupancy control, activity monitoring and mask detection to help restore confidence in store and improve sales. (Beabloo)
 - Touchless digital signature using voice activation. (Sodaclick)
- The main trends on the high street for the next two years were identified as more leisure/experience shopping, a closer matching of physical and on-line shopping, and greater use of technology, especially to make customers feel safe.

The speakers answered a series of questions from the participating audience.

The full video recording can be found [here](#) and the slides used are [here](#).

Contacts for Innovations:

Neurolabs: <https://www.neurolabs.eu/>

Beabloo: <https://www.beabloo.com/en/digital-signage/>

Sodaclick: <https://sodaclick.com/>

Speakers' Biographies

Gareth Griffiths

Gareth Griffiths is the Security & Resilience Manager for The Crown Estate. He is responsible for managing all security and resilience issues across the organisation which includes significant property interests in central London, the Windsor Estate and a number of regional shopping centres and business parks across the UK. He is a former, senior police officer specialising in the investigation of serious and organised crime and international terrorism.

Remus Pop (remus@neurolabs.eu)

Remus is a highly skilled, technical yet versatile individual, with a background in mathematics and Artificial Intelligence. He cofounded Neurolabs where his main focus is on securing strategic partnerships and designing solutions that meet the customer's business requirements.

David Allinson

David has nearly 30 years' commercial and retail experience gained within the Leisure, Travel Retail and Shopping Centre Industries. He joined CBRE in 2012 as Centre Director for Manchester Arndale and New Cathedral Street, having previously worked for Lend Lease Retail guiding Warrington's Golden Square Shopping Centre through a two-year, £150 million redevelopment project.

In his role at Manchester Arndale, he is responsible for managing a retail destination that attracts over 40 million visitors each year, comprising 2 million square feet of retail space, delivering business strategy, managing large multidisciplinary teams and external stakeholders.

David is also Chair of CityCo, an independent membership company working with 1000+ companies across Manchester, which also operates the Heart of Manchester Retail Business Improvement District.

Having held senior roles at Bass, BAA, Manchester Airports Group and Lend Lease he has significant experience in retail operations and the delivery of major commercial projects.

Jaume Portell (uk@beabloo.com)

Jaume Portell has more than 23 years of experience in the IT industry, spent six years as the Director of Technology at eDreams, one of Europe's leading online travel agencies. As the CEO and founder of Beabloo, he has focused on leading the company to the international expansion, sustained growth, strategic acquisitions and continuous track of innovation recognized internationally by companies like Goldman Sachs, IDC or Gartner.

Ihsan (Sam) Jan (ijan@sodaclick.com)

Ihsan (Sam) Jan is the Co-Founder and Chief Operating Officer of Sodaclick.

David Dobson

David is the Retail, Hospitality & Consumer Goods (RHCG) Industry Director at Intel Corporation leading on our strategy and sales execution. In this role he is responsible for the development & delivery of Intel's positioning and sales strategy within the RHCG industries worldwide.

Before his time at Intel David worked for 12 years at Microsoft and for 14 years in large ISVs/OEMs selling to retail and hospitality companies around the world. Overall, David has more than 30 years' experience working in the RHCG industries in global roles that include Sales, Marketing, Business Development and Software & Hardware development.