

Information Systems for Tesco



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Module name and code: **Managing business information (LCLM 5004)**

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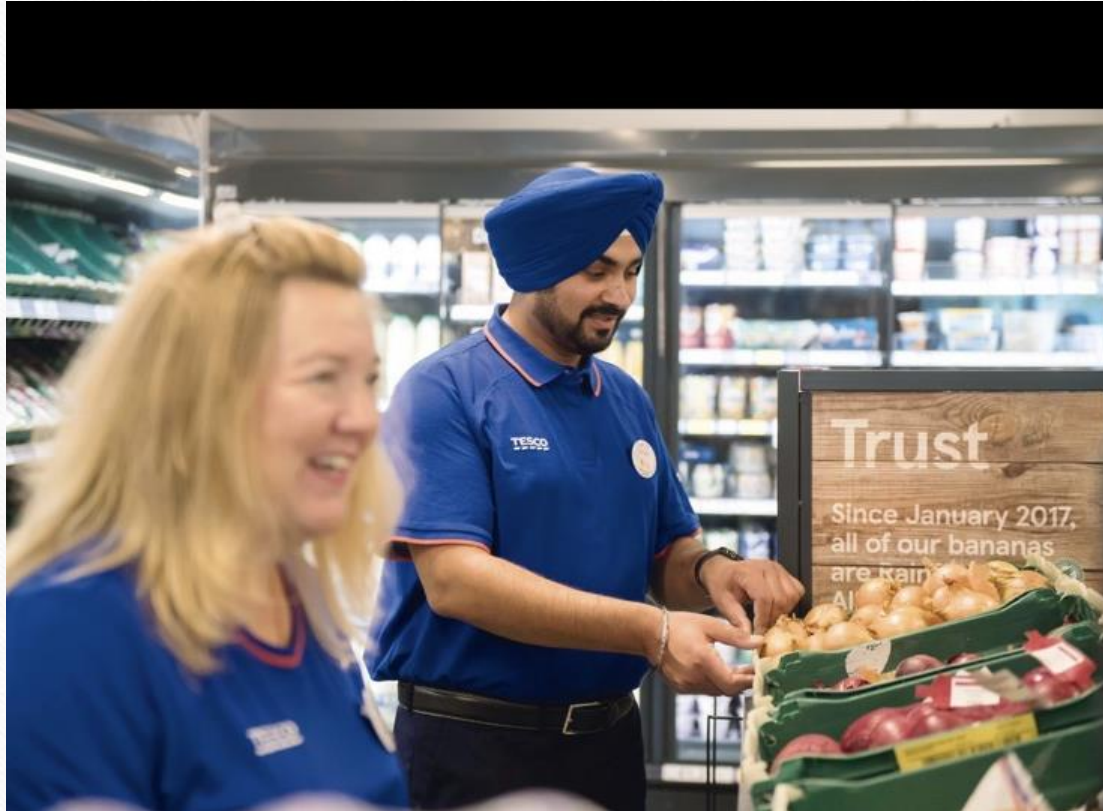
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Tesco's Business Challenges

Current Business Challenges

- Tesco operates in one of the UK's most competitive retail markets. To maintain its market position, the company must overcome several operational challenges

• Key Challenges

- * Managing inventory across thousands of products.
- * Coordinating a complex supply chain.
- * Meeting increasing customer expectations.
- * Protecting customer and business data.
- * Supporting fast and accurate business decisions.

• Key Message

- Tesco requires integrated Business Information Systems to improve efficiency and support business group

(Tesco PLC, 2025; Laudon and Laudon, 2024)

Our Consulting Framework

Business Challenge 	Information System
Inventory management 	ERP
Customer relationships 	CRM
Supply chain management 	SCM



Expected outcomes



Improved operational efficiency



Better customer experience



Faster decision making



Enterprise Resource Planning (ERP)

- **Business Need**

- Tesco requires better coordination between finance, inventory, procurement and human resources.

- **Information System**

- ERP integrates multiple business functions into one system and provides real-time information across departments.

- **Business Benefits**

- * Improved operational efficiency
- * Better inventory control
- * Faster decision-making
- * Reduced duplication of data

- **Tesco Example**

- When a product is sold, ERP automatically updates stock levels and financial records.

(Laudon and Laudon, 2024)

Customer Relationship Management (CRM)

•Business Need

- Tesco aims to improve customer loyalty and provide personalised shopping experiences.

•Information System

- CRM collects and analyses customer data to support marketing and customer engagement.

•Tesco Example

- Tesco Clubcard analyses purchasing behaviour and offers personalised promotions.

•Business Benefits

- * Improved customer satisfaction
- * Increased customer loyalty
- * Better marketing decisions
- * Higher sales

(Buttle and Maklan, 2019; Tesco PLC, 2025)





Supply Chain Management (SCM)

• Business Need

- Tesco must ensure products are available at the right place and time while controlling operational costs.

• Information System

- SCM coordinates suppliers, warehouses and stores using real-time information.

• Business Benefits

- * Improved stock availability
- * Faster deliveries
- * Lower logistics costs
- * Reduced food waste

(Chopra and Meindl, 2022)

Comparison of Information Systems

System	Business Need	Business Benefit
ERP	Internal coordination	Operational efficiency
CRM	Customer relationships	Customer loyalty
SCM	Supply chain management	Better logistics

Key Message

Together, ERP, CRM and SCM improve Tesco's operational efficiency and support business performance.

(Laudon and Laudon, 2024)

EXAMINING ERP

How ERP Supports Tesco's Operations



(Laudon and Laudon, 2024)

EXAMINING CRM

How CRM Helps Tesco Build Stronger Customer Relationships



(Buttle and Maklan, 2019;
Tesco PLC, 2025)

EXAMINING SUPPLY CHAIN MANAGEMENT (SCM)

How SCM Helps Tesco Deliver the Right Product, at the Right Place, at the Right Time



(Chopra and Meindl, 2022)

Integration of Information Systems

- Why Integration Matters
 - When ERP, CRM and SCM are integrated, Tesco can:
 - * Share information across departments.
 - * Improve communication.
 - * Respond faster to customer demand.
 - * Make better strategic decisions.
- **Business Impact**
 - * Higher efficiency
 - * Better customer experience
 - * Stronger competitive advantage

(Pearlson, Saunders and Galletta, 2022)





Ethical Considerations

- **Data Privacy**

- * Customer data protection
- * UK GDPR compliance
- * Secure storage of personal information
- * Maintaining customer trust

(Information Commissioner's Office, 2025)

Cybersecurity

- * Cyber threats
 - * Encryption
 - * Multi-factor authentication
 - * Employee awareness training
-
- **Business Impact**
 - * Reduced security risks
 - * Business continuity
 - * Protection of company reputation

(National Cyber Security Centre, 2025)



Artificial Intelligence

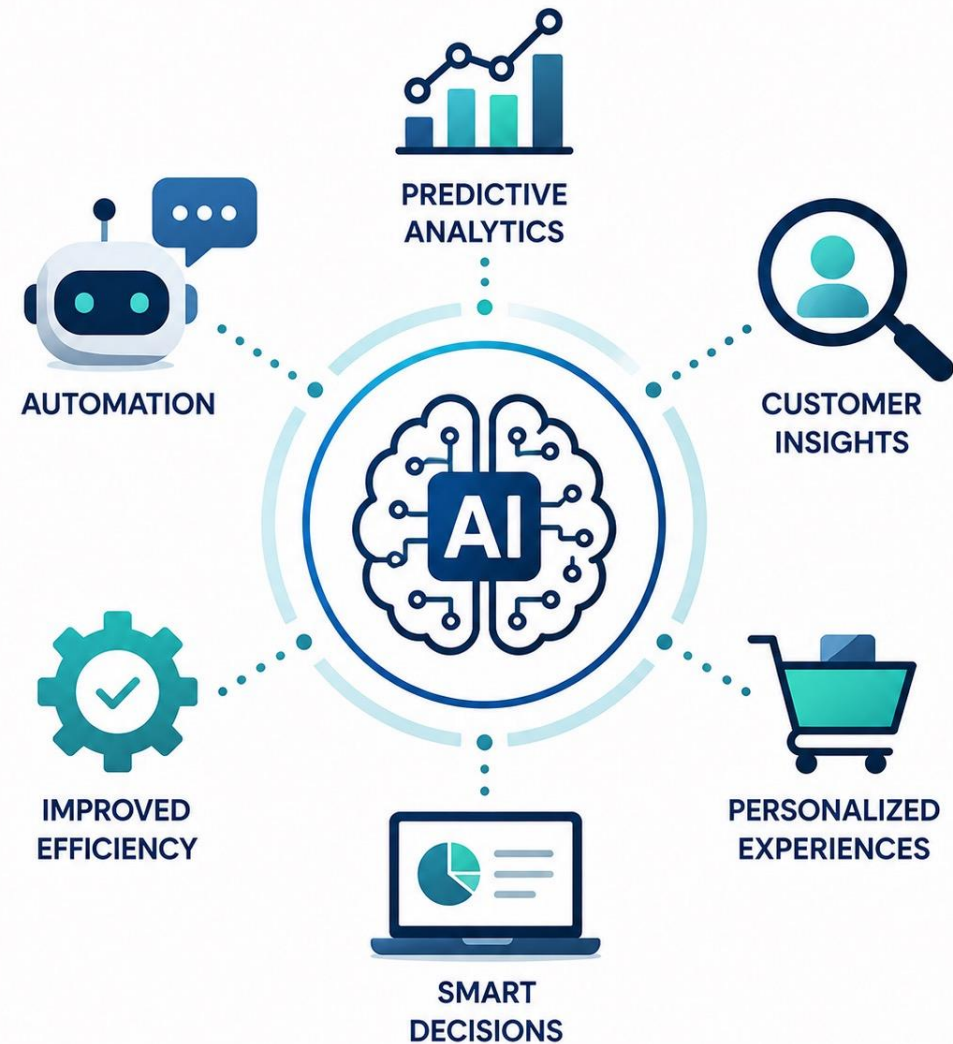
•Ethical Issues

- * Transparency
- * Algorithm bias
- * Responsible use of customer data
- * Human oversight

Business Impact

- * Better forecasting
- * Improved inventory management
- * Enhanced customer experience

(Russell and Norvig, 2021)



Assess the Impact on Business Performance



Impact on Operations



* Better communication



Business Improvements



* Reduced operational costs



* Faster business processes



* Improved productivity

(Laudon and Laudon, 2024)



IMPACT ON CUSTOMERS

Impact on Customers

Customer Benefits

- * Faster service
- * Personalised promotions
- * Improved shopping experience
- * Increased customer satisfaction

(Buttle and Maklan, 2019)

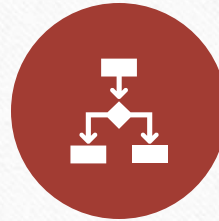
OVERALL BUSINESS VALUE



**IMPACT ON
BUSINESS
PERFORMANCE**



*** HIGHER
PROFITABILITY**



*** BETTER
DECISION-
MAKING**



*** IMPROVED
OPERATIONAL
EFFICIENCY**



*** STRONGER
COMPETITIVE
ADVANTAGE**

(PEARLSON, SAUNDERS AND GALLETTA, 2022; TESCO PLC, 2025)



Key Takeaways

- * Information Systems are essential for modern retailers.
- * ERP, CRM and SCM support different business functions but create the greatest value when integrated.
- * Ethical management of data and technology is essential.
- * Business Information Systems improve Tesco's long-term business performance.

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