# Taking advantage of a fast-changing world

(Chief Marketing and Operating Officer)

### **Roberto EGGS**



# We are ready to take advantage of a fast-changing world

#### POSITIVE MARKET TRENDS, BUT UNCERTAINTY AND UNPREDICTABILITY ARE THE NEW NORMAL\*

#### **POSITIVE GROWTH MOMENTUM CONTINUES...**

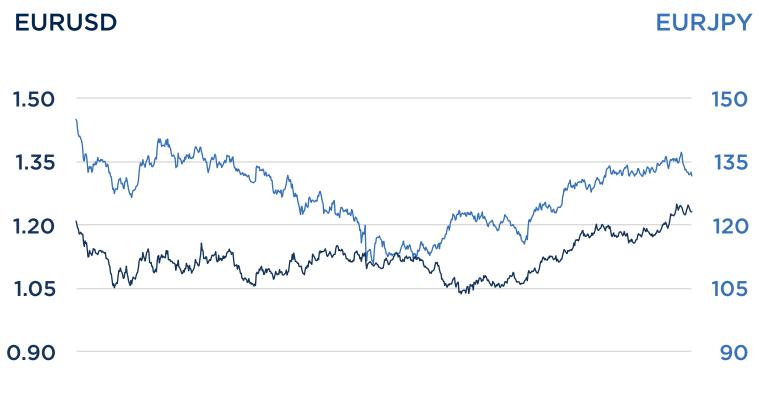
Global personal luxury goods market is expected to grow at c.+4/5% CAGR, reaching ~300bn Eur in 2020

#### Global personal luxury goods market - Eur bn



#### ...IN UNCERTAIN AND VOLATILE **SCENARIOS**

- Macro-political unpredictability
- Global uncertainties
- Stock markets' volatility
- Currencies' volatility



Currency trends – from 1/1/2015 to 22/2/2018





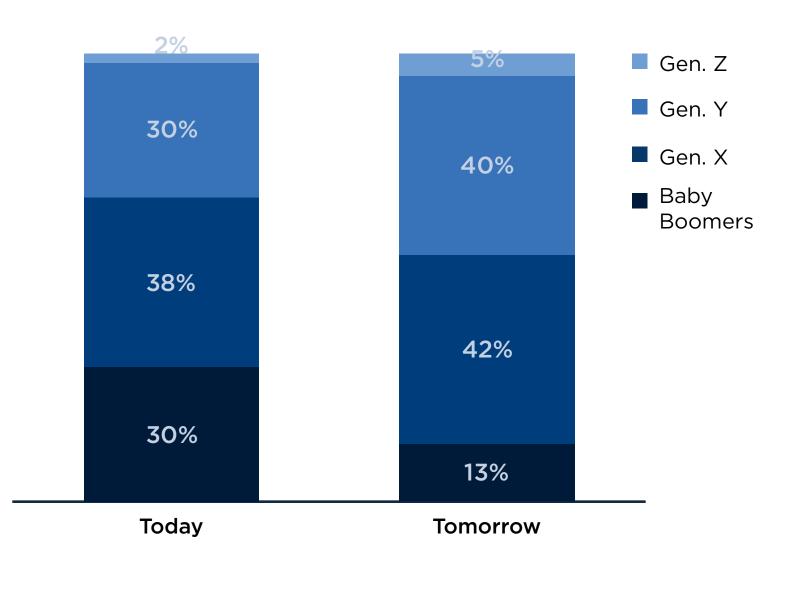


#### NEW LUXURY CUSTOMERS ARE RISING, WITH A NEW IDENTITY\*

#### YOUNGER GENERATIONS WILL DRIVE SECTOR GROWTH...

Future growth will be fuelled by generations Y and Z (*Next-Gen*)

Global personal luxury goods market - Eur bn



#### ...WITH NEW DESIRES AND NEEDS

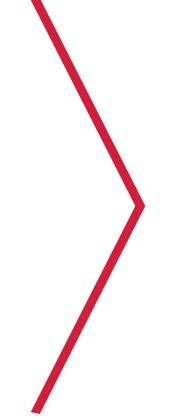
From products to **experience** 

From fashion trends to **self-expression** 

From regular buying to **impulsive** behaviours

Communications now become: Fast Frequent Digital Dynamic

«Quality and uniqueness are the most important factors in driving millennial customers to luxury products»



**MONCLER SETS ITS FOUNDATIONS** TO TALK TO THESE **NEW CUSTOMERS** WITH THEIR OWN LANGUAGE





21

Climbing new heights

#### **ONLINE TO PLAY A KEY ROLE\***

#### **ONLINE NOT ONLY TO DRIVE SALES...**

Online sales of personal luxury goods expected to make up 20-25% of the market by 2025

Brands' websites and luxury e-tailers expected to be the fastest growing channels in the world

## Physical Online 20-25% 9% 2025E

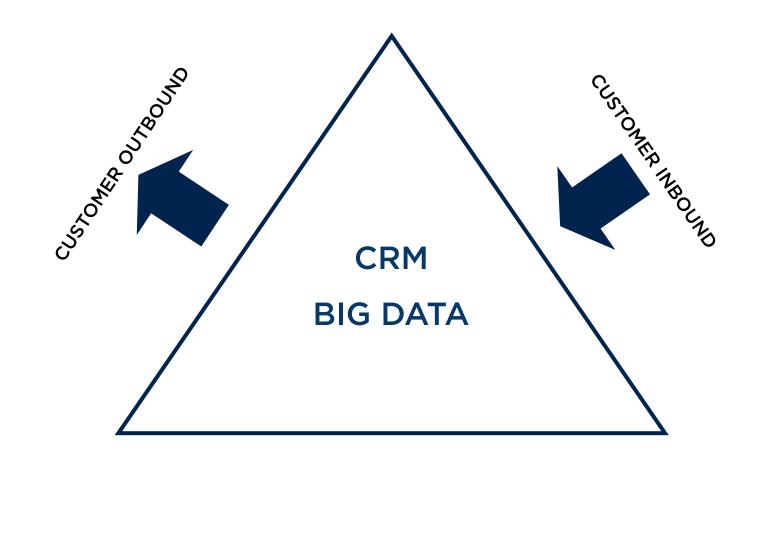
Global personal luxury goods market - Eur bn

#### 2017E

#### ...BUT ALSO COMMUNICATING AND ENGAGING

Communication throughout all touchpoints simultaneously

linked to experience



(\*) Sources: Bain, Euromonitor, McKinsey

- Engagement through digital channels

#### **MONCLER SETS ITS FOUNDATIONS** TO LEVERAGE **ON DIGITAL AND OMNICHANNEL**







#### **GLOBAL FOCUS WITH LOCAL TOUCH\***

#### CUSTOMERS BUY LOCALLY...

Local customers are growing in all main markets, in particular in the Western world

#### European and Americans spend mainly domestic (% of luxury consumption)

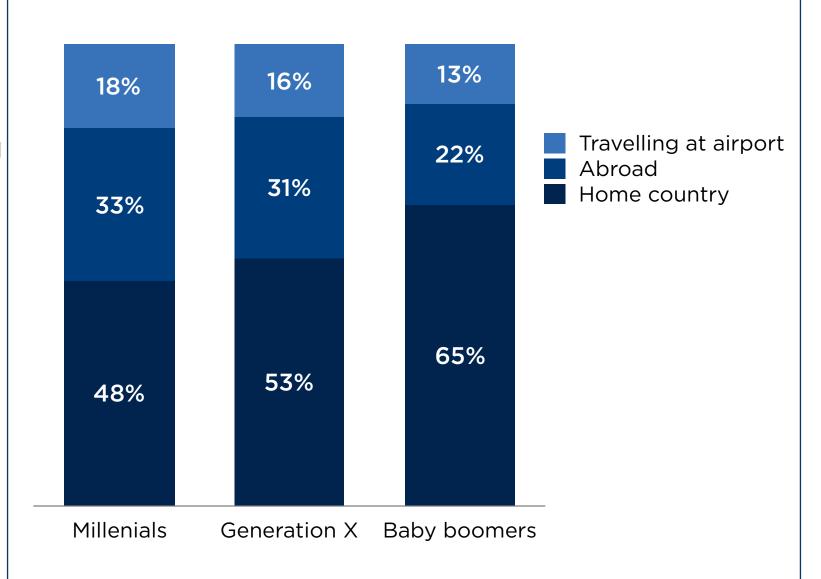
#### 12% 8% 8% 15% 27% 24% 2% Rest of the world Japan Americas 98% Rest of Asia 89% Europe Domestic 28% 59% 22% European PRC Chinese Japanese American

#### ...BUT ALSO WHILE TRAVELLING

Tourist flows remain important

Travel experience is highly valued in particular among *Next-Gen* customers

(% of luxury consumption)



(\*) Sources: DFS, Deloitte

- Millennials buying more than 50% while travelling

**MONCLER SETS ITS FOUNDATIONS** TO TALK WITH A **GLOBAL CUSTOMER** WHILE OFFERING TAILORED/LOCAL **EXPERIENCES** 





