

## Business news in brief

### In the Region

#### Deloitte does two deals

**Deloitte** acquired **Compliance Implementation Services**, a Newtown Square company that offers services to help life sciences and other health-care firms navigate regulatory requirements. The price was not disclosed. Compliance Implementation Services employs 165 people, including 33 in the Philadelphia region. In another area deal, late last month Deloitte bought **LRA Worldwide**, a Horsham firm that helps companies manage their brands and evaluate customer experiences. LRA employs 300, including 65 locally. Deloitte, based in New York, employs 1,550 in Center City. - **Harold Brubaker**

#### New Buchanan Ingersoll CEO

**Buchanan Ingersoll & Rooney P.C.** said Friday that Joseph A. Dougherty, managing shareholder of the firm's Philadelphia office, would become CEO, managing director, and chairman in June 2016 for a term of three years. CEO John A. Barbour will remain in those roles until that time, the firm said, and then will become executive chairman, focusing on client relationships and other matters. Although Dougherty practices out of the firm's 66-lawyer Philadelphia office, the headquarters of the firm will remain in Pittsburgh. Dougherty has more than 25 years of experience litigating commercial and employment-related matters. The firm has a total of 530 lawyers in offices in 19 cities on the East Coast and in the West. - **Chris Mondics**

#### Plans for PAFA neighbor

The owner of the mostly vacant six-story structure next to the **Pennsylvania Academy of the Fine Arts's** Hamilton Building plans to redevelop the property into a mid-rise residential tower. The **Logan Square Neighborhood Association** had a vote Tuesday on owner Convention Center Parking L.P.'s proposal to add four stories to the building at 142 N. Broad St. and convert it into apartments or condo units, association president Drew Murray said. Murray had no other details about plans for the building, which is used for its underground parking lot. He declined to share the result of the association's vote during Tuesday's meeting. - **Jacob Adelman**

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## BUSINESS

# Area gift-buyers planning to spend more

Survey finds they expect to lay out an average \$609 this holiday season, 18 percent more than last year.

By Harold Brubaker  
INQUIRER STAFF WRITER

Shoppers in the Philadelphia region are geared up to increase spending on gifts during the holiday season, according to Deloitte L.L.P.'s 29th annual holiday shopping survey.

"The consumer is coming into the holidays pretty confident, and feeling a lot better about the economy and themselves," said Bill Park, a partner in Deloitte's Philadelphia office.

Philadelphia-area consumers are expected to spend an aver-

age of \$609 on gifts this year, up 18 percent from \$518 last year, the online survey of 500 consumers found.

But that doesn't mean all retailers will benefit equally from the increase. More than ever, retailers have to engage consumers online and in the store, Park said.

"The retailers that understand the entire experience of retailing will probably be the ones that get the better share of this increase," Park said. "What we're finding is that people who shop

omni-channel — bricks and mortar, iPads, smartphones — they spend more. They spend a significant amount more."

Online sales are expected to reach \$61 billion during the current holiday season, up 16 percent from last year, when online spending was up 12 percent from 2012, according to a JPMorgan report that used data from comScore Inc.

Holiday retail sales in 2013 totaled \$579.3 billion, according to IHS Global Insight, an economic consulting firm in Lexington, Mass., which said Wednesday that it expected overall holiday retail sales to increase 4.2 percent. See **RETAIL** on A15

### Regional Shopping

Deloitte L.L.C. did a survey of consumers in the Philadelphia region. Among the findings\*:

#### How much

Consumers in the Philadelphia area predict that they will increase their total holiday spending by 17 percent, and their spending on gifts alone by 18 percent.

#### What

The biggest increase in the

Philadelphia region is in the purchase of electronics. The biggest decrease is in books.

#### Mobile devices, social media

Smartphone ownership is up to 72 percent this year, compared with 65 percent in 2013.

Of those who own tablets and smartphones, 72 percent will use them in shopping this holiday season.

\*Based on a regional survey of 500 people.  
SOURCE: Deloitte

More about online shopping and shipping. A15

## Retail

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cent this year.

That would top the 3.1 percent gains in each of the two previous years. Lower gasoline prices, higher consumer confidence levels than a year ago, and heavy discounting are major positives this year, IHS said.

Though retailers have had to contend with online competition for years, the continued mar-

ket-share gains of online shopping show that a business-as-usual approach is ever more perilous to the financial condition of retailers.

"The good retailers focus on the experience when you walk through the door. It's sort of a sensual experience about the layout of the store, the music that's playing, maybe they have incense burning," Park said.

Richard A. Hayne, chairman and chief executive of Philadelphia-based retailer Urban Out-

fitters Inc., reflected on that challenge during a Nov. 17 conference call with analysts.

"The store experience must become a performance with the energy and precision of a Broadway play," Hayne said. "Of course, it means offering all the omni bells and whistles they want, like in-store pickup, same-day delivery, and mobile point of sale. And all of this must be done every hour of every day the store is open."

Nationally, the Deloitte survey polled 5,000 con-

sumers in September. Park said the numbers were still valid, despite the consumer confidence dip reported Wednesday by the Conference Board.

"We did a quick pulse update last week and 81 percent of respondents ... said they actually are going to spend the same or more than they told us two months ago," Park said.

"They are still feeling pretty good."

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