

## DIY home and garden retailer improves on-shelf availability

### Business Results

- One-year payback
- Easy-to-find in-store stock improved customer service and boosted sales
- Perpetual in-store inventory counting reduces cost
- Accurate receipts matching improves efficiency, reduces waste
- Automated replenishment & faster turnover results in better cash flow



### The Challenge – Keep tabs on stock in hundreds of stores

A major UK-based do-it-yourself (DIY) home improvement and garden products retailer found keeping track of its stock increasingly difficult as its operations expanded. The retailer operates hundreds of outlets across the UK and Ireland, and draws on suppliers from around the world to offer tens of thousands of home improvement and garden products for DIY and professional customers.

They were implementing an SAP system at the enterprise level, but the stock in stores were still tracked manually, with infrequent paper-based stock counts. Their methods were costly, error-prone and not real-time, resulting in inaccurate inventory counts and, too often, empty shelves.

Management realized they needed to improve the efficiency and effectiveness of distribution and in-store stock management processes. The retailer's business services manager recalls, "We decided to use radio frequency terminals to receive, locate, count and move stock within our stores, and to provide improved timeliness and accuracy of store stock levels to the central replenishment process."

### The Solution – Epic Data Real-Time, Integrated Stock Movement Management System

"We picked Epic Data as the solution that best fit our methods of working, as well as meeting our technical requirements," the Customer explains.

"We are achieving real in-store efficiencies with Epic Data," he reports. "We can assess exactly what stock we have in our stores. We know when we need to replenish shelves, and can arrange for stock to be delivered to the store – at the right time."

"On a company-wide level, integration with our SAP system improves the accuracy and efficiency of our warehousing operations so that, at any time, managers and planners can access global inventory status of a particular product," the Customer continued. "The Epic Data solution eliminates data entry errors, and helps to keep our inventory costs down."

The Epic Data system helps the DIY retailer in two major areas:

1. **Accurate Receipts Matching.** The retailer uses Epic Data's system to receive stock at their regional distribution and back-of-store warehouses. Goods received are checked against central replenishment orders, and damage, alternative and mis-shipments reported immediately.
2. **Real-Time Stock Counts and Location.** Employees use radio frequency (RF) barcode scanners to quickly capture part numbers and location. Stock movement is tracked using Epic Data's system as it is moved from regional distribution and back-of-store warehouses to various storage and shelf locations within the store, providing real-time stock counts and location information.

### Epic Data's System Results:

- *Quickly locate specific product company-wide.*
- *Immediately report damage or errors in shipments.*
- *Replenish shelves promptly to increase on-shelf availability.*
- *Accelerate central replenishment with interfaces to SAP.*
- *Perform regular physical inventory counts, by aisle or product type during store hours, so that the cost of stock counting is reduced.*

## One-Year Payback and IT Investment Protection

"Our customer told us it took only 12 months to recoup the cost of the system and allowed them to manage growth cost-effectively," Alan Foster, Epic Data's Executive Vice President, reports. The return on the investment in Epic Data's solution came from higher sales volumes, lower inventory costs, and higher operational efficiency due to fewer errors and streamlined processes.

Further, Epic Data's database-independent solution allowed them to deploy an in-store Oracle DBMS platform as well as be compatible with SAP's SQL-Server platform. "Epic Data has kept pace with advancing technology and updated our customer's technology platform to help protect their IT software investment," Mr. Foster remarks. "They will continue to enjoy increased operational efficiency well into the future."

### ABOUT EPIC DATA

For over 30 years, Epic Data has delivered real-time shop floor and warehouse management information to the world's most progressive discrete manufacturers through turnkey data collection and lean manufacturing operations management solutions.

**Head Office:** (+1) 604.273.9146

**UK Office:** +44 1635 521140

**Email:** [info@epicdata.com](mailto:info@epicdata.com)

**Web:** [www.epicdata.com](http://www.epicdata.com)