

Retail Case Study

The Challenge

For 320 years our client has upheld its reputation as tailors of distinction. Their meticulous craftsmanship has rewarded the company with commissions from royalty to the judiciary. They enjoy the privilege of being the tailors and robe makers of choice for twelve coronations. Our client provide ceremonial robes for all occasions, dress the judiciary (including providing handmade wigs) and ensure that graduates from all over the world look their best at graduation ceremonies. Personal clientele entrust them to deliver tailoring that's fashionably stylish whilst remaining elegantly enduring, through a number of retail shops in London, Cambridge, Oxford and Edinburgh.

The Solution

The company commissioned Galena ERP to complete an independent review of the existing information systems and working practices. This review included a specification for a replacement system that would allow the company to address the following key areas;

- Improve productivity and working practices
- Eliminate islands of information and duplicate data entry
- Improve planning through improved communication
- Improve material procurement planning
- Improve Project Management
- Implement CRM across the organisation
- Improve project cost analysis
- Reduce paper based systems and spreadsheets
- Be able to share information across the entire organisation
- Improve management and control of the supply chain
- Improve efficiency and speed of response of the information systems
- Improve executive reporting

The selection of the most appropriate software and vendor involved the documentation of the requirements of a new system into a sixty page specification document which was circulated to a short list of vendors. This process involved two rounds of selection of suppliers using a comprehensive system selection process that uses a weighting scoring mechanism across a number of key aspects of selection including cost, functionality, implementation approach, project team etc.

The Result

The system selection process provided the client with the information, the justification and the structure required to make a confident and commercially informed decision. Their investment in the correct technology for their business has also reduced the risk of selecting an inappropriate solution, which could have led to significant implementation issues and costly delays.

The outsourcing of this activity allowed an impartial analysis to take place and allow the organisation to continue its daily activities with minimal interruption.

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