

Solution Summary



Customer Profile

- Independent department store chain

Challenge

- Improve real-time visibility of stocks and planned deliveries across stores and warehouses at the point-of-sale
- seek new avenues and opportunities for improving business efficiency

Solution

- Provide a progress-based application

Benefits

- Reduce warehouse inventories
- Improved profits

Broadband EPoS and Progress web-based application provides real-time stock visibility and fast pay-back at Boyes department stores.

Independent department store chain Boyes is speeding up the accessibility of business information with a new Progress-based application from Sanderson which improves real-time visibility of stocks and planned deliveries across its stores and warehouses at the point-of-sale. As a result Boyes has already achieved around a 5 per cent reduction in warehouse inventories and is receiving a rapid return on its half million pound investment in a new broadband connected EPoS roll-out.

Background

Boyes has a history dating back to the 1880s. In common with many independent department stores in today's difficult trading climate, its challenges are to seek new avenues and opportunities for improving business efficiency, avoid complacency and maintain high customer service levels. It operates 29 department stores throughout Yorkshire, Humberside, the North East and Lincolnshire, offering good value in terms of quality and price. Around 250,000 shoppers pass through its doors each week.

The goal is to offer a constantly changing product range of over 30,000 items, an extensive mix of everyday products peppered with one-off clearance buys. Stock is held at two warehouses in Scarborough – also home to the head office – and deliveries are made once a week to the stores, which also receive supplier direct deliveries.

Boyes has been using the Midas retail management solution from Sanderson – developed and deployed using Progress OpenEdge technology – for a number of years. Sanderson has used Progress OpenEdge to fine tune the application to meet Boyes' exact business needs.

When Sanderson won the contract to roll out 220 EPoS tills to the stores, they recommended that Boyes take advantage of a VPN (virtual private network) using broadband connectivity to build a highly cost-effective network. *"We felt we could move the business forward with Sanderson and our Progress environment, which has proved very robust and cost-effective,"* said IT Manager Richard Boyes, whose great, great grandfather founded the business.

Sanderson developed the new application to provide store managers and head office with real-time visibility of stocks held at the warehouses and at other branches using Progress WebSpeed™ tools within OpenEdge. The application runs in a web browser and enables managers to check stock availability for customers, view and report on any information on stocks in the individual department stores and warehouses and interrogate planned deliveries in real-time, via the EPoS to head office ADSL connection.

The relevant Midas application components are delivered "just-in-time" over the broadband connection using Progress WebClient technology. The store managers have the same rich graphical interface and the same application look and feel and speed of response as the application's client/server cousin at head office, even though the view of the data is running in a web browser. The technology also automates many common application installation and deployment tasks, minimises network traffic and reduces maintenance costs.

Often the problem with generic reporting software is that either it can take a lot of work, time and investment to make it fit exact user requirements, or customers are `forced` to accept the standard offering. That's not the case here. *"As long as we are connected,"* says Richard Boyes, *"we can generate 'cubes of data', enquire upon store merchandise and sales information in any way without being limited to standard reports and without any degradation in performance of our systems. The system is totally retailer-focused and gives us the flexibility to identify areas of the stock profiles that need working on. We now have the tools we need to reduce stock holdings across the business without incurring any negative impact on sales. We have seen marked improvements in stock turn from the new merchandising capabilities."*

So far 20 department stores are connected and the remainder will go live when the £500,000 EPoS roll-out is completed. *"We anticipate further savings in the stores replicating the 5 per cent reduction in warehouse stocks already attained. This is very fast return on our IT investment and has massively improved the availability of business information both within the stores and at head office."*



Improves real-time visibility of stocks and planned deliveries across its stores and warehouses at the point-of-sale



Managers can check stock availability for customers

For further information please contact the marketing department on

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