



## FOCUSED STOCK COUNT TO GIVE SEASONAL IN STOCK VISIBILITY

**Case Study:** Retail Inventory – Discount Retailer

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## Case Study: Retail Inventory – Discount Retailer

A leading discount retailer in the UK that has over 500 stores and employs over 28,000 staff, required the support of RGIS. The discount retailer has over four million customers through the stores weekly throughout England, Scotland, Wales and Northern Ireland. Departments include home, garden, back to school, toys, food, health and beauty.

### REQUIREMENT

The discount retailer needed to **gain more visibility into the seasonal in stock position**. The retailer realised that 29% of customers would go online, or to a competitor, when they experienced an out-of-stock, so required RGIS to provide the following:

- Validate **specific products inventory against the on-hand file**
- To be able to work **across all the stores, nationwide**
- To complete the project by a **tight deadline**, so the stores would be fully prepared for the holiday season
- To have the **correct quantity and style of products** available with accurate on-hand counts
- **To provide teams with experience** to execute inventories
- **Technology** to provide a seamless verification process
- The ability to **target products based on sales indicators**, especially on higher margin and high demand products

### SOLUTION

The discount retailer partnered with RGIS to complete the **seasonal in stock visibility project**, and RGIS provided the following:

- **A focused stock count** for the specific department was completed to **confirm on-hand quantities against store expectations**
- Ensured that all SKUs (Stock Keeping Units) were in stock for the upcoming peak selling season
- **A strong collaboration** with a unifying goal across all stores and teams
- **Open communications and clear understanding** of seasonal product data

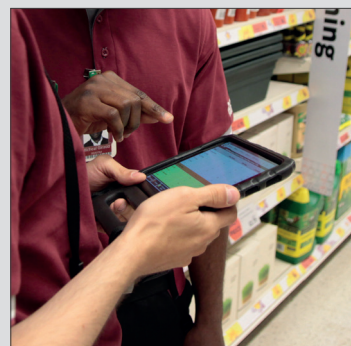
### RESULTS

The discount retailer found by outsourcing the **seasonal in stock visibility project** to RGIS, the following results were achieved:

- The customer was able to evaluate RGIS' data and gain **additional visibility into the seasonal products** for each location
- The customer had ample time to **update the supply chain** and deliver the correct number of products to each store – this **minimised the risk of lost sales** due to out-of-stock items
- **Located phantom merchandise** and corrected each store's on-hand inventory
- **Improved customers satisfaction level** through a positive shopping experience
- **Increasing profitability** during the seasonal sales period



Having full scope of the available products allowed the discount retailer to **provide customers with the right products, at the right place, at the right time**



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RGIS\_CS\_0179\_01

Focused Stock Count



Information Gathering



Collaborative Approach



Increased Profitability



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