



REPLENISHMENT AND MERCHANDISING SUPPORT

Case Study: Retail Services – Grocery Retailer

A grocery retailer needed support from RGIS with **replenishment and merchandising services** throughout a busy trading period

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RGIS was delighted to have been able to support this grocery retailer with replenishment and merchandising services throughout a busy trading period. The labour support provided enabled the retailer to achieve its best sales in nearly a decade.

In supporting stores, RGIS provided trained, product familiar professionally trained resource which improved on-shelf availability for customers, improved shopping experience and helped to drive sales. RGIS was able to react quickly to the grocery retailer's demand to offer a cost-effective service building upon the provision of Stock Inventory Services continuing to collaborate, innovate and build a stronger partnership.

REQUIREMENT

The grocery retailer needed support with replenishment and merchandising services throughout a busy trading period, so required RGIS to provide the following:

- Ensure **optimal stock levels** are available and are maximised
- Support **70+ stores over a four week period**, pre and post-sale
- Complete **2000+ day and night shifts**
- Support sales with on **stock availability**
- Support in allowing the grocery retailer's store staff to focus on customer service

SOLUTION

The grocery retailer partnered with RGIS to complete the **replenishing and merchandising project**, and RGIS provided the following:

- **RGIS worked collaboratively** to schedule and plan a **robust operational delivery plan**, supporting stores as required
- Dedicated teams and key roles to support the store **replenishment and merchandising** throughout the UK, in all departments
- Provided induction to all team members to ensure employees were fully adherent to the required grocery store's practices, acting as an **ambassador for the customer's brand**
- RGIS deployed **100+ employees supporting day and night shifts** to accommodate the stock demands during a four week period

RESULTS

The grocery retailer found by outsourcing the **replenishing and merchandising project** to RGIS the following results were achieved:

- **Optimised on-shelf availability**
- Supported in ensuring the **stock demands were met, resulting in a higher sales trend** through stock on-shelf availability
- **Exceeded the grocery store's customer service expectations**, supporting the customer's 'brand' while working in the store, **improving customer experience**
- **Quick turnaround** for staff on late request supported store operations

By partnering with RGIS, the grocery retailer found that **stock demands were met**, resulting in a **higher sales trend** through stock on-shelf availability



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People Services



100+



Optimised
On-Shelf Availability



Working Day & Night



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