



Consulting

Retail Systems Optimization



"Helping you realize the full potential of your POS, merchandise, and supply chain systems"



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Integrating people, process and IT.





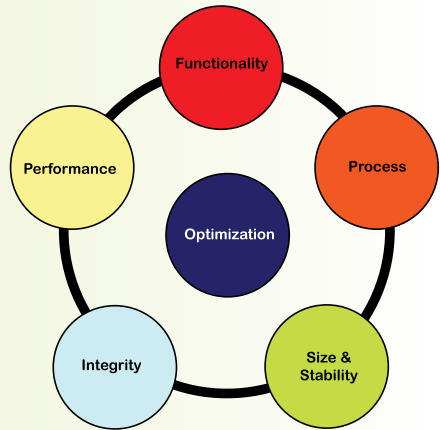
The RPE 5-Point Optimization Model

Having a competitive advantage is the key to success. However, retailers must also possess the IT infrastructure to optimally support the business. Even the best POS, merchandise, and supply chain systems require ongoing maintenance. RPE has developed a 5-Point Optimization Model to help retailers improve the management and use of their critical retail business systems.

Answer these 5 questions to assess the current state of your POS, merchandise, or supply chain systems:

1. Is the System Meeting the Functional Needs of the Users?

The key advantage to implementing an “Out of the Box” retail software solution is that they offer a retailer all the industry adopted “best practices” functionality required to run their retail operations. However, no two retailers operate the same and this makes it very difficult for software vendors to architect a solution to meet the unique and constantly changing business needs of every retailer.



2. Do the Business Processes Effectively Utilize the Base Functionality?

Business process design is a critical requirement when implementing a new retail software solution. Typically, business process design occurs in the Business Process Review Sessions conducted as part of the initial systems implementation. However, business strategies and user requirements change, people come and go, and this leaves the retailer scratching their heads “How do we design/re-design our business process to fit the system?” In some cases, it is determined that business processes do need to change, and in other cases, it turns out to be as simple as training issues.



If you answered "No" to any of the questions, you may not be utilizing the full potential of your retail systems.

RPE can help you optimize your retail systems to increase performance and functionality.



3. Is the Database Properly Sized and Managed?

Some systems do not offer a means to purge old, historic data. To some, the easy way out is to buy more disk. Disk space has become cheaper over the years, but any qualified DBA/Systems Administrator will argue that this is not the optimal solution. Eventually system performance will degrade while it tries to sift through mountains of obsolete and unused data.

4. Is the Data Accurate and Up To Date?

Every IT Department makes it a point to maintain data integrity. Data maintenance in the back-end happens for a variety of legitimate reasons. Unfortunately, if not done properly, data integrity issues are inevitable. In addition, many retailers leverage a variety of "best of breed" systems which interface data between each other. Data integrity can become a huge problem if these systems fail to keep in synch with each other, creating multiple versions of the truth, inaccurate reporting and decision making, lack of user trust, and ultimately impacting the retailer's bottom line.

5. Does the System Run Optimally?

Every retailer is different, and thus, has unique characteristics when it comes to the volume and frequency of data processing. Some have a low number of SKU's and Stores, others have a large numbers, but the critical thing to consider is that these systems were not designed to predict every type of processing load and thus the user is constrained by the performance of the base programs. The biggest challenge any IT Department faces is meeting user Service Level Agreements (SLA's). When systems do not run optimally, the end user is the one who feels the biggest pain, and the IT Department typically endures the brunt of the blame. This ultimately leads to a lack of credibility for the IT Department.

Let RPE Help You Reach Your PMM Optimization Goals

Business Consulting Services

- Strategic systems assessment
- Business process improvement
- Configuration review and setup
- Custom user training documentation
- User training sessions
- Custom application design
- Systems implementation
- Software version upgrades
- Project management

Technical Consulting Services

- System Health Check
- Integration and interface development
- Base system modifications
- Custom application development
- Data validation
- Custom programming
- Performance tuning
- Database configuration, sizing, stabilization, and upgrade

Retail Software Packages

- JDA® MMS Software as a Service (SaaS)
- JDA® PMM® and MMS®
- JDA® Arthur®, E3®, Intactix®, IDEAS®, Win/DSS®, PPOS®/PBOS®
- Island Pacific
- Microsoft RMS and POS
- Manhattan Associates Integrated Planning Solutions™, Integrated Logistics Solutions™, and Warehouse Management Solutions

Why RPE

RPE is a leading consulting company offering strategic, functional and technical expertise focused exclusively on the retail industry. Our global technology skills, capacity to deliver results and collaborative approach are key assets that help clients achieve success. By identifying critical issues and implementing innovative solutions, clients generate revenue, reduce costs and access the right information at the right time.

- Clients are 100% referenceable.
- Experienced consultants with retail background.
- Dedicated resources to work side-by-side with your staff.
- Committed to holding all resources to timeline and milestones.
- Proven track record implementing leading IT solutions.
- Provide valuable third party perspective and expertise.
- Cost effective, experienced augmentation of resources (strategic and tactical).

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