



# RETAILER'S SOLUTION TO MANAGE STOCK LEVELS AND CUSTOMER ORDERS

**Case Study:** Supply Chain – Sports Retailer

A sports footwear and apparel retailer needed a solution to help **manage the warehouse stock levels alongside the operation of despatching products** to employees

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## Case Study: Supply Chain – Sports Retailer

A North American company that sells an assortment of products, including shoes and apparel for sports activities, required the support of RGIS. The retailer has over 1,150 retail stores worldwide, and more than 90 in Mexico, employing over 76,000 people. Most of its sales are made in department stores and third-party boutiques.

### REQUIREMENT

Having worked together previously for store stock counts, the retailer approached RGIS to help them **take charge of warehouse stock levels**, and the **operation of sales to employees** which were completed through the intranet system.

The sports retailer required RGIS to provide the following:

- An **experienced team** to be based on site at the warehouse
- Complete **daily inventories** of the warehouse
- Counts to be made using the **customer's own equipment**
- Provide **accurate data** to update stock on hand quantities
- To create a platform to be able to **manage stock data**, and **validate employee orders and delivery addresses**

### SOLUTION

The sports retailer partnered with RGIS to complete the **stock level and employee order project**, and RGIS provided the following:

- Scheduled an **experienced team of 1-2 RGIS auditors**, depending on stock levels
- RGIS teams were **trained on the customer's tablets and laptop equipment**
- Teams completed **daily inventories of the warehouse**, from Monday to Friday
- Stock on hand data was **accurately updated**
- Knowledge from the retailer's US warehouse operation was used as a model to help RGIS to set up a new platform for the warehouse in Mexico

### RESULTS

The sports retailer found that by outsourcing the **stock level and employee order project** to RGIS, the following results were achieved:

- RGIS created a **new platform** to enable the retailer to monitor stock, log all employee orders and validate that they were going to the correct location – all on the same system
- The inventory of the warehouse is **accurately completed daily**
- As RGIS use the customer's own equipment, **stock on hand data is updated instantly**
- Going forward, RGIS teams are now responsible for controlling the product inputs and outputs, feeding stock data on the platform, validating the information of employees who requested the products, and shipping to the correct address



By partnering with RGIS, the sports retailer can now **monitor stock levels alongside employee requests**, making sure orders are accurately fulfilled and dispatched correctly



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Warehouse Inventory



Accurate Data



Stock Monitored



Completed Daily



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