

Point-of-Sale System Upgrade for Major Retailer

The client is a travel retail brand operating travel essentials and convenience stores, bookstores, duty-free stores, proprietary and branded specialty stores, electronics stores, themed stores and quick-service food and beverage outlets under proprietary and third-party brands. With a presence in hundreds of cities across the globe, the client operates more than 1,000 stores as one of the largest and most recognized travel retailers in the world.

The client began the implementation of a new POS solution to replace legacy platforms under the management of another third-party consulting firm. The initial pilot of the go-forward POS solution was nearly 3 months behind schedule as key milestones and deliverables were not met under the management of two previous project managers. Clarkston Consulting partnered with the client to take over management of the project and recover the transformational point of sale implementation, ensuring key deliverables were completed, and pilot milestones were achieved. This allowed the client to execute a solution that leveraged innovative POS technology in a series of successful pilots that included retail functions, self-checkout, and enhancement for food and beverage locations.

Consumer Products Case Study

PROJECT OVERVIEW

COMPANY:



Specialty Retail
Company

PRODUCTS AND SERVICES:



Travel convenience, specialty retail,
duty free and food & beverage

EMPLOYEES:



200-500

REVENUE:



Almost \$2 billion

PRIMARY OBJECTIVES:

- Deliver project leadership focused to issue resolution and rollout of successful pilots of new software
- Coordinate work effort across multiple workstreams including software development, testing, business, operations, and POS vendor teams
- Improve meeting management, cross-functional communication, and visibility into key decisions and action items
- Minimize further impact to testing and implementation schedules

RESOLUTION:

- Managed development of fully configured software through cross-functional collaboration with the client and associated vendor
- Developed meeting management and project artifact documentation process
- Optimized implementation scheduled with scrum methodologies to implement the core POS build in parallel with enhancements such as POS self-checkout, as well as food and beverage enhancements
- Prepared and executed the deployment methodology to pilot locations

KEY BENEFITS:

- Implementation of the POS solution to standardize North American duty-paid POS architecture, replacing 3 legacy POS systems
- Allowed for expanded sales channels, such as food and beverage, and new categories aligned with the client's growth strategy
- Provided a stable and consistent self-checkout experience
- Increased overall uptime, stability, and central management of infrastructure across the network
- Improved polling capabilities and reduced missing transactions

CLARKSTON
CONSULTING



**Timely completion of
development and testing
deliverables**



**Advancement towards
expanding operations in
various sales verticals**



**Centralized cross-team
communications and
decision-making framework**



**Harmonization and simplification
of POS software landscape**

