

Data Governance & Vendor Portal Implementation for a Grocery Retailer

A \$3+ billion grocery retailer with more than 300 member-owned and corporate grocery stores selected Clarkston as their partner to lay the foundations for the technologies, organizational structure, and processes to support good, quality data across their business, enabling strategic capabilities aligned to their business needs.

As a first step, Clarkston helped with centralizing and cleansing their data from siloed sources and capturing business efficiencies by streamlining processes through unified systems. This included master data management, cost and pricing management, and a custom vendor portal to enable vendors to submit new products and other information.

The client also sought Clarkston's help in understanding and planning for the impacts across the business, such as developing data governance standards, evaluating the organizational structure needed to support the systems, and building the deployment plan to integrate various legacy systems still in operation.

Retail Case Study

PROJECT OVERVIEW



INDUSTRY:



Retail

PRODUCT AND SERVICES:



Grocery Retail,
Grocery Retail Co-op

PRIMARY OBJECTIVES:

- Consolidate and cleanse data from disparate systems within the organization and implement data governance processes to maintain data quality
- Identify and understand the business requirements to streamline processes and capture the benefits of a quality data foundation
- Implement new technologies to manage product master data, costs and pricing, and vendor information (leveraging SAP S4/HANA as the technology backbone)
- Implement a portal for external vendors to submit new products and information

RESOLUTION:

- Revamped the organization's approach to how data was entered, maintained, and governed to ensure quality foundational data to support their business processes
- Created the data governance strategy to outline the processes, organization, and tools to effectively and accurately manage key data
- Implemented S/4HANA for Retail to serve as the single source of truth for product master data, sales pricing, and promotions as well as SAP BW and Business Objects for reporting
- Developed a custom vendor portal where vendors can submit new products, information, images, etc. to be sold by the retailer
- Automated data cleansing and enrichment through integration with third-party services to update tax, food stamp, and WIC information
- Developed a detailed deployment plan and roadmap to integrate with legacy systems until functionality was converted onto SAP

KPIs

Enabled more than 300 external vendors to directly submit new products to be sold by the co-op through the vendor portal

Rationalized 250,000 products to be converted with clean data into the new ERP system, including cost and pricing information for 150,000 items from primary distributors

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KEY BENEFITS:

- Significantly higher data quality and a new organizational mindset around the importance of clean data and governance processes as a solid foundation to support strategic capabilities
- Successful implementation of S/4HANA and integration with associated systems to manage the client's complex pricing and product data, centralize their data in a unified system, and enable operational efficiencies
- Released the new Vendor Portal that offered a streamlined approval process for new items, and an improved, intuitive user interface with on-screen data validations to ensure consistent and accurate master data
- Designed an approach to cleanse and convert the myriad of scenarios across products in perishables, meat, deli, grocery, health and beauty, produce, etc.
- Streamlined data management processes with detailed organizational support structure
- Single "source of truth" for product details, enhanced with third-party integration services to ensure alignment with industry standards and across state regulations



KPIs

Consolidated and harmonized hundreds of thousands of products from disparate store databases to allow for a single source of truth and better data visibility for the retailer

Automated data cleansing via integration with third-party services

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