

Streamlining Grocery Store Operations with a Retail Store Portal on SAP at Key Food Stores Co-op

Key Food is a \$4+ billion grocery co-op with over 400 member-owned stores along the East Coast. After successfully establishing a strong data foundation in their SAP ERP implementation, Key Food continued their partnership with Clarkston in the next phase of their roadmap to deliver store-facing solutions that enable their retail stores to create new products, maintain store-specific pricing, manage store replenishment, and more.

The organization desired to have a single source of truth for accurate and comprehensive product and pricing data, while still providing the right level of ownership and autonomy to the stores. Taking an agile approach and incorporating data governance principles, Clarkston supported Key Food in the design, development, and deployment of what would be known as the “Store Portal,” leveraging SAP S/4HANA and Fiori to streamline store operations and bring new capabilities to the stores.

Retail Case Study

PROJECT OVERVIEW

INDUSTRY:



Retail

PRODUCT AND SERVICES:



Grocery/Grocery Co-Op

PRIMARY OBJECTIVES:

- Enable retail store associates to leverage the power of SAP through a seamless, easy-to-use, and intuitive set of store-facing applications that are customized to drive operational efficiencies in the store
- Create a single “source of truth” for data to improve data integrity, streamline data governance processes, and provide full visibility across corporate and store product, pricing, and order data
- Deploy the new set of capabilities to member stores in a phased approach

RESOLUTION:

- Implemented a suite of custom applications on SAP Fiori, called the “Store Portal,” where users can create and manage product information; maintain store-specific pricing; place orders to wholesale suppliers; reconcile invoices; and print label and signage
- Developed mobile compatible versions of the applications for use with handheld scanners
- Leveraged an agile methodology to incorporate end users throughout the prioritization, design, and development of the new applications; this included regular demos to stores to elicit feedback, identify new features, and improve the user experience
- Integrated S/4HANA with local store systems, including the scale management system, multiple types of POS systems, and label printers
- Converted store-specific data from local databases into SAP to create a single source of truth for product and pricing data
- Identified key data and pricing elements that stores would be able to maintain and aligned the processes with the corporate data governance strategy

KEY BENEFITS:

- Successful implementation, with notable improvements in design, ease of use, and capabilities from the legacy solutions
- Foundational technology platform, integrations, and processes to quickly deploy future capabilities in the next phase of the roadmap
- High level of acceptance and buy-in from the store users, as they had been a part of the design process
- All master data now maintained in a single system instead of siloed in store-specific databases, while still providing stores the ability to manage certain data elements
- Simplified data review, cleansing, and enrichment processes for new items created by stores to ensure data quality across the organization, regardless of which store submitted the item



KPIs

- Development and implementation of over 25 custom Fiori applications to support store operations
- Rationalized nearly 200k items from store-specific databases to cleanse, harmonize, and convert into SAP S/4HANA to create a single source of truth
- Phased roll-out to member stores and onboarding of over 1000 users

“The Store Portal solution developed on SAP allowed us to deliver a robust application enabling our members to efficiently manage item assortment and inventory. The buildout of the SAP Store Portal solution was a really valuable experience that allowed us to engage our member stores and design a system based on their specific business needs. The solution enables us to deliver new capabilities to the stores faster than our legacy systems, and our Agile approach allows us to continue to incorporate store interaction and feedback throughout the process.”

- Michaele Domnisch, Sr. Director of IT

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