

Developing a Scalable Solution to Enhance Retail Supply Chain Visibility

The client is a multi-brand, global leader in the fashion industry, designing, sourcing, manufacturing, distributing, and marketing footwear, apparel, and accessories across more than 1,100 retail stores, with annual revenues exceeding \$10 billion.

As the organization grew, it faced increasing challenges in managing inbound shipments across its various brands. Logistics and production operations leads lacked visibility into where shipments were in the process due to fragmented data across disparate systems and a lack of updates from drayage providers and shipping companies. This limited visibility into inbound milestones made it difficult for logistics, production operations, and merchandise planning teams to effectively manage inventory at both distribution centers and retail locations.

To address these challenges, the client engaged Clarkston to develop a scalable solution that would enhance visibility into shipping milestones across its seven brands, with the ability to expand to additional brands as needed. This initiative included integrating data from multiple sources, building reporting solutions, and providing end-user training to ensure adoption and long-term success.

Retail Case Study

PROJECT OVERVIEW



INDUSTRY:



Retail

PRODUCT AND SERVICES:



Apparel and Footwear

PRIMARY OBJECTIVES:

- Consolidate data from seven different ERP systems into a unified reporting tool
- Define a standardized set of shipping metrics and milestones for consistent reporting
- Develop reports for Logistics, Production Operations, and Merchandise Planning teams to improve supply chain visibility

RESOLUTION:

- Created the business case and project charter to establish the foundation for the initiative
- Gathered reporting requirements across all seven brands to ensure cross-brand alignment
- Architected a scalable data warehouse framework to centralize all supply chain data
- Developed data mapping documents to enable seamless and scalable ingestion of supply chain data across current and future brands
- Built and managed the project timeline while providing regular status updates to executive-level stakeholders
- Provided testing leadership for both data ingestion processes and the reporting tools
- Led user training sessions to ensure successful adoption of the new reporting platform
- Managed hypercare activities to support post-launch stability and user feedback

KEY BENEFITS:

- Enabled the Corporate Logistics team to access shipment milestones across all brands, providing visibility they previously lacked
- Built a centralized data warehouse for shipping data, now leveraged for ongoing and future reporting needs
- Significantly reduced effort and time for the Production Operations team by consolidating reporting from seven ERP systems into four standardized reports

KPIs

- Integrated data from 7 distinct brands into a single, standardized structure within a centralized data warehouse
- Developed 4 targeted, user-friendly reports to support cross-functional supply chain visibility
- Defined and implemented 17 key shipping milestones, ensuring consistent tracking and reporting across all brands

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