



Implementing a Pan-European EPoS Solution



Client Issue

To support the growth of their European retail division, a world-renowned fashion and lifestyle corporation required a replacement for their outdated EPoS systems. The solution needed to fulfil the requirements of an expanding multi-format, multilingual global retailer, undergoing a program of business and systems change.

Execution of the project required a good understanding of the industry sector to ensure the successful delivery of a scalable and resilient solution.

Our Response

Nemea were engaged to capture the business requirements, support the selection process, and project manage the implementation.

Key activities included:

- A 5-day intensive workshop, attended by key project stakeholders from Europe and the US
- Documentation of European business and legal requirements, including the Data Protection Act
- Documentation of existing system inventory through store surveys
- Central support function for all store issues – hardware, software and infrastructure
- Integration with a new Merchandise Management System
- Database and documentation translation into five European languages
- Proposal and implementation of a centralised outsourced store support function
- Negotiation of Service Level Agreements with third-party vendors
- Piloting of systems across stores
- Production of Training Material and Quick Guides for Store personnel
- System rollout across eight European countries.

The project was managed using the Prince2 methodology, and came to a successful conclusion two weeks ahead of schedule, and within budget.

Benefits

- A single solution for Europe aligned with the organisation's global strategy
- Robust trickle polling over a Wide Area Network
- Centralised data repository, providing real-time information on European sales and customers
- One-stop-shop support for all store issues – hardware, software and infrastructure
- Reduced costs due to increased speed, efficiency, resilience and timely production of information.