

## Case-study

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**Industry:** Retail Jewellery Chain



**Solution:** Inventory & Point-Of-Sale

### The Customer

The Customer organization provides a one stop shop for all beauty needs of a woman, from jewellery to cosmetics and accessories. The client started retail business with just one shop in 1994 at Thane – Mumbai and has since grown to over 60 stores with pan-India operations & is now poised for a national and international presence.

### The Business Challenges

1. **Material Inward – Classifications:** The classification & maintaining of the Material Inward quantity into total inward quantity, accepted quantity and rejected quantity. Subsequently, the stock-report is to be generated for the materials mentioning the item-wise closing stock for all the above classifications.
2. **Barcode generation:** The Barcode to be generated must be Batch-barcode and must have different formats for the raw & finished goods. The items must be maintained in multi-hierarchy structure and the finished goods to be classified as per the parameters of size, colour & design.
3. **Job work:** For the material received from the job work, a new consecutive numeric barcode must be auto-generated. In case the part quantity is received from the job work then the quantity of the items lying with the job-worker is to be tracked. For the scrap items the stocks are to be maintained.
4. **Inter-department Exchange:** In case of the receipt of the items belonging to the other outlet for exchange purpose, capturing of the item belonging to the other outlet in the exchange bill was a challenge as the barcode of such received item was not the part of the stock of receiving outlet.
5. **Combo Products:** The sales of the combo products which are combination of 2 SKUs cannot be tracked
6. **Software without Internet:** Since many of the retail outlets are remotely placed and have problem with the internet connectivity so the software solution should be working offline
7. **Incentive Allocation:** On every sale bill, the concerned employee is either eligible or not, for the incentive, based on the pricing, discount, free gifts offered etc. The rules are very complicated and ever changing. So standardization of these rules and auto calculation of the incentive is bit difficult.

Hence, we need a facility whereby at the HO our team can scrutinize each and every bill and specify the correct incentive for that bill.

For this we require easy interface, where all the bill related data is visible and only incentive column is active

#### **8. Strong Reporting Tool**

In addition to all standard reports, we require certain reports which we would like to have directly from systems without any workaround. These requirements can be discussed in person.