



## AGILE INVENTORY PLANNING HELPS LEADING GROCERY RETAILER INNOVATE FASTER



## About the Client

The client is one of the largest grocery retailers in US specializing in the production and distribution of food and non-food products. It operates over 2,500 grocery retail stores under various banners and divisions across 35 US states. The store formats are diverse, spanning several multi-department stores, price-impact warehouse stores, marketplace stores, drug stores, and supermarkets, as well as over 2,000 combo stores.

## Background

The retailer's landscape comprised several archaic enterprise legacy applications for activities such as inventory management, replenishment, store operations, warehouse operations, retail accounting, and more. The client was unable to extend the scope of these applications to support faster innovation and enhanced customer service. Faced with lagging functional and operational processes, the retailer decided to transform their inventory planning and management to a robust, scalable, and technology-driven application system.

## Solution Objectives

The overarching vision was to modernize the entire merchandizing and supply chain platform and integrate this with the existing legacy applications. Some of the key solution objectives were to:

- Upscale to a new technology to reduce functional and operational gaps and increase agility
- Enable seamless processes for greater ease of operations
- Implement best-in-class retail applications with functionalities such as automated purchase order management, inventory management, price management, item management, etc.
- Implement Oracle solutions covering Retail Merchandising System (RMS), Retail Advanced Inventory Planning (AIP) management, and Retail Demand Forecasting (RDF) to improve the adaptability of business operations

## Infosys Solution

Infosys executed a seamless implementation of the latest versions of key Oracle solutions such as RMS (v15), RDF (v13), and AIP (v15). We also helped the retailer move to a technology platform that would enhance modularity, improve performance reliability, and reduce post-implementation gaps. There was a continuous focus on enhancing the user experience areas by introducing new and updated functionalities of RMS and AIP through upgrades.



## Business Benefits

During the support process, Infosys found some critical gaps and implemented the following business processes:

- New favorite list selection process – This helps users select and save items from over 13,000 products.
- Audit trail mechanism to monitor the commit process –This is helping the business track user updates by date and time.
- Modernize and standardize code – This helps streamline all the code under a standard coding structure.
- AIP performance improvements – This provides batch and application workbook builds to reduce overnight batch processing time and application front-end build time.

## Engagement Insights

Infosys stabilized and enhanced inventory planning for the retailer and helped overcome constraints around the complex AIP processes. This enabled domain rebalancing and a systematic calendar hierarchy process while reducing overall process complexity.



**Infosys Cobalt** is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance come baked into every solution delivered.

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



© 2024 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

[Infosys.com](https://www.infosys.com) | NYSE: INFY

Stay Connected A set of three social media icons: a blue 'X' icon, a blue LinkedIn 'in' icon, and a red YouTube play button icon.