

RETAIL

SUCCESS STORY

COOP achieves 50% efficiency gains by utilizing SAP Fiori & Neptune Software's low code platform across its 1,250 retail stores

Coop Norge successfully consolidates store ordering, automating, and streamlining processes through adopting the latest technologies from SAP and Neptune Software.

Company Snapshot

Coop Norge SA, a co-operative society, engages in the trading and wholesale businesses in Norway. It is owned by 94 local cooperatives with a total of 1,6 million members. The company was formally founded in 1906, although the first store already opened in 1867. It has its headquarters in Oslo. The company's stores offer groceries, electronics, hardware, and sporting goods, as well as kitchen and home supplies for various individuals. It operates approximately 1,250 stores, including 5 grocery chains and 4 specialist chains, as well as offers its products through websites, generating approximately 6bn GBP in revenue.




Industry Focus

Retail/ Wholesale

Number of Users

Employees in all 1250 stores

Devices

Mobile phones & Zebra TC57 devices

System Version

SAP ECC6

Timeline

Less than 3 months to all stores

www.neptune-software.com



Challenges

- Consolidate multiple apps and portals into one single point of entry for all ordering
- Adopt an entirely new way of working
- Provide significant amount of relevant info to users at the touch of a button



Solutions

- Single application that manages the entire ordering process
- Automate ordering and provide users with intelligent order proposals
- Improve visibility of all incoming orders
- Provide a view of all stock within supply chain
- Quick to market rollout to full store network



Benefits

- Improved shelf availability leading to increased sales and profits with annual savings of approx. €30m
- Improved store efficiency by 50% due to process automation
- Reduced working capital due to reduction in overstock
- Reduced wastage leading to increased profits
- Reduction in complexity freed up time to focus on in store customer experience

The Story

Prior to the implementation of the new store apps, managing orders and inventory were demanding and complex tasks, requiring stores to manage processes across various systems, portals, and applications. The process itself was extremely manual with very little system support, thus leading to significant problems in relation to store stock. The objective of the overall program was to generate savings of approx. €30m per year by improving stock availability and therefore increase both revenues and operational profits through a combination of reducing overstocks, out of stocks and wastage in stores.

To enable this, stores would be supplied with SAP Fiori and Neptune Software applications built on the low-code app development platform Neptune DXP. This would consolidate and automate the ordering and inventory management processes through providing accurate order proposals that are based on intelligent forecasting and replenishment tools, thus transforming their ways of working.

Intelligent ordering and increased stock availability

Due to the tight time frames as well as the importance of performance and offline capabilities, the team adopted an agile/prototyping approach, to deliver a holistic SAP Fiori and Neptune Software User Experience (UX).

With the apps successfully rolled out in under three months to all of Coop Norge's 1,250 stores, the new functionality and changes to the ways of working in stores have had a significant impact on store efficiency as well as providing substantial financial benefits across the organization.

Stores now spend on average 50% less time on tasks related to ordering & inventory. In addition, the apps support store decision making through applying intelligent sorting functionality designed specifically to highlight any potential anomalies or issues and provide users with the tools and information to support them.

As a result of the changes implemented as part of the program, Coop Norge has benefitted from substantial improvements to stock availability, drastically improving sales potentials through the improved forecasting capabilities and provision of accurate proposals.

"The store apps we deployed together with retailsolutions [Neptune Software Partner] were received so well that store managers and franchisees have actually called me to tell me how happy they were with them and how much easier it makes their lives. Usually, they are a bit harder to please."

– Stein Johnsen, Project Manager Coop Norge

About retailsolutions

retailsolutions is one of the leading SAP Retail consulting companies in Europe. From their locations in Switzerland, Germany, Austria, and the United Kingdom, they support customers throughout Europe. More than 200 employees support customers in the implementation of SAP projects. Their portfolio includes solutions along the entire value chain. retailsolutions attaches great importance to sustainable and future-proof IT solutions. By constantly investing in innovative topics, technologies, and the know-how of their employees, they consistently tailor their work towards the future. More information is available at: www.retailsolutions.uk



About Neptune Software

Neptune Software is a rapid application development platform vendor with more than 600 enterprise customers and over 3 million licensed end users globally that empowers IT departments to deliver tangible business outcomes. Neptune Software offers with its Neptune DXP, a leading low-code, SAP-centric, enterprise app development platform to digitize and optimize business processes and user interfaces – at scale and with ease. Neptune DXP provides a fast and cost-effective way to industrialize the development of custom applications - saving companies time and money on development, integration, and operations. More infos at: www.neptune-software.com

