

Key RSAP Offerings for Retail Customers

1. We specialise in SAP Retail implementations (this makes up 80% of our business) and are an SAP services partner. In addition to our SAP Retail work we also provide general retail consultancy services such as:
 - Retail and IT strategy
 - POS implementations
 - RFP / selection processes
 - Program and project management
 - Change management
2. We have developed a lot of IP around retail implementations (eg. a retail process model, implementation methodology). The retail process model can be used in a number of ways:
 - We have aligned the SAP Best Practice building blocks to the process model, meaning we use the process model to identify which processes need to be executed by the business, and from this we know which building blocks need to be enabled (we have used this approach on three implementations to date)
 - The processes in the process model are defined to a level appropriate for a Blueprinting process
3. Apart from our methodology and IP we also have a number of other accelerators which we can bring to an implementation, for example:
 - An RF scanning solution that works with the SAP Inventory Management and Warehouse Management modules (we have used this in a number of retailers for goods receipting in stores, cross-dock processing at the DC, etc.)
 - An out-of-the-box POS interface (this is POS application-independent)
4. We have also done a lot of work with suppliers to retailers ie. we find that retailers implement SAP Retail and have a whole lot of new capabilities, however often their suppliers lack capabilities to then support the retailer (eg. cross-docking is a prime example, where the supplier can't provide ASNs, etc.). We therefore work with suppliers to help them support the requirements of the retailer.
5. We have a long list of successful SAP Retail implementations in Australia and New Zealand, for example:
 - The Reject Shop (discount general merchandise retailing – Australia)
 - Harris Scarfe (department store – Australia)
 - Woolworths (supermarkets, liquor, petrol – Australia and New Zealand)
 - API / Priceline (pharmacy wholesale, health and beauty retailing – Australia)
 - Spotlight (craft and home interior retailing – Australia)
 - Prouds (jewellery – Australia)
 - Angus & Cootes (jewellery – Australia)
 - Borders (book retailer –Australia, New Zealand, Singapore)
 - Foodstuffs (grocery retailing – New Zealand)
 - Whitcoulls (book retailer – New Zealand)
 - Farmers (department store – New Zealand)
 - Pascoes (jewellery – New Zealand)
 - RD1 (rural retailer – New Zealand)