

## USE CASE

# DATA TRANSPARENCY UNCOVERS RETAIL OPERATIONAL INEFFICIENCIES

In retail, operational efficiency is of the utmost importance but as the retail space gets increasingly complex with the advent of omnichannel, few retailers feel they've been able to stay efficient. The goal for these retail operators is to create efficiencies that help to better manage process but the first step is to identify inefficient processes that are costing the enterprise valuable time, resources, and margin dollars.

## Challenges

Corporate leaders for one specialty retailer were concerned by the number of price overrides throughout the enterprise. At first, they attempted to lower the percentage of price overrides through awareness by conducting weekly meetings. When this didn't yield the desired results, they turned to data to pinpoint exactly where operational inefficiencies were occurring.

## Solution

The retailer researched, and later implemented the Agilence's data analytics platform. Using Agilence's extensive functionality, the retailer was able to address district, store, and cashier level exceptions, identify brand/pricing inaccuracies, and rectify POS threshold allowances.

## Benefits By the Numbers

- This specialty retailer saw a total of \$12 million in total annual savings attributed to insights uncovered using Agilence.
- Reducing price overrides yielded a \$123k margin increase over just 30 days.
- Identified and reduced promotion abuse by 40% enterprise-wide in the first year after implementation.
- Reduced inventory shrink by approximately 1% within the first year of using Agilence.

## Additional Benefits

- Agilence combined this retailer's omnichannel data into one application that provided full transparency into day-to-day operations and the opportunity to improve top-line growth and minimize losses.
- A user-friendly interface and role-based permissions has helped cut down on labor costs associated with reporting by empowering users at every level to rely on data for decision-making.

Large retail brands have unique needs, but the right data tools can help them uncover operational inefficiencies and boost profits. This retailer specializes in brand name apparel, accessories, cosmetics, footwear, and housewares with 700+ locations throughout the United States.