

ORION Retail Suite helps Edgars Zimbabwe, a leading garment retail chain, achieve centralised view of inventory and make faster procurement decisions



Industry

Apparel retail

Number of employees

1,500

Revenue

ZW\$ 26,282,941,176.80
(US\$ 72,624,872)
in 2015

Locations

51 stores

Customer since

2015

The customer

Edgars Stores Limited is a retail company incorporated and domiciled in Zimbabwe. A popular garment retailer in the market, Edgars offers a wide range of merchandise including clothing, footwear, textiles, cosmetics, accessories and cellular products. Edgars has a long-standing heritage that spans more than four decades. Apart from offering a wide range of local and international brands, the client has many private labels as well.

Challenges

The client was using an ERP software that had been architected years ago. Its performance was “sluggish” when compared to newer and technologically advanced ERP software. The productivity was low due to poor software performance. It also resulted in increased user reluctance to engage with the tool as the conversion of data into reports was time consuming. Increasingly data was kept offline which led to data loss and inefficiency.



Solution

The client was looking to implement a relevant and technologically sound ERP software that could organise the fragmented enterprise data management situation. After thorough analysis of the available ERP software in the market, the client selected ORION ERP by 3i Infotech as it served as a one-stop-shop to meet all the client requirements and it was a cost-effective solution.

The ORION Retail Suite was implemented with the following modules- Finance, Fixed Assets, Bank Reconciliation, Budget, Purchase, Sales, Inventory, Credit Operations, Retail POS, Fleet, Insurance Management for Company Assets, Vendor Relationship Management (VRM), Customer Relationship Management (CRM), Hand Held Devices (HHD), Document Management System (DMS), and Business Intelligence.

The ORION team gathered a detailed understanding of the project requirements from day one. The consultants and process owners at the client office made a comprehensive set of requirement documents. These requirements were then translated into application development. A demo was provided to the process owners and their feedback was gathered and registered to reduce leakage, if any. The project went live in October 2016. The solution was implemented in 12 months including the infrastructure components like Oracle. Currently the solution is being used by 796 users.

The following departments significantly benefited from the implementation: Operations - Retail Business, Credit Management, Call Centre, Distribution Centre, Procurement, Marketing, Finance, HR, Payroll, MIS, Administration and Fleet Management.

Benefits

The client achieved the following business benefits:

- Elimination of long data entry process
- Increased efficiency due to free flow of information across departments
- Shorter month-end financial processing
- A centralised view of inventory across all stores, enabling faster procurement decisions



For more information, talk to us today.
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