

# CASE STUDY

## COMPANY PROFILE OF THE CLIENT

inoday client is a giant of retail world that started out with a small cycle shop in south east London back in 1921. It's rapidly growing business is visible through its accomplishments like earning award from CTC (Cyclists Touring Club) in 1925, just 4 years down its establishment. Along with new opening stores, they started different other programs to engage with their customers that required more organized retail management solutions at an expert's end. Making every involved process automated was their first requirement to reach out to larger audience, while effectively managing existing customers.

## BUSINESS CHALLENGES

With growing business come greater management responsibilities that require specialists with years of experience to handle growing business. They have been delivering world-class bikes to customers in global market and also started arranging Ride It events and Fix It maintenance classes that eventually brought complexities to maintain everything seamlessly. With its huge employee strength and customer base, it became a challenge to keep everything synced with the system they were using. Their need was to perform changes in technical functionalities in the ERP suite to provide day-to-day solutions to the customers, so as to cover a greater market to accomplish their business goals.

## WAY TO MEET THESE CHALLENGES

Our client approached inoday for development, maintenance and support of NAV.

## HOW WE TACKLED THESE CHALLENGES

Our team of exceptionally skilled Microsoft NAV experts successfully helped with their functional requirements by making new changes in existing functionalities. We got a clear understanding of their business flows by engaging in everyday discussions with the client. Our experts also developed new customizations as per their specifications. Moreover, our team is presently providing support activity to manage its business on NAV, LS Retail, etc. With our provided solutions, client got apparent success in building network by increased and better customer interaction.

## TECHNICAL DESCRIPTION

inoday client was using Microsoft Dynamics Navision (ERP) to manage all its business activities. So, before processing with required changes, our experts had to keep ERP database and functionality in mind. With the provided database of the company, our team was involved in entire work of development and support. After analyzing everything, our team successfully helped inoday's client by developing changes in their HHT (Hand Held Terminal) management in warehouse, Call Center Manager, Warehouse Management System, LS Retail-POS, Merchandising, etc. Navision 2009 R2 is used in entire process and our team had tailored their ERP to their business processing requirements, which included order processing, inventory management, finance, and dispatch of items from stores.

## CHALLENGES

- A number of picks in warehouse were not created due to some errors, which could not fulfill the conditions of the system.
- Attendance Management System didn't exist
- Day-to-day interface related issues were faced by users.

## HOW WE TACKLED THESE CHALLENGES

- Created a new Colleague Dashboard to display the productivity of selected colleagues, Picks, Put Aways, Movements, Receipts and Packed Items by Current Week, etc. specified by user.
- Developed a new functionality to display above details, which was very helpful in making comparisons of different employees' productivity in the warehouse.
- With our provided solutions, users can now check which picks have issues and error description that can later be checked and rectified.
- We developed new forms, reports and functionality for attendance system; which proved helpful in keeping track of employees' everyday attendance.
- With improved interface, we provided different solutions to the day-to-day issues faced by users.

