



# ACCURATE INVENTORY COUNTS TO REDUCE SHRINK

**Case Study:** Retail Services – Music Entertainment Group

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## Case Study: Retail Services – Music Entertainment Group



The music entertainment group represents distinctive cultural attractions that draw visitors from all across the globe. Customers take great pride in being a key player in the past, present and future of American music. Whether purchasing online or visiting one of the on-site retail shops, customers can count on exclusive, high-quality, memorable goods and souvenirs inspired by their venues, their history, and the millions of music fans that help them keep the music playing.



### REQUIREMENT

The music entertainment group needed a solution to **capture accurate inventory counts** as the previous service provider had issues with accuracy, challenges with technology, as well as staffing deficiencies.

The music entertainment group required RGIS to provide the following:

- Discussions to **fully establish the key objectives** and understand what the music entertainment group wanted to accomplish
- Count **seven retail locations and one warehouse**
- **Accuracy** as a number one priority
- During the inventory carry out **separate accuracy checks** alongside the music entertainment group
- **Ongoing communication and work as a partnership** with the music entertainment group



### SOLUTION

The music entertainment group partnered with RGIS to complete the **inventory accuracy project**, and RGIS provided the following:

- Scheduled a **team of 83 experienced RGIS auditors**
- **Onsite testing was completed** to ensure the count worked with the customer's operating procedure
- Counts were completed **over two days**
- Constant communication between RGIS and the music entertainment group – a **timeline of actions and events** were put in place for all stakeholders including store operations to be made aware of process progression
- RGIS team completed **50% of stock accuracy checks** during each inventory
- The music entertainment group's team completed a separate 50% of stock accuracy check during each inventory



### RESULTS

The music entertainment group found by outsourcing the **inventory accuracy project** to RGIS, the following was achieved:

- All seven stores and warehouse inventories were **completed within the two day time frame** as specified by the customer
- **Shrink was so small** the customer couldn't get a number on the calculator to record it
- **Accuracy was excellent**, which gave the customer confidence in the stock levels at all stores and the warehouse

By partnering with RGIS, the music entertainment group now had **full confidence in accurate stock levels at all stores and warehouses**



### CUSTOMER TESTIMONIAL

"After our first meeting with the RGIS Team, it became very apparent that customer service is part of their company culture across all levels of the company. We appreciate the entire RGIS team for their willingness to partner and learn our company's inventory needs, their strong communication and follow-up across all areas of their organisation and their professionalism. Our inventory results were the best we have seen in many years, and the feedback from our store operations, corporate retail and accounting teams was that this was the most organised and efficient inventory we have had and there was strong confidence in the accuracy of the inventory due to our partnership with RGIS."

**Laurie T, Retail Executive**

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Inventory Count



Accurate Data



Collaborative Approach



Fast Turnaround



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