

WAREHOUSE SUPPORT SERVICES TO GET ONLINE ORDERS OUT ON TIME

Case Study: Warehouse Support – DIY Store Chain

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A market leading DIY store chain in Ireland, with 35 branches nationwide, required the support of RGIS. The DIY store chain offer an extensive range of DIY products, paints, lighting, home-style, housewares, bathroom accessories, building, gardening products and fitted kitchens. The store stock over 30,000 products and built a reputation on offering the most comprehensive range of quality products for every area of the home.

REQUIREMENT

The DIY store chain needed a solution to help reduce the backlog of online orders that needed to be delivered to customers before Christmas.

The DIY store chain required RGIS to provide the following:

- · Reduce the backlog of online orders
- Receive and process customer online orders
- Complete orders within a strict timeframe

SOLUTION 57

The DIY store chain partnered with RGIS to complete the online warehouse staff support project, so RGIS provided the following:

- · Scheduled an experienced team of RGIS auditors for three weeks
- · The auditors helped with the following:
- · Received orders in the DIY store's system
- Identified the product
- Packaged up product
- Dispatched the ordered product out to the customer

RESULTS

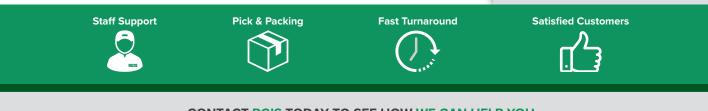
The DIY store chain found by outsourcing the online warehouse staff support project to RGIS, the following results were achieved:

- · The backlog of orders was dramatically reduced in time for Christmas
- All orders went out correctly and on-time
- Completed within a tight time frame, as requested by the customer
- · Kept the DIY store's customers happy without having to extend delivery times

By partnering with RGIS, the DIY store chain found the backlog of orders were dramatically reduced in time for Christmas. and all orders went out correctly and on-time



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