



OVERNIGHT SUPERMARKET REMODELLING AND STOCK REPLENISHMENT

Case Study: Remodelling – Hypermarket

A large retailer required a solution to help **fully remodel, replenish and install Electronic Shelf Labelling (ESL)** to supermarkets overnight

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A large retailer that has approximately 211 hypermarkets globally, required the support of RGIS. The retailer has vast stores that combine traditional supermarkets with a department store concept in huge spaces ranging upward to 100,000 square feet, and its smaller supermarkets. The retailer combines the advantages of digital technology and physical stores, to create a customised experience. The retailer is one of the top 10 retailers in Hungary, with 19 hypermarkets and 5 supermarkets.

REQUIREMENT

RGIS have been working with the retailer for over 10 years providing inventories, merchandising and delivery check services. The company needed a solution to help **remodel and replenish three supermarkets**, so required RGIS to provide the following:

- Merchandising and remodelling **experience**
- Be able to **work overnight**, so not to impact customers or staff
- **Full remodel** of three stores
- Planograms had to be **executed perfectly** in every store
- Correctly **reinstall electronic shelf labels** throughout the stores

SOLUTION

The retailer partnered with RGIS to complete the **overnight supermarket remodel and replenishment project**, and RGIS provided the following:

- RGIS teams prepared a **plan of action and procedures** with the Store Managers before the project went live
- Scheduled a team of **nine experienced RGIS merchandisers** per store, to work overnight in 10 hours shifts
- Working through each department, RGIS teams removed stock from shelves, conducted an inventory of the stock and assembled the shelving using the **new planograms**
- Once approved by the Store Managers, the **shelves were restocked** and new **ESL systems were installed** using the customer's systems

RESULTS

The retailer found by outsourcing the **overnight supermarket remodel and replenishment project** to RGIS, the following results were achieved:

- The customer found the process **more efficient and accurate** than using internal employees, due to the **experienced RGIS merchandisers** being used
- Stores did not have to close, and customers were not affected during the two weeks of the project, as **RGIS teams were able to work through the night**
- The stores were **remodelled, stock replenished and ESL installed on time, strictly following the new planograms** provided by the customer
- The customer was **very happy with the accuracy and service** provided by the RGIS teams that additional stores are already scheduled



By partnering with RGIS, the hypermarket had **all requested stores remodelled, stock replenished and ESL installed on time** without impacting customers or staff



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People Services



Planogram Compliant



Store Preparation



Electronic Shelf Labelling



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