

Case Study:

*Generating Cost Savings:
Multi-Channel Distributed
Inventory and Order
Management*

TAC's Expertise-as-a-Service™ (EaaS™) is a breakthrough concept designed to provide today's IT organization of any size with a flexible, scalable, networked set of services, skills, and solutions.

Issue:

The client is a nationally known retail company whose organization was split into three separate sales channels (web, catalog, and retail stores). While each channel shared the same product offering, they operated with separate P&Ls and order management systems. This led to significant inequities in inventory, saddling the organization with extra costs and unhappy customers.



Question:

They were evaluating order management and warehouse management applications to support the business, and wanted to ensure they had the correct vendors on the short list.

Solution:

Through a series of two expert phone calls, TAC Thought Leader Beth Cohen provided them with feedback about what systems integrated across functions to provide an "end-to-end" solution. While the organization was looking for an out-of-the-box solution to solve their issues, Beth made clear the reality that a significant number of companies were performing large customization to the applications which they had selected.

Client Action:

The client took our advice and selected an inventory management solution which resulted in a savings of \$225K, recouping more than 10 times their investment in TAC with just two Expert Calls.

Contact TAC now to find out how to get the right answer to your question in the right context "right now."

