

Merchandise & demand planning for retailer kikki.K



“We went with Jedox because of the flexibility. It enables us to combine our forecasting and reporting functions. The live interface with Excel is a huge strength.”

Kate Bott, Planning Manager, kikki.K

Stationery love with a Scandinavian twist

With over 80 stores in Australia, New Zealand and Singapore, kikki.K is a rapidly expanding boutique stationery outlet, stocking high quality stationery gifts and organisational solutions.

The key concepts are innovative, elegant and co-ordinated functionality alongside Swedish design principles of form and function.

Customer

kikki.K | Asia Pacific

Industry

Retail & Wholesale

Department

Procurement, Finance

Solution

Demand and merchandise planning and reporting,
Open-to-Buy management, product forecasting

System environment

Microsoft Dynamics Retail Management System (RMS)

Challenges

- ▶ Rapid business growth requires professional planning tool
- ▶ Little IT and programming know-how
- ▶ Data quality not sufficient

Solution

- ▶ Merchandise and demand planning solution to track store demand and manage stock levels
- ▶ Simple access to store data (stockturn, store-by-store stock levels, and other)
- ▶ Automated reports with easy creation of reporting hierarchies

Advantages

- ▶ Application was delivered rapidly, on-time and on-budget
- ▶ Integrates easily with the Point-of-Sale system
- ▶ No more risk of manual errors
- ▶ Processing times are cut
- ▶ Increased forecasting accuracy
- ▶ Productivity is boosted

Challenges

Ambitious growth

kikki.K had set itself the audacious goal of opening 20 new stores within record time across different cities, each with different demographics and product demands. To successfully support this, they needed a merchandise and demand planning solution to track store demand and manage stock levels.

Products not processes

kikki.K know their products and customers intimately, but they are not – and don't want to be – IT specialists. Time and money was better spent replenishing stores rather than on systems. They needed simple and accurate access to stockturn, store-by-store stock levels, and like-for-like store comparisons.

Why Jedox?

“Jedox spoke our retail language. This allowed us to bridge the technical gap and establish a set of shared expectations. The software is adaptable, user friendly and because it runs live through Excel, is it easy to learn and use. Most importantly, it enables us to own the solution ourselves”,

said Kate Bott, kikki.K's Planning Manager.

Solutions that endure

Collaborative expertise

The Jedox team understood kikki.K's challenges and business needs and collaboratively developed a working model and functioning system during a one-week Design Bootcamp. As Kate described it,

“the Bootcamp is a very useful concept and allowed us to identify what was important and what was not. We also collaboratively designed the requirements as we went.”

After the initial project, kikki.K has an integrated Open-to-Buy management, product forecasting and reporting system that is accurate, fast and managed by the business. And it was all delivered rapidly, on-time and on-budget.

Intuitive and efficient

The flexible design integrates perfectly with the Point-of-Sale system. Because Jedox provides live access through familiar Microsoft Office, the team learnt in days and quickly and easily automated all existing reports. Users can create reporting hierarchies in seconds, and these are immediately available on all existing reports. This minimises risk of manual errors, drastically cuts processing times, increases forecasting accuracy, and boosts productivity.

Why Jedox?

- ▶ Low upfront and low running costs
- ▶ High ongoing ROI
- ▶ Highly adaptable platform
- ▶ User friendly due to Excel-likeness
- ▶ Enables end users to own and expand the solution themselves without help from IT

Solutions not systems

Jedox's strategic, business-oriented approach ensured benefits are lasting. The flexible design enables kikki.K to stay ahead of demand, empowering them to own the solution and to expand it themselves – without being IT experts. Jedox's low upfront and low running costs this ensures a high ongoing ROI.

“I would like to express a special THANK YOU ... [your consultants] have been so fantastic through the whole duration of the project, absolutely professional, understanding perfectly our challenges and needs, working long hours to deliver our project on time! A real pleasure to work with!”

comments Andrea Vrsinska, GM Merchandise and Marketing at kikki.K.

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