



PEAK TRADING STORE SUPPORT KEEPING STOCK REPLENISHED ON SHELVES

Case Study: Retail Services – Discount Retailer

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A discount retailer that boasts over 500 stores and employs more than 22,000 staff required the support of RGIS. It is the largest independent grocer in the country. The business operates on one key principle: to sell branded goods at the lowest prices possible.

REQUIREMENT

The discount retailer needed support in restocking shelves which were becoming empty at peak times, but did not want to recruit additional staff, so requested the support of RGIS to provide the following:

- At **seasonal peak** trading hours
- During **post new store opening** within seasonal peak
- **Weekly support** in store
- **Stock shelves** to ensure customers could find the items required
- **Support in back of store**

SOLUTION

The discount retailer partnered with RGIS to complete the **peak trading store support** project:

- **Scheduled experienced RGIS teams** weekly for the stores requiring support
- Identified which stock needed **replenishing**
- **Moved stock** from the back of store to shelves in store

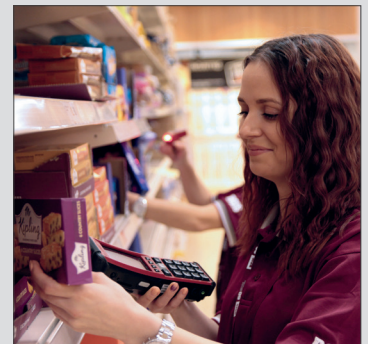
RESULTS

The discount retailer found that by outsourcing to RGIS to complete the peak trading store support project, the following was successfully achieved:

- **No extra staff needed** to be recruited, so stores would not be overstaffed after the peak trading period had ended
- Existing store staff were able to focus on **servicing and assisting customers**
- **Kept the shelves stocked** and the stores ready for selling the stock



By partnering with RGIS, the discount retailer found that the **additional store support** at peak trading times allowed **shelves to be kept fully stocked** and store staff to **serve and assist customers**



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People Services



Stock Replenishment



Product Availability



Happy Customers



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