

### CASE STUDY

#### CLIENT

Discount Retailer

Industry: Retail (Discount Stores)

Number of Stores: Over 550



*RGIS proposed a solution to support store operations during peak periods by managing backroom and shop floor replenishment.*



#### CHALLENGE

A fast-growing discount retailer faced employee shortages during the busy festive season and when opening new stores. These shortages impacted store operations as workers were stretched between managing stock replenishment and providing customer service. Previously, they relied on RGIS for inventory services, but the need for seasonal replenishment support became critical.

#### WHY RGIS?

RGIS had established a successful relationship with the discount retailer by providing inventory services, growing from an initial 50% share to 100% by delivering excellent customer service. Leveraging this relationship, RGIS proposed a solution to support store operations during peak periods by managing backroom and shop floor replenishment.

#### OUR SOLUTION

The discount retailer faced issues with recruiting short-term employees during new store openings and the busy festive period. RGIS stepped in to offer replenishment teams for over 40 stores across the UK and Northern Ireland. The process began early in the year to ensure adequate planning, securing £1.3M worth of events for October to December.

- Backroom and shop floor replenishment support, managing product stocking before, during, or after trade hours.
- Teams were sourced from multiple districts to ensure availability.
- In-depth planning involved collaborating with Regional and Area Managers, agreeing on work expectations, and establishing flexibility in team sizes.

#### RESULTS

- **Increased Efficiency:** The project allowed districts to retain ASETs without the need to recruit externally for temporary seasonal jobs. This retention ensured better team stability and provided long-term scheduling flexibility.
- **Customer Satisfaction:** The discount retailer was highly satisfied with the replenishment team's performance. They received positive feedback for efficiently managing the store and backroom operations, particularly the stocking of products onto the shop floor.

#### CONCLUSION

The discount retailer has indicated they will continue using RGIS for future replenishment support, with potential for this work to be included in the main contract.

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