

Analytics and Reporting

Case Study

Client Profile

The client is one of the largest distribution and retail liquor operations in Canada going through a major transformation involving strategic operational changes and new system implementations.

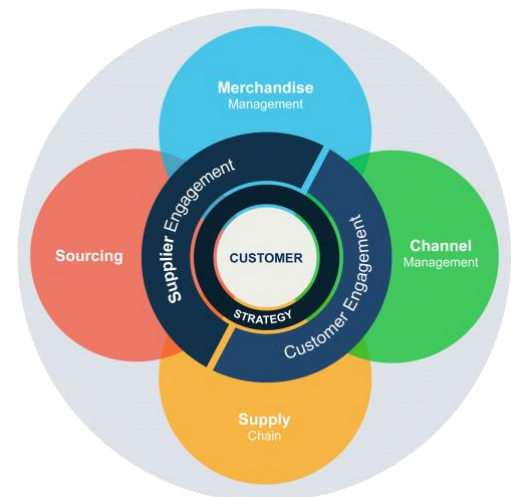
Business Problem and Complexity

An assessment by senior management determined that existing metrics and reports were not meeting their needs. Although data was abundant, it did not translate into the right metrics, it was not weaved in a logical manner (no story to see) and the right KPI's were not being addressed. With a large store base and an impressive wholesale/distribution network, data was sitting in silos and difficult to harmonize and normalize in order to make it meaningful and comparable to the wholesale and retail divisions.



Complexity

Spice was asked to take a comprehensive look assess gaps and introduce best in class KPI's and analytics in Retail and Wholesale. The ultimate goal was to embed such KPI's into base management reporting through dashboards and scorecards that could be used to analyze the business and generate calls to action.



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Our Work Consisted of:

1. Leveraging Spice's expertise in BI as a trusted partner in the introduction of Key Performance Indicators (KPI's) that are considered best practices in Retail (Merchandise and Stores) and Wholesale/Distribution operations.
2. Recommending and Designing a set of reports, dashboards and scorecards to provide financial and operational visibility to the management team.
3. Focus on exceptions in order to quickly see trends, identify problems and take remedial action.
4. Introduce executive level Dashboards with drill down capabilities.

Process and Outcome of Engagement

Spice conducted on-site workshops with key executives and line managers to impart key retail math concepts and best practices in analytics for areas such as:

- Merchandise,
- Store Operations
- Marketing
- Wholesale/Distribution

Spice created a set of models and visualizations for each of the above operations. Dashboards, Reports and Scorecards were developed using the Tableau software application.

Spice delivered the following:

- A set of dashboards and reports now used by senior management every day and considered to be foundational to the business.
- Playbooks and instructions for each visualization
- Training and Support
- Ability for the business to continue improving such reports

Enabling Modern Commerce for Organizations with Complex Supply Chains



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