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# Case study

## Wellness Warehouse

### About UCS Solutions

UCS is a leader in providing retail enterprise solutions. With over 2,500 associates dedicated to delivering and supporting retail solutions, UCS is capable of superior service to businesses of all sizes.

UCS Solutions partners with retailers to help them achieve growth and improved performance by deploying best-in-class business practices rapidly and effectively.

UCS already has a blue chip retail client base in Europe, the Middle East, Africa and the United States and is now bringing its unique SAP 'Ready to Retail' solution to the United States in partnership with SAP.

"We made the decision to implement a world class IT system to provide us with the infrastructure and capacity for rapid growth. ReadytoRetail provided us with the best of SAP All-in-One and the best of retail experience from UCS. We can now make accurate assessments of the business's performance and needs at any time."

- Dr. Sean Gomes, Wellness Warehouse CEO



### Wellness Warehouse Overview

Wellness Warehouse is a new concept, warehouse format store offering the consumer a one stop solution for all health and wellness needs under one roof including: Health, FMCG, Beauty, Bath/Body, Lifestyle, Kids, sleep, stretch, steam, appliances, digital, bookshop, Blooms, Foodmarket, spa, café, pharmacy & clinic.

Market Segmentation	LSM 5 to 10
Size of stores	2,500 sq. ft. to 20,000 sq. ft.
Departments	21 departments
Vendors	450 vendors
No of SKU's	22,500 products
Staff compliment	50 @ support office & 75 per store

### Why Wellness Warehouse chose SAP and UCS Solutions

1. SAP is a World Leader in ERP systems with significant R & D in Retail
2. UCS Solutions provides a fully outsourced solution
3. Quick to implement due to:
  - Pre-configuration of the All-in-One ReadytoRetail solution
  - Standard functionality covered 90% of requirements (for a very broad range of products)
  - Powerful reporting tools
  - Easy to customise for specific functionality requirements
  - Integration to POS with Dispensary systems
4. Offers the best of both worlds
  - Centralised buying and merchandising for a Multi-store environment as per their strategy with the flexibility of opening specific ordering at stores
5. The solution was able to cater for a combination of hardlines, softlines and healthcare

## Benefits Received

1. The solution can grow with the business
2. Allows Wellness Warehouse to focus on its core business
3. No need to build and manage an IT function
4. Robust & flexible reporting to provide the business with retail critical information for fast decision making
5. Extensive functionality allowing automation of more processes in future e.g. replenishment at DC, competitive pricing, site specific pricing, assortments, pricing conditions etc
6. Reduced Risk
  - SAP system provides an audit trail on all transactions
  - Inherent strict processing rules & release procedures on PO's
  - Ability to create authorization levels and restrict user access
7. Implementation was completed in under 4 months from concept to use

## Key Learnings

- SAP is an integrated system - you cannot shortcut the process
- Spend time on requirements & processes upfront - this will be highly beneficial in the long run
- Consider having a central SAP master data team at Head Office

## Project Timeline

<b>Month 2</b>	<b>March 2007</b>	<b>Commence Data Prep</b>
<b>Month 3</b>	<b>April 2007</b>	<b>(mid) Integration Testing</b>
<b>Month 4</b>	<b>May 2007</b>	<b>(begin) SAP Training</b>
<b>Month 4</b>	<b>May 2007</b>	<b>(end) Head Office Cut-over</b>
<b>4 Months!</b>	<b>June 2007</b>	<b>Head Office Live!</b>

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