

Project Showcase

B2C ERP-system selection and implementation

Customer Information

- + Brand Owner / Retailer: Bodywear
- + Turnover: > 100 Mio. €
- + Employees: > 1.000

Project Information

- + Duration: 15 months
- + Project team: 20 people
- + GCS consultants: 2 people

Objectives

- + Concept Design for an omni – channel - strategy
- + Support during evaluation of possible ERP-solutions and accompanying of system implementation in two iterations

Results

- + Customer – journey – concept
- + Fit / gap check of potential partners and potential systems
- + ERP catalogue of requirements
- + Realization of pre-project and start of implementation phase of ERP

contact

Angelina Schock
Managing Partner
schock@gcs-consulting.de

Project description:

With this project we developed an omni-channel-strategy for our customer, and we supported him by the selection of an ERP-system and accompanied him during the implementation. Phase one was the implementation of the ERP-System with connection to the cash-desks for wholesale and retail. In a further step the connection of e-commerce was realized. For realization for the ERP-project, with was focused on omnichannel the GCS-Team developed together with customers project team a customer journey concept. This concepts was detailed till the single use-case and all processes in the necessary departments were recorded, analyzed and defined for future demands. Based on this a pre-selection of possible partners and systems were taken with a semi-agile approach. The basis for decision-taking was done with a fit / gap check. After final decisions for the right partner / system the implementation had started. The project was supported by GCS also in the further agile implementation iterations.