

## Retail Case Study 1: Retail ERP Transformation

### Overview

A leading specialty fashion retailer in North America, operates across multiple channels and brands, including high-end full line stores, off-price stores and private labels. With over 60,000 employees and annual revenues exceeding \$15 billion, the dynamic environment demands agile technology solutions.

### The Challenge

The retailer faced the need to modernize its Oracle ERP system to keep pace with evolving customer expectations and seasonal workforce surges (adding up to 12,000 associates). The challenge was to upgrade and integrate new functionalities while ensuring seamless user adoption and operational continuity.

### Guidacent's Solution

Guidacent deployed its ERP Solutions services framework, delivering a holistic strategy that spanned business, operations, and IT. Key initiatives included:

- **Brand Integration:** Orchestrated the integration of the client's different Oracle ERP systems, enabling unified inventory, supply chain, and financial management.
- **System Upgrade:** Managed the complex upgrade from Oracle RMS 9 to RMS 15, including intricate data conversions across multiple modules and applications.
- **Change Leadership:** Led cross-functional teams to ensure smooth transitions and high user adoption rates.

### Results

Guidacent's leadership resulted in:

- Seamless synchronization of inventory, supply chain, and financial processes.
- Enhanced operational efficiency and employee satisfaction.
- Successful navigation of cross-organizational teams to deliver transformative outcomes.

### Best Practices Applied

- **Holistic Change Management:** Engaged stakeholders across business and IT, following Kotter's 8-Step Change Model for sustained adoption.



- **Iterative Integration:** Used agile methodologies to phase rollouts and minimize disruption.
- **Continuous Improvement:** Established feedback loops and performance metrics to refine processes post-implementation.
- **User-Centric Training:** Delivered tailored training and support, leveraging ADKAR principles to drive adoption.

### **Ready to accelerate your digital transformation?**

Contact Guidacent today to discover how we can help your organization deliver modernization solutions at scale.

