

# Streamlining Global Operations with a Unified Retail ERP



📍 **Location:** North America    🏢 **Industry:** Apparel, Footwear

## ⚠️ THE PROBLEM

**This luxury fashion house** is home to 3 iconic accessories and lifestyle company brands.

**Each brand continued to operate independently** with separate technology systems including **7 ERP platforms inherited through acquisitions.**

- **Lack of scalability:** Current systems couldn't scale in high growth categories like footwear and outerwear.
- **Cost and time consumption:** High costs and long timelines of mergers and acquisitions, including high-cost control models due to inconsistent configuration globally.
- **Lack of standardization:** Customized solution had limited ability to simplify and reengineer processes.
- **Inconsistent processes:** Employees in different locations were doing the same tasks differently with different tools.



## THE SOLUTION

- **Single SAP S/4HANA ERP instance:** Standardized processes across all brands and locations for seamless operations.
- **Robust data infrastructure with global industry standards:** Established a strong foundation for faster integration of acquisitions, long-term scalability and quicker access to shared information.
- **Omnichannel customer-centric model:** Integrated front-office and back-office operations across all sales channels to support omnichannel processes such as cross-channel inventory consumption, real-time inventory checks, in-store pickup for online purchases, and product reservations by sales associates.
- **Faster implementation:** Delivered core capabilities (buy & sell products) at go live, followed by a phased deployment of advanced capabilities.
- **Single source of truth:** Unified global operations helped eliminate redundant systems, manual inefficiencies, and data inconsistencies.
- **Scalable ERP foundation:** Improved efficiency helped support sustained growth across its multi-brand portfolio.