



Business Process Improvements using Infor Lawson S3 at Uchumi Super Markets

About Uchumi

Uchumi Supermarkets Limited is a Kenya-based company engaged in the retail supermarkets operation. The name Uchumi means "economy" in Swahili. The company was founded in the year 1975 and has its headquarters in Nairobi, Kenya.

Uchumi is one of a number of Kenyan supermarket chains that serve the region, including market-leader Nakumatt, Tuskys, Ukwala and Naivas. The Company operates a network of 37 branches across East Africa.

Uchumi is one of the largest commercial retailing companies in the country, employing over 1000 people and operating 27 stores in Kenya, 6 in Uganda and 4 in Dar Es Salam, Tanzania.

IT @ Uchumi

Kenyan supermarket chain uses its ERP System to turn its fortunes around.

Recognizing that ERP software is the "must-have" for gaining competitive advantage, Uchumi supermarkets decided to implement the IT system in July 2002 and after months of designing and installing, Lawson ERP successfully went into Live in October 2003.

Uchumi's ERP implementation took place in a phased approach. Some functionalities were installed before others and it took roughly 18 months to get all the functionalities fully operational and working properly.



27
Stores



38
Years



1000+
Employees



3
Operating 3 Countries in
East Africa



\$150mn
in Sales

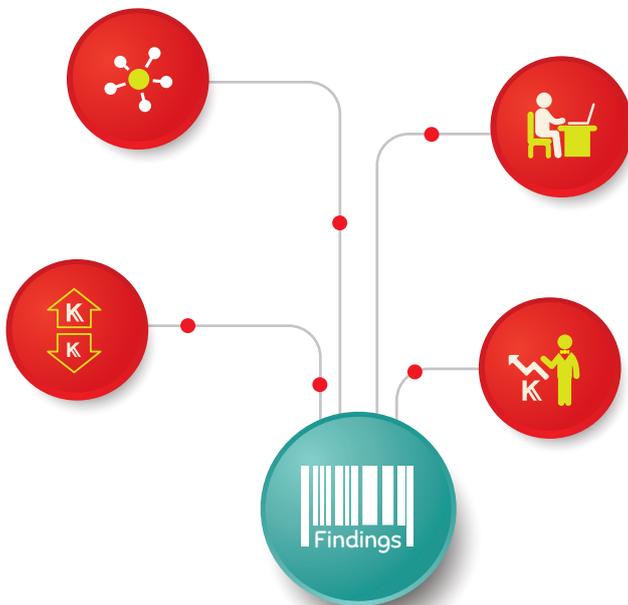
Greeno & Uchumi

Greeno is uniquely positioned & possess extensive skills and experienced in implementing and supporting Infor ERP Systems to large customers across Africa and Middle East.

Greeno is closely working with Uchumi on business process Improvements since 2013. Greeno has done a meticulous analysis of Uchumi's system challenges & requirements and working to upgrade their systems and to implement solutions for HCM, Payroll, CRM and BI solutions.



IT Challenges @ Uchumi



Uchumi is using Infor Lawson S3 as its backend software to manage all their Finance and Supply Chain operations and a 3rd party software to handle Point of Sales at all their stores.

- ▶ Every Store has It's own POS Servers that are not integrated with Infor Lawson ERP
- ▶ Sales Upload happens manually - No LIVE data available for head office
- ▶ Selling price Restrictions are not enabled
- ▶ Performance users due to concurrent users.

Recent Challenges for Uchumi with the sales integration

The front-end (PoS) system was upgraded during the year 2014 end, and due to this, Uchumi had some issues with integrating sales into Lawson ERP.



Greeno's Solution

Greeno has done a detailed study and made some changes in the existing program which has helped Uchumi to come out of this issue and to continue with the sales integration process. Greeno has developed a solution to automate the above interfacing process which could help Uchumi to avoid manual interventions and save cost and man power involved in it. This could also help Uchumi to involve these man power in other areas with different skills as required.



Benefits of Realtime POS Integration

- ▶ Lesser Manual Interventions
- ▶ Automated uploading of PoS Data into Lawson ERP at frequent intervals
- ▶ Frequent syncing helps more transparent over inventory and sales information for the management
- ▶ Updating of inventory and sales data parallelly in the ERP from PoS
- ▶ Effective monitoring of the process through an interactive dashboard

Overall Business Benefits

Greeno's Business and Technology consultants worked on the Uchumi's challenges and came up with simple effective solutions to get benefited in the following areas:



- ▶ Overall system efficiency has been improved by 3 – 4%
- ▶ Customization to control Selling Price based on the Cost Price entered in Vendor Agreements
- ▶ Enabling restricted access for approving the Purchase Orders
- ▶ Customization for Cycle Counting Process to maintain accurate Physical Inventory
- ▶ Server and Database Optimization to improve system performance
- ▶ Helped to save 5% of effort and Cost.