

PLM Solution Selection and Implementation

Selection, implementation, and change management of a product lifecycle management solution to enhance visibility into product development activities and proactively mitigate production issues.



The Client

A \$3B multi-channel, multi-brand retailer and wholesaler of clothing and accessories selling globally in leading department stores, national chains, and specialty retailers.

The Challenge

The retailer was using multiple systems and spreadsheets to handle all product design and development processes: materials, submits, colors, artwork, product creation, samples, and bills of material (BOM). Due to the disparate systems, there was no visibility into the coordination of these processes, inhibiting the company's ability to foresee issues causing production problems.

The retailer needed all relevant information to be consolidated into one system, providing visibility into the entire process for all stakeholders involved in product development.

The Parker Avery Solution

The Parker Avery Group was initially brought in to help the client identify an appropriate product lifecycle management (PLM) solution for their business. Through meeting with representatives across the product design and development teams, Parker Avery was able to thoroughly understand their unique business model and help the client determine the most appropriate PLM solution. The team was responsible for documenting requirements, preparing and issuing the RFI, building demo scripts, coordinating vendor demos and documenting client decisions.

A multi-resource Parker Avery team also assisted in implementing the selected solution.

Responsibilities included:

- Project management
- Detailed design
- User acceptance testing (UAT)
- Issues management
- Change management

Parker Avery's work products for the implementation included:

- Current and future state business process flows
- Test scripts and user acceptance testing documentation
- Training materials
- Change management and communications plans

The Result

As a result of the project, the client now develops all items in a single, integrated system. All applicable hierarchy and supplemental item information is entered in the PLM system and shared seamlessly throughout the retailer's technological footprint. Additionally, the client now has visibility into any tasks tracking late during the product design and development process.