

Specialty Retailer MFP System Implementation

Leveraging deep industry knowledge to implement an MFP solution and deliver leading-practice future state capabilities, while enabling holistic views of inventory, gross margin, and sales.



The Client

A \$1.3B national specialty off-price retailer operating 287 stores and managing eCommerce and warehouse locations

The Challenge

Because in-season planning/open-to-buy and warehouse inventory was handled outside the existing merchandise financial planning (MFP) solution in disconnected spreadsheets, the client did not have a consolidated view of total company inventory by channel or location. They wished to design and implement consistent open-to-buy processes within a new MFP solution that incorporated all channels.

The organization historically had limited success with adoption of new tools and processes. As such, new roles and responsibilities had been established as part of the preparation for a new toolset; however, the transition to those roles was fairly new.

The Parker Avery Solution

Leveraging deep knowledge of the client's existing processes and organization, as well as retail leading practices, Parker Avery partnered with the client in designing new processes and implementing a new MFP solution that would support desired business capabilities, as well as longer-term business and IT goals.

The overall solution combined process and technology with the new roles and responsibilities to consolidate inventory visibility across store, eCommerce, and warehouse and enable a holistic view for the company.

Key Parker Avery activities included:

- Project management to deliver within specified budget and timeline

- Design of future state MFP process
- Configuration of system workflow and views in the predictive application server (partnering with solution integrator)
- Development of business test scripts and leading user acceptance testing
- Change management leadership, including development of training plan and communication strategy
- Development of training materials and conducting system training
- Development and design of standard reporting to support the planning process and create plan transparency across the organization

The Result

The client successfully implemented the new MFP solution that supports their desired consolidated environment and future business initiatives. The solution was delivered on time and on budget and provided the company a holistic view of inventory, gross margin, and sales in time for the fiscal planning cycle.