Shoprite Reduces Manual Tasks & Shortens Lead Times with One Platform for All Teams

CUSTOMER CHALLENGE
Siloed Systems & Long Lead Times

With 880+ global suppliers and 25,000+ unique products imported each year, Shoprite Holdings has many complex international sourcing and vendor relationships to manage.

The retailer had multiple systems to manually input and trace product information, resulting in long lead times and a lack of visibility in its complex supply chain. Its manual processes inhibited the ability to accurately project imports and exports, preventing them from reacting efficiently if situations or orders changed. Shoprite needed one system to house the information input from multiple sources to shorten purchase order (PO) processes and lead times, improve supply chain visibility, and automate purchase orders and shipping details.

CUSTOMER OUTCOME
Supply Chain Visibility & Shorter Lead Times

Shoprite now leverages one platform to monitor all import operations from multiple sources. This reduces manual input in Excel spreadsheets and siloed systems, resulting in fewer errors and operational efficiency.

With 92% of its import suppliers on one platform, Shoprite has enabled more communication and collaboration among its teams and partners to better understand costs and data. Overall, improving supply chain visibility and data accuracy to forecast for the future and prepare for peak seasons.

The business outcomes are significant:
- Shorter lead times
- 18% decrease in PO cycle times
- 50% reduction in PO changes

“With all our information in one place, we have simplified our supply chain and P2P processes, increased supplier collaboration and can accurately forecast for the months and years ahead.”

VP of Supply Chain at Shoprite