



RFID POC to Pilot and setting KPI's

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Organisational Readiness

- Has the project got approval from a C Suite advocate or the business owner?
- Are you involved in other large projects currently?
- Is there a budget allowance and timeline for the project?
- Are key stakeholders involved/engaged – IT, Retail Ops, Merchandise/Design, Store Design, Logistics
- Is your business case clearly defined and benefits understood – Labour savings/Cost savings/Revenue benefits
- Are current business and process performance benchmarks understood – Inventory Accuracy, Task in store by hour, Replenish and refill, Click and collect or similar.

Who to partner with?

- Is there an existing relationship?
- Can they demonstrate a channel specific track record?
- Who are their global customers?
- Can they facilitate working site walk throughs/client contacts?
- Are they an end to end integrator or do they partner in areas?
- Can they demonstrate the use cases your business requires?
- Is their user interface easy to navigate and platform compatible?
- Have they integrated with your existing BI tools previously?
- Are Professional Services rates known?
- Will support be available across geographies/timezones?
- What are systems future capabilities/use case flexibility

POC Architecture – A Methodology

- Store selection is important – trading history in 1 to 3 stores across grading levels.
- Articulate your challenges and target outcomes so that a project scope can be developed
- Identify your preferred item level tag type/types
- Is it an in store only or supply chain included model – Vertical supply chain is the sweet spot
- Identify your RFID champions at each level – HO/DC/Stores
- Open a dialogue with POS/ERP/WMS platform providers so API discovery can begin.

KPI's – Typical Examples

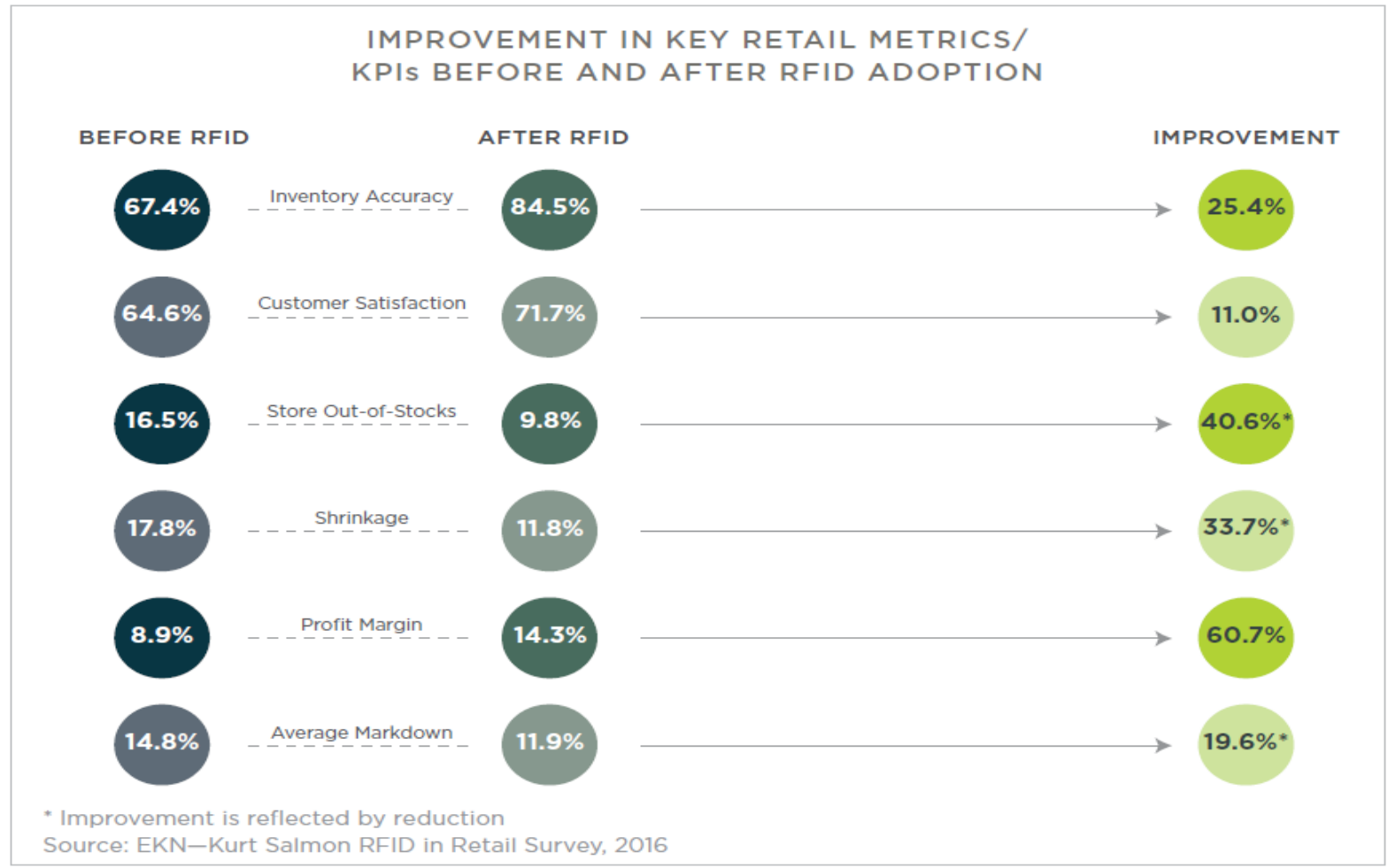
	<i>KPI</i>	<i>Owner</i>	<i>Target</i>	<i>Last Values</i>	<i>Status</i>
Stock Accuracy (Total SKUs)	Stock Accuracy	QuickStart BO: Reports > Stock Accuracy	98%	97,80%	●
	SKU Accuracy		98%	96,45%	●
Stock Accuracy (Active Season SKUs)	Stock Accuracy	QuickStart BO: Reports > Stock Accuracy + CustomerY active SKU list	98%	97,70%	●
	SKU Accuracy		98%	96,20%	●
Benefits	Sales Uplift	QuickStart BO: Reports > Critical Benefits	3%	3,94%	●
		Evolution Comparison of Liege MC vs Belle Ile stores (since beginning of pilot)	5%	13,29% in qty 12,66% in €	●
Efficiency	Inventory Labor Savings	CustomerY *	80%	87%	●

Success Achieved – Now What?

- Focus on a staged a roll out – Inventory – Store and Supply Chain - Point of Exit
- Develop a detailed SOW for the expanded project
- Look for flexibility in CapEx v OpEx
- Re-affirm organisations approval
- Agree with providers on a manageable timeline
- Resource RFID project team as required

Inventory accuracy drives the benefits

Exhibit 1: Retailers are seeing significant benefits from RFID.





Tyco Retail Solutions is part of Johnson Controls

