

Project

Oracle ERP Implementation and System Integration

Industry

Consumer Retail

About RJT Compuquest

RJT Compuquest provides ERP management consulting services to companies with a local, national and global presence. RJT is capable of working across all technology platforms, operating systems and infrastructures.

Founded in 1996 and headquartered in Torrance, California, RJT Compuquest serves clients across the U.S. from offices in Costa Mesa, Chicago, Milwaukee and Dallas. Built on long-term, trusted client and employee relationships, RJT strives to consistently and cost-effectively plan, execute and deliver high-quality services and results.

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CLIENT OVERVIEW AND BUSINESS CHALLENGE

A large direct-to-consumer retailer offering innovative products to domestic and international customers needed an enterprise system that could handle their rapidly increasing order volume, much larger product variety, and complex accounting operations.

The client needed to increase order fulfillment speed and customer service levels while reducing inventory and operations costs. A critical requirement of the new enterprise was seamless integration with the client's third-party fulfillment centers.

SOLUTION

The client selected Oracle's ERP system to replace their Legacy ERP system. RJT Compuquest worked closely with the client to develop a comprehensive ERP integration and implementation plan. Through a collaborative process RJT addressed implementation, future state design, integration with third party systems, and rigorous cross-functional testing. The Oracle ERP system was rapidly implemented with all the client's needs being addressed without disrupting current business operations.

CLIENT BENEFITS

The client's order volume increased more than 50% while increasing customer service levels and fill rates. The marginal cost of operations was kept relatively flat.