



# CASTLE GIFT SHOP STOCK COUNTS FOR NEW EPOS SYSTEM

**Case Study:** Retail Inventory – Cadw Welsh Government

Driven by a new EPOS system, Cadw needed an outsourced solution to **count all the castle gifts shops** across Wales

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Cadw is the historic environment service of the Welsh Government and part of the Tourism and Culture group. Cadw works to protect the historic buildings and structures, the landscapes and heritage sites of Wales, so that the public can visit them, enjoy them and understand their significance. Cadw manages 127 state-owned properties and sites, which includes 24 castles across Wales.

## REQUIREMENT

Driven by the implementation of the new EPOS system, Cadw wanted to take the castle's gift shop stock counting from an in-house solution to an outsourced solution, so required RGIS to provide the following:

- **National coverage** to be able to complete counts in all castle gift shops across Wales
- A total of **24 gift shops to be counted**
- **Fast and accurate turnaround** compared to previous in-house counts
- Provide **accurate data** to load onto the new EPOS system

## SOLUTION

Cadw partnered with RGIS to complete the **stock count for new EPOS system project**, and provided the following:

- Scheduled teams of **2-4 experienced RGIS auditors** per gift shop
- Two gift shops were counted per day
- Any items with either **incorrect or missing barcodes** were allocated a new SKU and added to the reporting to be included on the customer's EPOS system

## RESULTS

Cadw found by outsourcing the **stock count for new EPOS system project** to RGIS, the following results were achieved:

- All the gift shops were **accurately counted in a timely manner**
- An average of **35,000 items were counted per gift shop**, the largest shop having just under 400,000 pieces across 5,350 different SKUs
- Provided **consistent reporting** across all locations, so data could be loaded onto the new EPOS system
- The customer was **very happy with the high quality service** and flexibility offered by RGIS
- Gave the customer **feedback on store preparation** to ensure stock counts could be completed quicker

By partnering with RGIS, Cadw had all the castle's gift shop **stock accurately counted**, and was able to successfully **upload all the data onto the new EPOS system**



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Stock Count



Accurate Data



Updated EPOS System



Fast Turnaround



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