

### CASE STUDY

#### CLIENT

**Supermarket Chain**

**Industry:** Retail (Grocery Supermarkets)

**Scope:** Pallet Counts across seven  
Distribution Centres in the UK

*With over 100,000 pallets across seven locations, the large supermarket chain needed a partner that could efficiently manage this large-scale operation while ensuring high accuracy.*

#### CONCLUSION

The success of this project has laid the foundation for future collaborations. The large supermarket chain is in discussions with RGIS about repeating the warehouse project next year. This case highlights the importance of having a standardised process that can be adapted to different warehouse locations and challenges, ensuring consistency and accuracy in large-scale inventory projects.

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HOW WE CAN HELP YOU



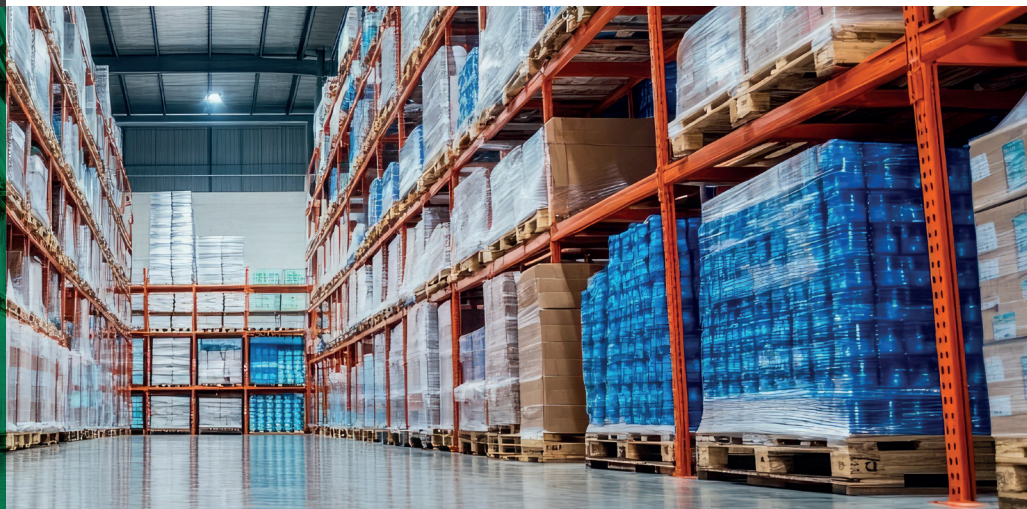
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#### CHALLENGE

A large supermarket chain required a comprehensive pallet count at seven of its distribution centres within a strict three-week time frame. With over 100,000 pallets across these locations, the customer needed a partner that could efficiently manage this large-scale operation while ensuring high accuracy. The challenge was further compounded by the presence of two different storage methods – one involving racking and the other storing pallets on the floor – and the need to coordinate the work with 3PL teams, who were actively managing inbound and outbound orders.

#### WHY RGIS?

RGIS was selected due to its proven ability to manage large, complex projects across multiple locations. The supermarket chain had worked with RGIS previously on trial counts and was confident that RGIS could handle the scale of this operation, leveraging its robust UK infrastructure.

#### OUR SOLUTION

RGIS provided a solution tailored to the customer's unique needs, which involved:

- **Dedicated Teams:** RGIS deployed dedicated teams across all seven distribution centres. Each team worked closely with the warehouse management to agree on working schedules and processes specific to each storage type (racking and floor-stacked pallets).
- **Efficient Counting Process:** The teams used a structured process to count the pallets, ensuring that every pallet ID was captured. This involved moving pallets to a counting zone, verifying their details, and moving them back to their original location.
- **Variance Reporting:** RGIS developed a comprehensive variance check system, including SKU, pallet ID, and non-counted pallet reports. These reports were shared with the supermarket chain to ensure all discrepancies were resolved before finalising the counts.

#### RESULTS

- **Accurate Stock Visibility:** The RGIS team identified significant discrepancies between the expected and actual stock levels, including pallets with incorrect IDs and some with no stock. This gave the customer a clear and accurate stock file, which they had been unable to verify previously.
- **Efficiency in Challenging Conditions:** Despite challenges with the availability of forklift truck drivers and limited space at some sites, RGIS maintained its efficiency, meeting the expected deadlines.
- **Customer Satisfaction:** The supermarket chain was highly satisfied with the process, noting that RGIS's structured approach and real-time variance reporting ensured accuracy at all times.