



KIRKLAND'S

Specialty retailer achieves optimal allocation and efficient replenishment.

Quick Facts

BTM Global Services: Implementation, support

Solutions: Oracle Retail Allocation; Oracle Retail RMS Replenishment

Scope: 340 stores in 35 states

Kirkland's is a leading specialty retailer of home décor. Headquartered in Nashville, it has over 340 stores in 35 states, with more than 6,000 employees.

Project scope and challenge

Looking to streamline merchandising processes for a more consistent inventory flow, Kirkland's sought to add functionality to its Oracle Retail merchandising system. The retailer worked with Veltio, one of BTM Global's strategic partners, to implement the planning applications for the project. Veltio selected BTM Global to perform the allocation and replenishment implementations because of its functional expertise, product knowledge and the framework to support product implementations, as well as the unparalleled delivery management that ensured a smooth integration and deployment.

WHAT OUR CLIENTS SAY

By coupling powerful delivery skills with strong functional and technical expertise, BTM Global is an ideal partner for implementing any Oracle solution, and we look forward to working with them in the future.

- Phil Rogers, vice president of information services

Services

Because the success of the project depended on driving real financial return for Kirkland's, BTM Global first ensured that the product integrations and data flows supported the retailer's business processes. Using proven methodologies, it designed and instituted an implementation approach that leveraged the most efficient and effective business processes.

Once the implementation commenced, BTM Global initiated rigorous functional and technical testing to thoroughly stress the most critical processes, functionality and to facilitate deployment planning.

Another key goal of the project was to enable Kirkland's to internally support the applications after their deployment. BTM Global provided thorough application training and knowledge transfer for the retailer's technical and business users. Because Kirkland's wanted to begin using the new functionality during the holiday season, the project moved to deployment as soon as training was completed. BTM Global provided active, on-site support for the go-live of the allocation and replenishment applications, as well as the following services:

- Business process validation
- Integration architecture design and implementation
- Test planning and execution
- Product configuration and implementation
- Deployment support
- Training and knowledge transfer



Results

As a result of the comprehensive business process analysis, intensive testing and training, the products had a near-flawless launch: they were available and provided verifiable business value in time for the busy holiday season.

BTM Global's predictable delivery ensured the applications were ready on time and on budget. Since go-live, Kirkland's has enjoyed reduced costs and increased profitability by automating replenishment tasks and significantly speeding up allocation decision-making.

"By coupling powerful delivery skills with strong functional and technical expertise, BTM Global is an ideal partner for implementing any Oracle solution, and we look forward to working with them in the future," said Phil Rogers, vice president of information services at Kirkland's.

Following the knowledge transfer and training from BTM, the Kirkland's team was up to speed on all functional and technical aspects of the applications and fully capable of supporting them for the go-live and beyond.

Find out more at btmglobal.com
Contact us at 612-238-8800

