

How **REPL** Hit
the Ground
Running and
Helped **Dunelm**
Successfully
Deliver





THE CLIENT

Dunelm is the UK's leading soft furnishing and homeware retailer operating 172 stores across the UK and employing 7,000 people. The retailer places a focus on quality, style, value and making customers' lives a little easier. With this in mind, Dunelm has invested heavily in building new stores, refitting existing units and revitalising its digital infrastructure.

OBJECTIVE

Dunelm wanted to update its point of sale (POS) system across all 172 sites moving from RJ to the Enactor POS solution. The first major project milestone was to run a pilot at Dunelm's head offices and then roll the technology out across the remaining sites.

Dunelm's in-house team had successfully delivered a mobile POS roll out and needed support on the fixed POS part of the project. REPL was recommended to Dunelm by Enactor. REPL had previously worked with Enactor to deliver a number of successful POS projects for other major retailers.

At the initial meeting, it was established that REPL could add most value supporting the build and deployment of Enactor's solution. Having first spoken on a Thursday, REPL's consultants landed on site the following Monday ready to bolster the Dunelm team and help get the project over the line.



SOLUTION

Beginning with a one-week discovery phase, REPL established:

- ▶ The scope of work for REPL
- ▶ The status of the Enactor and Dunelm workstreams
- ▶ Eleven core work packages that REPL could get involved in and the outstanding tasks
- ▶ What each work package required in time and resource
- ▶ Which REPL tasks needed to be completed first

REPL's specialists then got to work, alongside Dunelm's existing team to complete tasks. The work included a wide range of jobs including build and development of store servers, supporting the build of the Enactor POS terminals and migrating gift cards from the old system to the new.

To effectively contribute to this varied workload, REPL's team employed a blend of best practice delivery methods and deep knowledge of the

Enactor systems to complete full system lifecycle tasks from development to deployment, data migration test scripting and execution and pilot deployment.

Having worked closely with Enactor on previous projects, REPL brought pre-existing platform knowledge and collateral such as build scripts. The detailed product knowledge helped Dunelm overcome challenges and move forward quickly.

It was this combination of deep technical expertise in the Enactor product and domain plus strength across a broad range of other software and technical disciplines that enabled the REPL team to flex and blend to Dunelm's particular challenges.

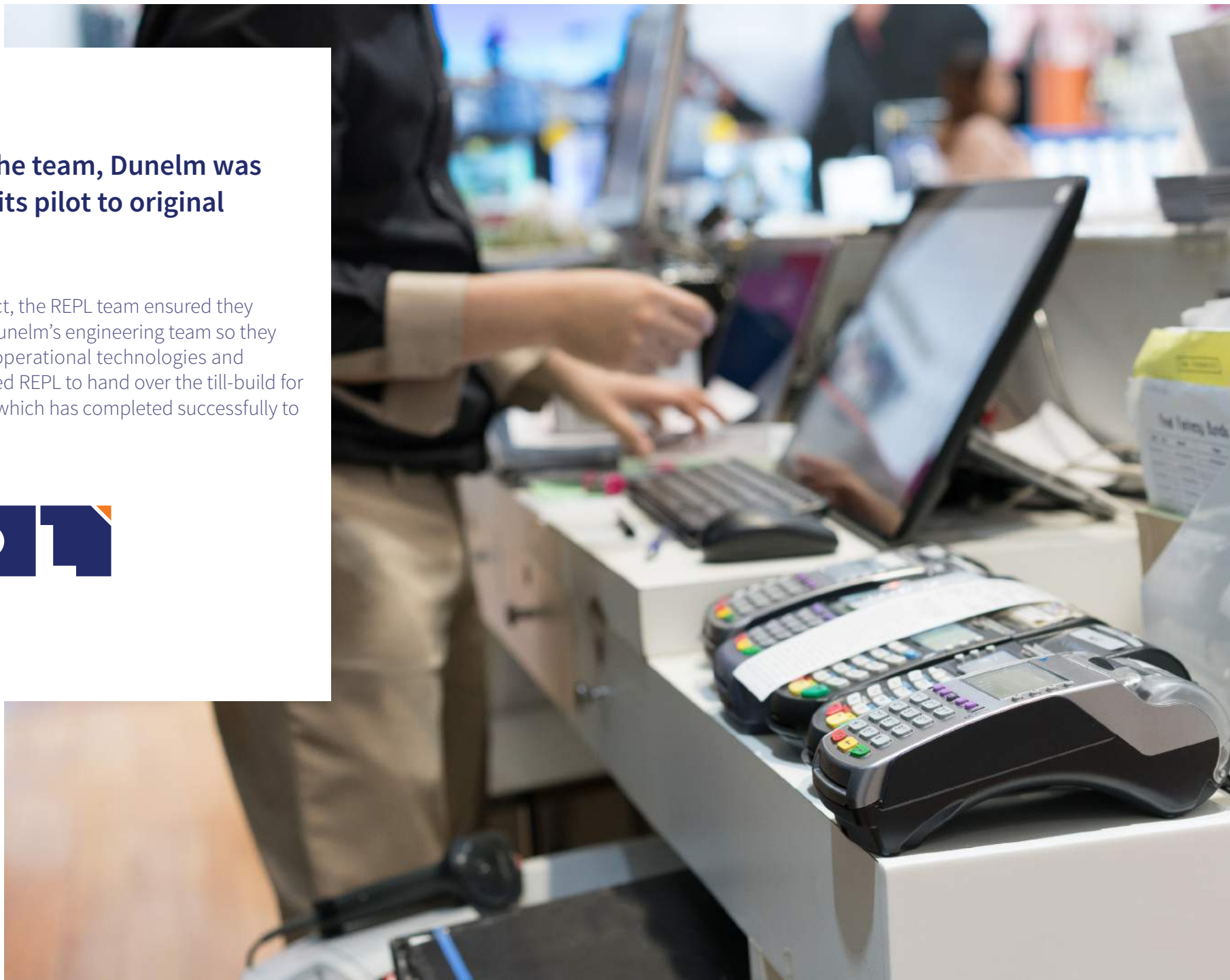
In addition, REPL's relationship with all levels of the team at Enactor meant REPL could quickly get to the heart of any technical problems and removed the need for extensive triage. This enabled Dunelm's engineering team to make changes and deal with issues quickly and effectively which helped Dunelm meet their existing timescales.

RESULTS

With REPL on the team, Dunelm was able to deliver its pilot to original timescale.

Throughout the project, the REPL team ensured they worked closely with Dunelm's engineering team so they understood the new operational technologies and processes. This enabled REPL to hand over the till-build for the post-pilot roll out which has completed successfully to plan.

REPL





THE REPL DIFFERENCE

“REPL brought experience, skills and ideas to the table”
says Rina Chotai, Head of Retail Tech and IT
Programmes at Dunelm.

When a POS project is up against a tight deadline, bringing in a generalist tech company will not deliver the results needed. Only teams who are deeply trained in multiple areas and have the expertise to hit the ground running will suffice. Because REPL’s consultants were able to mobilise rapidly and had the flexibility to complete work across a range of work packages, they were able to add value very quickly.

Rina Chotai, Head of Retail Tech and IT Programmes at Dunelm, said: “I want to say a huge thank you from the Dunelm team

for all of REPL’s hard work and commitment which has led us to a very important milestone. It has been a pleasure having REPL as part of the team and we wouldn’t be where we are had it not been for your continued support, input, drive and tenacity.

“REPL brought experience, skills and ideas to the table, integrated well within our team and instilled confidence in the team and management. Hopefully this will not be the last time our paths cross.”



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