

## *Apparel Retailer* | A CASE STUDY

### CHALLENGE

This OHL customer is a major apparel retailer facing issues with inventory management and its service levels. The customer wanted to reduce inventory and improve service levels throughout their supply chain network by improving forecast accuracy and enhancing supply chain planning. The customer needed OHL to provide a reliable solution that would be easily accessible from anywhere, be easy to use and require very little training.

### APPROACH

OHL conducted a thorough evaluation of the customer's supply chain metrics and systems to find the best solution to achieve its goals. Through the use of e-Focus™, OHL's own web-based solution that streamlines data collection and delivery of logistics and supply chain management, OHL was able to provide the customer with visibility, reporting and exception-based management of the operational aspects of global sourcing within their supply chain. OHL also introduced the product to the customer's suppliers, allowing them to provide data early on in the supply chain.

### VALUE

Through an easy implementation of OHL's e-Focus product, the customer is able to improve forecasting accuracy, decrease inventory levels, pre-allocate its products and roll out its e-commerce initiative. The system is also able to generate critical information like advance shipping notices (ASNs) and UCC 128 bar code labels. The customer is now able to achieve important high forecasting accuracy by applying exception management and comprehensive reporting capabilities, especially during promotions and holiday periods.

### RETURN ON INVESTMENT

This OHL customer was able to significantly improve its service levels and forecasting accuracy during busy periods, eliminating unwanted costs or delays, and making its supply chain leaner and more efficient.