



CASE STUDY

Wolverine World Wide



"This project was a true example of teamwork between Wolverine World Wide and CIBER. We worked as one team, sharing project responsibilities and effectively communicating with each other throughout the project. We are happy with the results and we realized the benefits immediately."

Dee Slater
Chief Information Officer, Wolverine World Wide

Organizational Profile

Wolverine World Wide
Rockford, Michigan

Solution Profile

- SAP for Retail
- Replenishment
- Allocation
- Procurement
- Pricing procurement and sales
- POS interface
- AFS interface
- EDI interface
- Merchandise category hierarchy

Environment:

- SAP for Retail
- SAP for AFS

Hardware

HP servers

Operation System

Windows

Database

Oracle

www.wolverineworldwide.com

SUMMARY

Wolverine World Wide Inc. (WWW) is one of the world's leading marketers of branded casual, active lifestyle, work, outdoor sport and uniform footwear and apparel. As a growing retail company, Wolverine World Wide needed specific IT solutions that catered to their model of international expansion. In order for Wolverine World Wide to make the goal of expansion a reality, the following goals needed to be met:

- A system with better integration to the SAP® AFS solution
- A robust and scalable solution
- Best practices for retail, giving WWW efficient processes
- A system well integrated with the planned POS system

CHALLENGE

WWW was already operating SAP's AFS solution. The organization needed to utilize their base software package and find more effective processes to keep up with the growth of their retail business. They also needed to maintain a very strict budget. WWW's legacy systems were old, expensive, cumbersome to maintain, and delivered limited functionality. The POS system in place also had limited functionality, and required manual workarounds. Their operations did not have good visibility of timely data and WWW needed to integrate SAP's AFS and Retail modules to run more efficiently and cost effectively. In short, the legacy systems were becoming a restriction factor for WWW's growth plans.

SOLUTION

WWW selected CIBER for the project because they were able to present the solution and implementation that best fit WWW's needs and budget. CIBER's knowledgeable consultants and retail experts presented WWW with CIBER's SAP Certified All-In-One solution, Rapid Retail®, because this option helped reduce cost and shortened the average implementation timeline by an estimated 42%. Working hand-in-hand with WWW, CIBER implemented all the desired solutions which were designed to keep up with the organization's growth. CIBER and WWW shared in the project responsibilities allowing the client to work closely with CIBER consultants during the project.

WWW's current AFS module needed to be integrated to the SAP for Retail system. WWW's expertise with their AFS and CIBER's technical knowledge of the SAP for Retail system created a collaborative environment in which the two worked together to integrate the two systems. This integration ensured SAP for Retail would be able to establish more efficient ways to price, catalog, organize and inventory merchandise. SAP for Retail also provided WWW with multiple ways to communicate purchase order information to vendors.

CIBER used SAP for Retail to completely redesign the merchandise categories. This allowed for more efficient business processes as changes could then be applied to entire categories rather than individual SKUs. Color codes and size codes were implemented to aid easy referencing and allowed for a manual merchandise restocking. SAP for Retail also created more efficient ways to track merchandise sales from each individual store.

In addition to retail solutions, CIBER offered interface solutions to WWW. The solution WWW can now send and receive all relevant information from the SAP system to the legacy POS system. This ensures the POS system functions with no visible changes, eliminating any need to learn a new system.

BENEFITS

CIBER's implementation of SAP Certified All-in-One solution Rapid Retail allowed for a quicker realization of benefits for Wolverine World Wide. System restrictions on data changes in the head office (like price changes) were eased and real-time access to store data for analysis and evaluation was realized. The ability to easily report on store performance by area, district or region and to tie each report to the appropriate field manager provided Wolverine with consistent, accurate data for confident decision making. This increase in capabilities in the retail stores provided Headquarters with the return of detailed sales data. This data assisted Corporate in the planning and execution of pricing as well as in decisions regarding promotions at the sales level.

A user friendly, efficient replenishment process was implemented. This system was based on minimum and maximum values on specific merchandise in each



store as well as on specific merchandise in a group of stores. Tighter system controls prevented incorrect ordering which prevented over-inventory and helped reduce complications with store-to-store transfers. Inventory visibility and optimization was improved across the stores and in the warehouse.

CIBER achieved tight integration and automation with the company's core AFS. This greatly improved Open-To-Buy merchandising management and assisted merchandise plans at a much more detailed level, including per store.

CIBER and Wolverine created a long-term partnership that will be beneficial for future plans. They did this through project teamwork that involved a strong knowledge transfer. CIBER implemented retail best practices and WWW only required 2 weeks of on-site consulting support once Rapid Retail was running. Wolverine World Wide needed a system that supported both their current retail business and their plans of future expansion. By collaboration with the WWW team, CIBER was able to execute an IT solution that met all of WWW's goals.

"CIBER is a proven leader in the retail industry and they have clearly demonstrated they can implement and integrate SAP Retail quickly, accurately and successfully – helping even more Best-Run Retailers."

Bob McFarland,
SVP and GM of SAP/Retail.

LEARN MORE

To learn more about CIBER's solutions, please call us at 800-242-3799 or visit www.ciber.com.

About CIBER, Inc.

CIBER, Inc. (NYSE: CBR) is an international system integration consultancy and outsourcing provider with superior value-priced services and reliable delivery for both private and government sector clients. CIBER's services are offered globally on an outsourcing, project or strategic-staffing basis, in both custom and enterprise resource planning (ERP) package environments, and across all technology platforms, operating systems and infrastructures.

Founded in 1974 and headquartered in Greenwood Village, Colo., CIBER now serves client businesses from over 60 U.S. offices, 25 European offices and seven offices in Asia/Pacific. Operating in 18 countries, with more than 8,500 employees and annual revenue of approximately \$1.2 billion, CIBER and its IT specialists continuously build and upgrade clients' systems to "competitive advantage status." CIBER is included in the Russell 2000 Index and the S&P Small Cap 600 Index. CIBER, the Reliable Global IT Services Partner.

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