



Savantis Group is an SAP Solutions Provider focused on ensuring its customers (Fortune 500 and emerging growth companies in North America) derive maximum value and ROI from their SAP investment. Not only do we deliver rapid-to-value SAP solutions, we also enable you to run SAP effectively and we support your landscape post go-live through our Deliver – Enable – Support strategy:

- **Deliver** - providing rapid-to-deploy SAP Solutions for Enterprise Business Processes, Mobility, Global Rental, Analytics and Big Data across multiple Industries
- **Enable** - maximizing the value of our customers SAP investment through SAP Training and Education, Capability Design & Build and Resourcing services
- **Support** - providing tailored Managed Services Support, Enhancements, Optimization and Educational services post go-live

Customer Success Story

Natural Grocers by Vitamin Cottage

Overview

Natural Grocers by Vitamin Cottage, Inc. operates as a specialty retailer of natural and organic groceries and dietary supplements in the United States. Their stores offer the highest quality of products at affordable prices, including: natural and organic grocery products; bulk food and private label products; dry, frozen, and canned groceries; meat and seafood products; dairy products and dairy substitutes; prepared foods; bread and baked goods; organic produce; and beverages. In addition, they offer free nutrition and health information for their customers.

Hit the ground running!

Natural Grocers by Vitamin Cottage was in a growth spurt and needed answers fast to pressing business problems. First and foremost they were looking for partners that could speak their language and who were truly interested in their long-term success. Savantis Group and SAP had them fully covered with RetailON – a best practices driven SAP Retail solution catering to the grocery vertical.



To hit the ground running NGVC had to address and overcome a number of process challenges:

- Poor Inventory and visibility
- Multiple processes to create orders
- System inefficiencies
- Difficulties in maintenance
- No Warehouse Management
- Multiple access databases
- Very little integration – nothing tied together

Key Challenges

When Natural Grocers by Vitamin Cottage began considering the challenges to their growth, they sought out a Warehouse Management System that would provide them with an integrated supply chain and total visibility of their inventory. Initially, the RFP was just for Procurement, Warehouse Management (including Production Planning) and Store Merchandising. After meeting with Savantis Group and evaluating RetailON, Natural Grocers by Vitamin Cottage concluded that it made sense to also convert their financial application to SAP.

Project Timeline

- Month 1 – Blueprint Complete
- Month 2 – Infrastructure Setup
- Month 5 – Testing
- Month 6 – Training
- Month 7 – Financial Integration, Warehouse Management System, Production Planning, Merchandising and 2 stores pilot

What Natural Grocers by Vitamin Cottage learned throughout the process:

Data, Data, Data

- Systemic data cleanup is strenuous
- New areas pose more challenges (no systemic data)
- It's not only about data (also about how the data affects the process)

Test, Test, Test

- The system may not be fully understood
- In real life, our business does not work like that
- Testing is the time to try out scenarios – not at go-live

Organizational Readiness

- Just because the system can do it, doesn't mean we can
- Scope should be limited.

The Solution

Why Natural Grocers by Vitamin Cottage Natural Food Markets Inc. chose Savantis and SAP:

- ✓ SAP is the gold standard in ERP systems with significant R & D in Retail
- ✓ Savantis provided a fully outsourced solution
- ✓ Pre-configuration of the All-in-One RetailON solution
- ✓ Standard functionality covered 90% of requirements for over 25,000 products
- ✓ Easy to configure for specific functionality requirements
- ✓ Centralized buying and merchandising for a multi-store environment as per company's strategy with the flexibility of store-specific ordering
- ✓ The solution was able to cater to a combination of hardline, softline and healthcare products being sold

Benefits Received

- ✓ Increased capability to scale-up and grow the business without incrementally expanding headcount
- ✓ Allows Natural Grocers by Vitamin Cottage to focus on its customer education processes and their core business
- ✓ Reduced operational costs due to the hosting and outsourced support of Savantis
- ✓ Robust & flexible reporting to provide the business with retail critical information for making fast decisions
- ✓ Competitive advantage through the ability to automate more processes in future i.e. product replenishment, competitive pricing, site specific pricing, assortments, pricing conditions etc.
- ✓ Initial Implementation was completed in under 12 months with full roll out to all stores in 18 months

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