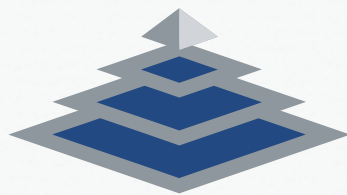




## Retail Services



**DORSET SOFTWARE**

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## Contact Us



Our work has assisted many retail organisations to meet and exceed their goals.

A member of our account management team is waiting to take your call, offering experience-led consultation on how best to deliver success for retail organisations.

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## About Dorset Software



Dorset Software specialises in creating custom IT systems, helping retail organisations increase efficiency, become more productive and drive down operating costs.

**Besides the creation of bespoke software products, it provides world-class development consultancy to a wealth of clients including New Look, Waitrose and John Lewis.**

It has also delivered round-the-clock infrastructure support for applications as diverse as warehousing and staff training programmes, delivered by knowledgeable, pro-active staff boasting decades of experience in the field.

With a 100% track record of delivering projects on time and to an agreed budget, its solutions always meet - and often exceed - client expectations.

Dorset Software's tried-and-tested development methodology has underpinned 25 years at the heart of contemporary retail.



# Retail Services

## Shop floor solutions

Dorset Software has extensive experience in the provision of bespoke IT systems, driving efficiency and productivity within a shop floor environment. Examples of its work are extensive, and include the following:

### Training Management Systems

Dorset Software provides robust training management systems to the high street, capable of administrating and delivering all internal training material, enterprise-wide.

Cross-branch reporting functions allow all management staff full visibility over local or national learning trends. The system is easily extensible to include further key needs, such as induction or appraisal structuring.

### Knowledge Base Systems

Dorset Software have designed, built and deployed bespoke knowledge base systems for inclusion within internet, extranet or intranet sites. Having implemented the above, retailers benefit from reduced helpdesk costs, increased staff policy awareness and heightened efficiency in the performance of common workplace tasks.

### Time Recording Systems

Retailers have called on Dorset Software to develop advanced time management solutions, tailored to an array of business needs. In order to maximise efficiency, these can be fully integrated with existing HR and finance systems, providing extensive reporting functionality.



# In-Branch

## Training management systems: In Focus

**Outlining the benefits of Dorset Software custom solutions:**

### Transparency

Centrally held training records can be queried at a section, store, regional or national level, highlighting areas of potential future growth, at a glance. Enhanced visibility provides peace of mind that statutory learning is appropriately audited.

### Reduced administration

The burden of paperwork placed on management staff is lifted, allowing more time to be dedicated to strategic planning or further learning. Gradually, skill levels across a body of staff develop and diversify.

### Maximising resources

Staff are able to prepare for face-to-face training sessions weeks or months in advance, allowing more value to be obtained from the most expensive form of skills training.

### Convenience

Staff can participate in training activities from any location, at any time. Adoption of training schemes typically increases, resulting in a more highly qualified body of staff. A culture of personal responsibility develops with regard to professional development.

### Lower costs

The adoption of independent learning techniques allows for an overall reduction in the use of traditional training. Therefore, costs including transport, venue hire and the employment of classroom staff are also reduced. Furthermore, training concepts can be absolutely standardised, organisation-wide.



*"Our bespoke training management systems allow businesses to focus on their core operations."*

**Stephen,  
Solution Architect**



## Management matters

**Dorset Software has produced a range of robust systems capable of orchestrating large segments of retail organisations from centralised locations. Its solutions currently form the spine of many retail business operations, fulfilling a host of key operational needs.**

Its document management systems smooth interaction between departments, allowing important information to be stored centrally and approved remotely.

Typical benefits include swifter adoption of initiatives across branches, automatic auditing of mandatory working practices and enhanced cohesion between disparate outlets. Dorset Software has also assisted in the construction of store layout planning systems, helping major retailers raise revenues within existing operational footprints.

## The vision to succeed

**Dorset Software has experience in the production of dashboard reporting systems for management staff within supermarket environments.**

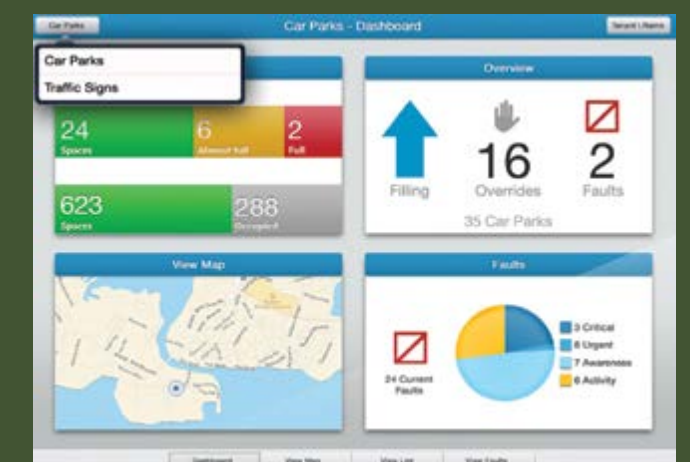
These interface with an array of internal systems, generating reports on business-critical data and providing more extensive data analysis. Allowing users to drill down into successive data records, each system provides management staff with clear and precise snapshots of performance across all areas of business. This allows decisions to be taken swiftly and from a position of absolute perspective.

Besides providing data views defined at the business requirements stage, dashboards can be customised to include an almost unlimited number of user-customised report types, allowing management users the chance to interrogate key data in the most thorough and user-friendly fashion. Dashboard reporting systems can be held centrally to ensure the highest levels of visibility across an entire organisation if required, and are protected by a series of granular access permission layers.

Successful dashboard implementation can assist even the strongest of organisations in identifying areas of potential future growth.



Key Performance Indicators are easily assessed in visual form.



We are able to develop dashboard functionality for existing systems.





## Working warehouses

**In partnership with industrial computing specialist Psion and rugged hardware provider Vocollect Inc., Dorset Software is able to support a range of services designed to drive up distribution efficiency.**

Utilising audible commands delivered in real time to warehouse staff, voice picking solutions are able to dynamically alter stock movement directions on a second-by-second basis, prioritising tasks to maximise profitable working time.

The solution's benefits are numerous, and striking. Picking errors within a warehouse environment can fall significantly following its introduction, often by as much as 25 per cent. Furthermore, with intelligent stock control procedures in place productivity soars, boosting output levels by up to 35 per cent.

This increase in warehouse efficiency can open up further opportunities, such as an increase in the speed of service offered to customers, the introduction of greater product diversity or greater price flexibility in a challenging market.

*"With Dorset Software supporting the solution, TBS has peace of mind and no significant periods of downtime."*

**Ian Cottee, Operations Development Manager, TBS Ltd**



## On the warehouse floor

End users receive audio directions in real time, orchestrating a range of common warehouse activities such as fulfilment, replenishment and stock movement. Workflow is entirely customised according to individual business processes, and dynamically alters based upon a list of defined priorities. In short, a useful task is always being performed.

## In the office

Users' communication units connect wirelessly with a central server, allowing management staff full visibility over live workflow. Priorities can then be adjusted, ensuring important tasks are completed quickly, and to a high degree of accuracy. At any point, detailed reports can be generated, allowing strategic decisions to be made following meaningful analysis.

## Off-site

Dorset Software provides 24-hour operational support for the system, covering a range of scheduled, pro-active and disaster recovery maintenance tasks, allowing organisations to concentrate on matters of business, uninterrupted. Support calls are logged and addressed swiftly, according to tailored service level agreements.



## Case Study

# Waitrose

### The challenge

**With limited opportunity for incorporating improvements, Waitrose realised that its existing partner training system was coming to the end of its life. To ensure continued compliance with complex Health and Safety legislation—and to enhance the management of training activity—a new solution needed to be found.**

The company wanted to be able to ensure that scheduling for, control of and visibility over training activity could be achieved through flexible data manipulation and reporting capabilities.

An ideal opportunity for replacing the existing system using improved technology arose through Waitrose's decision to upgrade branch IT infrastructure.

*"The result is a system that absolutely exceeds our expectations. I'm very, very happy with it."*  
**Andy Gabella, Training Design and Production Manager, Waitrose**

### The benefits

The Partner Training Database is already bringing a range of benefits to Waitrose. It is helping Waitrose to maintain compliance with Health and Safety legislation and provide proof of due diligence. Improvements in productivity are evident through the reduction in organisation and administration at branch level.

### The solution

**Bringing challenge and creativity, Dorset Software consultants worked closely with Waitrose managers to ensure that Waitrose knew exactly what was required from a new solution. As a result Dorset Software developed the sophisticated, yet easy-to-use Partner Training Database.**

Each branch has two PCs on which partners undertake multimedia training. Branch managers easily access reports on the partners at their branch and their individual training records. Regional and central management at Head Office are able to use the central database to view individual and cross branch reports, a feature that was not previously possible, as each branch had an individual database. The solution was implemented as part of a larger infrastructure upgrade project.

Both training and personnel management staff are benefiting from vastly improved control and visibility over all activity. System familiarity is also greatly simplified; branch and personnel managers are often fully inducted within two hours.

Finally, the availability of the application on desktops business-wide is helping to educate the wider business on the importance of training.

## Some Of Our Clients



*"Dorset Software provides excellent infrastructure support to some of our clients across the retail sector. We'd have no hesitation in recommending their services to other business partners."*

**John McMeeking, UK Managing Director, Psion UK Ltd**



*"We enjoy a great relationship with Dorset Software. Everyone that we come across is highly competent and professional."*

**Andy Gabella, Training Design and Production Manager, Waitrose**



*"Dorset Software is a great business partner. The quality of their work is excellent and product delivery is timely. You really feel like they are here to make your life easier."*

**Fabian Staechelin, Partnerships Manager, eBay**



*"Dorset Software was very conscious of the need to ensure that we got what we wanted. They weren't just thinking of the 'now'."*

**Kevin Hayter, IT Project Manager, London Borough of Wandsworth**



*"The development process is structured but flexible and I always feel like I know where I am in the schedule and that deadlines will be met."*

**Andy Haylett, Director, Ipsos MediaCT**

# Get In Touch

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