case study

Storey Carpets-Trinity

retail

The company Carpet Retailer of the Year for three consecutive years Storey Carpets Ltd currently operates scores of retail stores across 4 different channels via a central warehouse and distribution centre (Head Office) in Washington. Britain's largest independent floor coverings retailer is still a family run company with an 81 year-old tradition of offering outstanding value to customers combined with a vast experience of carpets and flooring.

The problem Storeys' rapidly expanding business required tighter controls over how their carpet fitting departments operated and the replacement of a pure paper based system. The scheduling of work was labour intensive and did not always fully utilise the resources of the fitter. The production of sub-contractor worksheets was manually driven, and subject to error and or misinformation. One of their major flaws revolved around fitter (subcontractor) invoices, which are in excess of £1 million per annum, again being paper driven and manually generated they were inaccurate and difficult to validate.

The solution – Project Trinity To incorporate the needs of their fitting departments and to provide a best practice robust solution i2B consulting developed a secure web based solution. The Electronic Fitting system (codename Trinity) offers an easy to use walk up interface tightly integrated with their bespoke back office Informix application.

Trinity is robust enough to incorporate the many complex rules associated with assigning a job to a subcontractor but simple enough to enable only minimum training. As the system is available online with real time integration all manual and time-consuming tasks have now been dramatically reduced.

The Benefits Trinity offers Storey Carpets many benefits including:

- Modular structure enabling complex security access.
- Viewing across the whole company at any time.
- Dramatic reduction of manual paper errors
- On the spot real time reporting
- Tighter control of sub contractor invoicing in the self-billing module.
- Maximum use of fitting resource
- Integration to their bespoke system
- User friendly
- Fully supported flexible environment for Stores to grow alongside.

"i2B are open, honest, flexible and very enthusiastic in their approach, a pleasure to work with."