Retail and E-Commerce

ERP Advisors Group (EAG) is one of the top independent enterprise software advisory firms for Retail and E-Commerce companies.

The online store itself is a software puzzle that can take a bit of decoding — is it for consumers only? Other businesses? Channel partners, dealers, distributors, or some other combination, requiring different item catalogs with different prices and discounts across sales channels?

Resolving the software pain points in an online or retail business can span a large range of purchasing and selling channel-focused software solutions.

At their core, retailers or wholesale distributors with an online store must have an order management system. Customer service phone representatives, sales reps in the field, and internet customers all need to have insight into inventory availability.

The ease with which an order can be entered or moved to fulfillment becomes a key point for automation as an online company grows. And with so many channels and distribution points, purchasing and warehouse management software must elegantly tie into the software ecosystem.

ERP Advisors Group can develop an e-commerce software strategy for your online, retail, or wholesale distribution company and implement a roadmap for these types of software initiatives.

Practical Deliverables

ERP Advisors Group will help your Retail or E-Commerce business define requirements, set your software strategy, provide a roadmap, conduct a diligent vendor selection process, and manage the entire implementation.

- **Develop Your E-Commerce ERP Strategy** We will define your needs and wants, as well as how you would ideally use new automated solutions across your entire company, whether you are a marketplace, B2B, B2C, single brand website, online retailer, warehouse, department store, supermarket, or an off-price retailer.

- **Select Your New Software** We will guide you through selecting the best fit, most cost-effective business applications, and implementation partners.

- **Implementation Project Management** After finalizing your E-Commerce ERP software and services contracts, EAG stays with you to oversee your implementation until you successfully go live. We will oversee integrations, data migration, change management, budgets, design and configuration, walkthroughs, training, testing, and go-live cutover and will provide executive and project sponsor support throughout the duration of your project.

- **Data Migration** We assist with all components of data migration: extraction, cleansing, transformation, and loading into your new system to ensure you have complete confidence in the accuracy of your data at go live.

Why Retail and E-Commerce Companies Upgrade Their ERP Software

Surveys across all of our Retail and E-Commerce clients reveal the most common reasons why they need new ERP to automate their business:

- There is a lack of visibility into pricing, including promotional prices. No systematic tracking of customer touches, potentially resulting in missed leads.

- No real-time inventory counts or website/product catalog integration into accounting or sales.

- Forecasting is too manual and is a time-consuming and inefficient process.

- If the company continues to grow and adds additional product lines/SKUs, it would be unable to continue using the manual processes.

- System limitation with tracking gain/loss on foreign currency translations with factory contracts.

- Manual tracking of orders is time-consuming and runs the risk of errors in transferring data from one spreadsheet or system to another.

- Order management inefficiently tracks pre-packs via spreadsheets with no systematic way of documenting which products are used by which.

- This creates more inefficiencies and difficulties downstream.

- Unnecessarily time-consuming and manual royalty tracking and calculation.

- Limited ability to produce out-of-box financial statements.

- Outdated or no systematic vendor tracking and analysis.

We liked working with ERP Advisors Group because of the wide range of things they have helped us with, along with the fact that they were personable, easy, and fun to work with. Since we're small, it was really nice to work with a group similar to our size. With other partners, they looked at our size and put us in the appropriate treatment category, but we never felt that with EAG.

Ted Ganio, CEO
Helinox

Retail and E-Commerce ERP Vendors

ERP Advisors Group will help you not only define your requirements but more importantly, we will bake in the best practices for your Retail or E-Commerce company into your Request for Information and Demonstration Script.

We conduct dozens of selections every year, equating to tens of millions of dollars in software and services sales. With our deep knowledge of Retail and E-Commerce ERP, we will help you find the right ERP for your company, AND the right professional services company to implement it.