

# SPECIALTY FOOD WHOLESALER

Despite the pandemic in 2021, this London Based Company had organically increased turnover by 20%. However, this growth had its challenges as the company did not have the correct operational and technological infrastructure to support their life cycle. This resulted in low employee engagement, management disagreements and time-consuming manual activities.

## Our approach

BIG refreshed their business strategy which included recommended changes to management structure; implementation of a more streamlined technological infrastructure to support the expected growth of the company and relaunch the company's main purpose.

In more detail, BIG implemented changes to E-Commerce portal to reduce manual workload, including set up of monitors within warehouse, rules-based shipping and integration with applications to enable efficient stock management.

## Before

- Low value, low return activities
- No clear staff responsibilities
- Inefficient fulfilment and e-commerce system creating customer dissatisfaction, costing the business money and reputation

## After

- Saving of 160 hrs/month from process re-engineering.
- Motivated employees with clear understanding of their purpose and goals.
- Enhanced their existing e-commerce platform to improve their customer journey which reduced costs and increase customer satisfaction