

Two decades of experience supporting the retail & wholesale sector

Expense Reduction Analysts (ERA) has been supporting the retail & wholesale sector for over two decades. Each of our specialist consultants has an intrinsic understanding of the need to meet the regulatory, best practice and competitive needs of our clients, whilst preserving the integrity of their work and support services. Delivering value through insight, we offer strategic advice and practical methods to optimise supplier relationships, as well as internal systems and operational processes.

Significant shifts in consumer spending and economic landscapes spell trouble for some retailers whilst creating sizeable opportunities for others. Successful retailers are the ones that update their business models to reflect the changing times and consumer behaviours, and these successors are (and will be) paving the way in the new era of retail.

Whilst every organisation is different, there are some common cost centres in which we've been able to support almost all retail & wholesale companies we've worked with over the years.

BANKING & PAYMENTS

When working with Linens Direct, consultant St John Rowntree achieved 41% savings in cash handling. The contract for cash handling was reviewed and following a detailed review of processes and seasonal requirements, a rationalisation of cash collections was recommended, resulting in the high saving.

"Altering contracts to ensure they were fit for purpose in this way has realised immediate and significant savings for the company, however, there were complex negotiations involved, requiring a degree of market knowledge that was not available within the business."



Ashley Long, Finance Director of Paul Smith Ltd, is constantly looking for ways of improving the already impressive profitability of the company. Paul Smith's Banking and Cash Collections were reviewed by Steve Whitlam and savings of 61% were identified. The company now receives regular KPI information relating to cash collections in each store.

"We had worked with Expense Reduction Analysts colleagues and we were delighted with the results obtained in the initial projects. We were keen to maintain the relationship, because we believe that by continuing to work with Expense Reduction Analysts our costs will be contained or reduced even further."

Paul Smith



PRINT

ERA initially met with F Hinds' Director, Neil Hinds, and as a result, Neil engaged Expense Reduction Analysts to review the company's expenditure on stationery where an average saving of 19% was achieved. Neil was very impressed and invited ERA to look at a further four cost areas. Printing was one of these cost areas and significant savings were found. ERA saved 22% on branch forms and 19% on Christmas catalogue printing.

"Expense Reduction Analysts not only highlighted that a profit improvement could be made using our existing criteria, but also enabled further profit improvements by changing the way in which we operated with our incumbent. Their professional service has helped secure significant profits within our business and we are continuing to work with them to reveal further areas where we can improve profit."

F.HINDS
JEWELLERS SINCE 1856

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Alex Maby, Group Finance Director, H&T Group, wanted to explore effective procurement to ensure best value was being achieved. Following a meeting with Paul Davidson of ERA, Alex felt the offering was a 'winwin' arrangement and subsequently engaged a team of ERA's specialist procurement advisors. Nigel enlisted Keith Copestake who has over 25 years experience in the office products and print category to improve H&T's process for ordering business print materials. Keith identified that the new supplier for office supplies could meet the client's needs for business print, allowing them to use the online ordering system. As well as being a convenient and more practical way of ordering, this has completely alleviated any distribution costs as the supplier is already making deliveries to the various stores. The supplier invoices upon usage of printed items which gives H&T a better use of their working capital as they don't have to pay upfront for their business print. In the marketing print category, H&T's promotional materials and exhibition equipment were being ordered from two different suppliers; Keith transferred this to the same supplier for office supplies and business print, streamlining the process and making it much easier to manage. Overall, ERA found savings of 44% in business print and 41.8% in marketing print.

"The value that the consultants brought to our company goes far beyond the cost savings they achieved. In particular, we felt that ERA actually became part of our team as opposed to simply acting on behalf of us. The level of detail the consultants provided was astounding and they were fantastic at keeping suppliers accountable."

H&Tpawnbrokers

OFFICE SUPPLIES

Mike Stevenson, Expense Reduction Analyst's Fulfillment expert, spotted an opportunity in UKFD's samples despatch operation. With over 300 samples sent out each day, the implementation of a more efficient process was overdue. By close observation, Mike suggested some procedural and procurement changes freeing up an extra 1-2 hours a day for the Samples Manager. Mike also identified a 16% postage tariff saving and a 50% reduction in the cost of the associated stationery.

UK **FLOORING DIRECT**

PACKAGING

Endon Lighting Ltd are one of the oldest established and most reputable companies in the decorative lighting industry. A blend of innovation, design, quality and value for money has established Endon Lighting at the forefront of the retail trade and electrical wholesale industry. Continuous investment in stockholding and warehousing capacity has enabled Endon Lighting to quickly develop its wholesale and retail businesses. Chris Dodd, Finance Director, engaged with ERA's team to review expenditure in Office Supplies, Packaging and Utilities. Expense Reduction Analysts undertook a forensic cost analysis of the expenditure in each of the project areas over the previous 12 month period to build a profile of usage. They then looked at how Endon were purchasing and matched the buying profile to the capabilities of the leading suppliers. Finally they examined Endon's management of the supply chain and put in place a monthly reporting structure on savings realised and service levels achieved. Greg Ward, Warehouse Manager, and Dan Clark, Purchase Ledger Supervisor, were delighted with the service received from their new suppliers. ERA found a 16% saving in bag packaging and a 19% saving in cartons packaging.

ENDON
Endon lighting and home



We see opportunities where you never thought possible.
So contact us today to discover the true potential of your business.

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