CASE STUDY: CONSUMER

Keytree digitally transforms and reinvents retail operations at Greggs

"Being in the office in the early hours with the team from Keytree to put this into production, and walking out shortly after going live, was a massive achievement."

— James Holmes, Program Manager for SAP® Transformation Greggs

THE ISSUE

Greggs has gone through significant change in recent years, transforming from a traditional bakery to a 'food on the go' retailer. This initiative, combined with aging legacy systems, was the primary contributing factor for the business change program.

THE SOLUTION

The digital transformation replaces a broad range of finance procedures including the management of contracts, suppliers, POs, and invoicing; plus improved processes for cash and banking, project accounting, and financial inventory. Keytree reinvented operations at 1,800+ outlets with change management, and training delivered to 16,000 employees via SuccessFactors.

Manufacturing, warehousing and shipping are fully managed and integrated with the downstream retail and inventory solution, replacing over 15 non-integrated individual systems throughout the supply chain.

THE IMPACT

- Simplified processes, greater visibility of information, and a procurement system that enables Greggs to buy better
- Transformation of the entire supply chain with the introduction of new processes
- Centralized and standardized core finance and procurement processes, along with improved ways of working
- A technology stack that to support future business growth
- Revolutionizing how more than 1,800 outlets order products
- Consolidate and/or retire several disparate and aging systems and solutions
- Create a single version of the truth for products, suppliers, customers and sites
- SAP-based processes standardized enterprise-wide, including POS integration, store inventory management, stock replenishment, production execution, bespoke customer orders, and stock counting
- A Learning Management System has modernized how 20,000 employees receive training

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QUICK STATS

- £1 billion annual revenue
- Founded in 1939
- Approximately 20,000 employees
- 18,000+ retail outlets

KINETIC ENTERPRISE PILLARS

Intelligent	✓
Clean	✓
Inclusive	
Responsive	

KINETIC ENTERPRISE DRIVERS

- 360 Consumer View
- Operations Agility
- Intelligent Spend

RISE WITH SAP

Business Process Intelligence ✓

SAP Business Network ✓

SAP Business Technology Platform

Tools and Services ✓

SAP S/4HANA® Cloud

Cloud infrastructure by choice

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- SAP Finance and Procurement
- SAP Retail, SAP F&R
- SAP® SuccessFactors®
- SAP® Ariba®
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