

RETAIL REVOLUTION

MAXIMIZING
BUSINESS VALUE
WITH TNP

TNP¹

For over 15 years, TNP Consultants has been a trusted partner, guiding its clients through a wide array of structural transformations, including operational, IT, digital, regulatory, cybersecurity, and data protection.

In the fast-paced landscape of retail technology, where online and physical commerce intertwine, staying ahead means embracing innovation. TNP's mission is to guide retail leaders in adopting agile, forward-thinking strategies. This enables them to navigate and lead amidst the rapid technological shifts, ensuring their businesses not only adapt but thrive in an increasingly digital marketplace. Like a tech company.

Your Challenges

In recent years, the retail industry has reached a pivotal crossroads, contending with a host of new challenges as consumer behaviors and technological landscapes undergo dramatic shifts. Industry leaders are now tasked with navigating this transformed terrain, where innovation and adaptability are paramount to survival and success.

Enhancement of Customer Experience and Omni-Channel Flows

Elevating the customer experience is now an imperative for retailers. Modern consumers demand unique, personalized interactions. Retailers are tasked with tailoring their offerings, simplifying the customer journey, and ensuring a seamless return process across all channels.

Central to this exceptional experience is the enhancement of the customer promise – a complex endeavor requiring transparency and consistent communication with customers throughout their journey, extending through delivery and post-purchase interactions.

Pioneering Digital Transformation

Retailers face intense competition and the burgeoning e-commerce sector. To overcome these challenges and enhance customer experience, they must continually improve their applications landscape with data and generative AI offerings for end-users.



How We Can Help You

Emerging technologies provide expansive functionality to meet these needs, including TMS/OMS systems and tracking tools that facilitate ongoing communication with customers during product delivery. Cloud transformation also introduces new capabilities for scaling and accelerates the time-to-market of products.

Navigating Regulatory and Compliance Constraints

The retail sector is increasingly subject to a complex web of regulations, encompassing personal data protection (GDPR), product and food safety standards, online payment regulations, waste management, store operating hours, and document dematerialization, among others.

Retailers must navigate these evolving regulations, which vary by country, to avoid penalties and adapt their operations proactively.

Modernizing and Optimizing the Supply Chain

To satisfy consumer expectations for prompt delivery, the modernization and optimization of the supply chain have become critical. Warehouse automation can significantly enhance logistics team productivity and efficiency, improving responsiveness to fluctuating demands. Additionally, cutting-edge technologies like IoT, data analytics, and blockchain are being employed to optimize inventory management, reduce costs, and improve traceability of deliveries.

In the current landscape of retail disruption, TNP stands as a strategic partner for retailers facing new realities. TNP's support for retail clients is multifaceted:

- We support retail stakeholders in the development and implementation of innovative target operating models.
- TNP consults with senior management on comprehensive cost reduction initiatives, drawing upon our operational excellence and technological expertise.
- We are a key partner in transformation programs that reshape businesses to face the retail industry's pressing challenges: integrating omnichannel strategies, reducing lead times, automating logistics, and fostering innovation.
- TNP provides support for the effective execution of regulatory and compliance responsibilities.
- We craft and deploy business-aligned IT solutions built on retail best practices, including ERP migration strategies and the implementation of best-of-breed business solutions (e-commerce, CRM, OMS, POS, WMS, TMS, MES, etc.).
- Our experts and advisors provide tools and methodologies to enhance data protection and cybersecurity measures.

TNP: Your Partner for Retail Tech Transformation



100+ CONSULTANTS WITH AN IN-DEPTH UNDERSTANDING OF THE RETAIL INDUSTRY



RENOWNED FOR DELIVERING TRANSFORMATIVE AND PERFORMANCE OPTIMIZATION PROGRAMS TO PROMINENT RETAIL LEADERS



ACTIVE PARTICIPATION IN TOP-TIER INDUSTRY CONFERENCES TO REMAIN AT THE FOREFRONT OF EMERGING MARKET TRENDS



WE ORGANIZE SIGNATURE INDUSTRY EVENTS (THE STORIES OF TOMORROW) THAT REINFORCE OUR REPUTATION AS A TRAILBLAZER IN THE SECTOR



ADOPTING A FLEXIBLE AND HYBRID END-TO-END APPROACH, WE OFFER TAILORED SOLUTIONS THAT RANGE FROM STRATEGY FORMULATION TO PRACTICAL IMPLEMENTATION, BACKED BY A SOLID KNOWLEDGE OF DIGITAL SOLUTIONS

Our Offerings

From the traditional to the digital era: retail is reinventing itself, placing digital transformation at the heart of its strategy to offer a differentiated customer experience and a future-oriented approach. By supporting key players in the retail sector, TNP is adding value to the retail industry with tailor-made solutions, fostering operational excellence, and spearheading digital transformation.

TNP's Comprehensive Solutions for Retail

TNP offers a broad spectrum of services tailored to the unique demands of our clients in the retail sector. Our expertise encompasses a holistic approach from business, operational, and sustainability strategies to achieving operational excellence. We guide our clients through digital transformation, ensuring alignment with regulatory, financial, and risk management requirements.



STRATEGY

- Design of tech-based target operating models
- Definition of new business models
- International expansion, M&As
- Sustainability and CSR
- Customer experience and loyalty



OPERATIONAL EXCELLENCE

- Cost reduction
- Supply chain optimization
- Warehouse management
- Stock optimization
- Topline growth
- Production efficiency
- S&OP and business planning



TRANSFORMATION PROGRAM MANAGEMENT

- Program and project management
- Digitalization of project management officers (PMOs)
- Change management



DIGITAL TRANSFORMATION

- Digital transformation strategy
- Process mining
- ERP transformation (incl. S/4HANA migration)
- Definition and implementation of best-of-breed solutions (eCommerce, CRM, OMS, POS, WMS, TMS, MES, etc.) and architectures
- Data management
- Reporting and data analytics
- Automation through RPA and Generative AI



COMPLIANCE AND RISK MANAGEMENT

- Finance and risk management
- Quality assurance and auditing services
- Data protection strategy (GDPR compliance)
- Cybersecurity advisory



Retailers should be cautious about staying on track with their digital transformation roadmaps, especially given the stringent constraints of an evolving ecosystem. They must navigate mandatory software upgrades and adhere to deadlines from software providers, notably SAP's planned cessation of ECC maintenance post-2027. Additionally, they must comply with regulations for dematerialization and non-financial reporting, such as those pertaining to corporate social responsibility (CSR). The industry's intense competition necessitates substantial technological monitoring.

To address these challenges, our focus is on four main areas of expertise: **S/4HANA Transformation, Process Mining, Retail best of breed solutions, and Sustainability and CSR.**

SAP S/4HANA Migration: Paving the Way to a Digital Future

TNP facilitates your S/4HANA migration, tailoring a digital strategy that complements your business growth and cloud transition, while leveraging new functionalities for added value. We streamline the process by adopting best practices, defining your SAP landscape, and guiding you through migration options and budget assessments for maximized ROI.

TNP's end-to-end services include:

- Identifying and exploiting value creation opportunities by leveraging new S/4 functionalities, particularly AI enhancements.
- Minimizing technical debt through the adoption of SAP recommended practices where pertinent.
- Determining the optimal application infrastructure by customizing SAP functional coverage and integrating best of breed solutions where needed.
- Constructing a detailed S/4 transformation project timeline.
- Assisting in the selection of the most suitable migration pathway (greenfield, brownfield, or bluefield) and cloud adoption strategy.
- Evaluating the investment required and the expected return on investment.
- Providing change management, from strategy and impact assessment to user training and continuous improvement, fostering seamless adaptation across your organization.

Accelerating Omnichannel and Operational Transformation with Retail Best of Breed Solutions

Our best of breed approach entails meticulously selecting specialized business solutions that address precise operational needs. This strategy diverges from relying on a single integrated product suite; instead, we champion the adoption of «best-in-class» specialized solutions from various vendors, integrating them seamlessly via API/middleware within an ecosystem.

The objective is to identify, advocate for, and implement superior digital solutions, such as WMS, POS, OMS, TMS, CRM, MES, and PIM. These tools are designed to boost operational efficiency and accelerate omnichannel transformation, while ensuring intelligent integration with the core ERP system.

TNP's service is structured around three primary project types:

- Optimization of the target IT architecture and landscape.
- Assistance with the selection and procurement of best-of-breed solutions.
- Project management and oversight for the implementation of best-of-breed solution projects.

Optimizing Operational Efficiency with Process Mining

TNP signed a strategic alliance with Celonis, a leading process mining software provider. Process mining tools dissect the real process flow within an organization, by analyzing data logged in the information system, thus presenting a true representation of operational execution. This technology translates activities logged by applications into actionable insights.

Use cases include :

- Achieving operational excellence through cost savings and profit maximization.
- Reengineering processes for transformation projects, such as S4/HANA migrations.
- Ensuring regulatory compliance adherence.
- Uncovering and capitalizing on automation potentials, including RPA implementation.
- Elevating the customer experience.
- Facilitating operational function optimization by employing action flows, alert systems, RPA, best practice reinforcement, business process reevaluation, and prepping for system transformation.

Pioneering CSR Strategy for Responsible Retail

The pivot towards sustainable business practices profoundly influences company business models. Essential to the success of this transformative journey are two pillars:

- Enhancing team awareness of environmental issues.
- Tracking environmental and social performance to establish new benchmarks.

TNP's sustainable transformation services encompass:

- Strategic shifts leading to a positive internal cultural change and refined performance metrics.
- Value chain transformation employing a comprehensive methodology from carbon footprint evaluation to action plan execution for operational functions.
- Redefining the use of financial, IT, HR, and energy resources.

In essence, we provide a holistic approach, merging established methodologies with adaptable expertise to cater to diverse industries and client needs.

Case Studies



LUXURY INDUSTRY

This global luxury group oversees the growth of a series of esteemed Houses in fashion, leather goods, and jewelry. With a dynamic and diverse workforce of over 40,000 employees worldwide, this group generated a revenue of 20 billion euros in 2022, cementing its status as a significant force in the luxury sector.

Challenges

The luxury group initiated a comprehensive global SAP deployment project to streamline functions including offering, supply chain, sales, and finance. The new SAP core model is crafted for utilization across all brands within the conglomerate. The project encompassed the establishment of a unified cross-functional logistics platform for the brands, centralizing replenishment processes for online sales, owned stores, and B2B customers.

Our Added Value

- Delivering transparent progress updates to the executive committee on the program's advancement.
- Orchestrating the project team's activities for all stakeholders.
- Ensuring the timely launch of the logistics platform in alignment with set deadlines.
- Guaranteeing seamless integration in accordance with the scheduled timeline for the interfaces incorporated into the program.



SPORTS RETAILING

This group is the market leader in athletic footwear in France, with over 250 stores in metropolitan France. As of December 31, 2019, the chain had around 300 stores in Europe and has accelerated its international development since 2018 in Spain, Belgium, and Portugal. The brand is also present in French territories outside of Europe through key franchises, particularly in La Réunion, French Guiana, North Africa, and the Middle East.

Challenges

The company set out to elevate its omnichannel presence by integrating Click & Collect services and Ship from Store functionalities. This strategic move required the adoption of an advanced Order Management System (OMS) and the modernization of the existing point of sale system to align with the brand's international expansion goals.

Our Added Value

- Meticulous operational project management, with a keen focus on effective budget utilization.
- Streamlining both projects to minimize disruptions for store teams.
- Phased delivery of functional batches to ensure seamless project progression.

Our clients

adeo

BEAUTY
SUCCESS

Carrefour



CELINE

Conforama

LACOSTE

L'ORÉAL

LVMH

PRINTEMPS

Logistics Modernization



FASHION INDUSTRY

This fashion retailer is a renowned French company in the manufacturing of high-quality clothing and footwear, specializing in outdoor products. The brand is recognized for its craftsmanship, durability, and commitment to environmental protection.

Challenges

In 2021, the company embarked on a logistics transformation program to consolidate control over B2C, B2B, and returns management by unifying stock and order preparation management. To support this transformation, the IT department launched a modernization project, integrating Warehouse Management System (WMS) and Transportation Management System (TMS) solutions.

Our Added Value

- Thorough analysis of supply chain workflows, specifically logistics and transportation, within the newly expanded warehouse framework.
- Evaluation of the existing IT infrastructure.
- Blueprint of the anticipated IT landscape, identifying applications for decommissioning, new interfaces for development, and potential ERP system ramifications.
- Benchmarking studies for WMS/TMS options and comparative assessment of top-tier solutions.
- Engagement with WMS/TMS providers, managing the tender process, demo schedules, and financial and business presentations. Strategic recommendations for optimal WMS/TMS solutions.

Sustainable Transformation



DIY RETAILING

This French holding company is one of the largest world players in the consumer goods decoration and DIY market, providing home life, tooling, and DIY supplies for individuals and trade across 1,000 points of sale in more than 20 countries.

Challenges

As a leader in home improvement, the group places its environmental impact at the forefront of its corporate social responsibility (CSR) initiatives. Embracing the future's ecological challenges, the company has pledged to a 'Positive Impact' strategy to engage their entire organization.

Our Added Value

- In alignment with the group's climate strategy, TNP played a pivotal role in operationalizing the plan to reduce carbon emissions by 50% by 2030, achieving carbon neutrality by 2050.
- We developed a robust methodology and created the Carbon Index, to gauge the carbon footprint of all products. This initiative fostered a sustainability mindset by incorporating these elements into employee bonuses and product selections.
- Initial rollouts in Europe have set the stage for a long-term commitment, underscoring TNP's dedication to driving sustainable change.



About TNP Consultants

Created in 2007, TNP is an independent and hybrid French consulting firm specializing in operational, regulatory, and digital transformations. With offices in Europe (France, Monaco, Italy, Luxembourg, Germany, Switzerland), Africa (Morocco, Tunisia, Ivory Coast, Gabon), India and the Middle East (UAE), TNP is involved in various dimensions and regulatory, operational strategy, information system, business and human capital and projects in many industries such as: banking, insurance, public sector and healthcare, transportation and logistics, industry, energy, and retail. Today, TNP employs 750 staff and consultants for a worldwide turnover of 100 million euros.



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