

CASE STUDY

AllSaints

MARKET SECTOR:
RETAIL



ALLSAINTS

Established in 1994, AllSaints is a high-quality British fashion house creating clothing and accessories for men and women. AllSaints collections are available from over 240 stores, franchises, concessions and outlets, across 28 countries worldwide.

The background

We asked AllSaints Audit Manager Paul Walker what benefits he had found since using Orridge compared to their previous suppliers.

How did Orridge overcome the issues that AllSaints had seen with previous suppliers?

“With previous suppliers we found there were frequent discrepancies with their reporting; items were missed by the stocktakers and not accounted for. Orridge have provide us with a solution whereby our stocktakes have now become faster and more accurate, and frequently without any discrepancies. Orridge provide us with top accuracy”.

What are the main benefits you have seen since outsourcing?

“AllSaints have been impressed with the efficiency and professionalism demonstrated by the Orridge team. The service levels are extremely good. Communication is excellent. This runs throughout the whole process. As simple as Orridge stocktakers arriving at our stores on time, without let-downs and late cancellations as we had experienced before with our previous supplier. This had a detrimental effect on our store managers. Whereas now this is something we no longer need to be concerned about. The staffing element is onpoint and fills us with confidence, as does the accuracy of the data we receive. Also the support from our dedicated client account manager is excellent. If we have any requests for a particular report or development they are quick to respond and the requests

are dealt with in a proficient manner.”

Orridge use the very latest hand-held wireless LAN technology to enable its stocktaking teams to scan barcodes with speed and accuracy. Orridge work hard to ensure that clients receive the best service possible enabling them to focus their efforts on increasing sales and enhancing stock efficiency.

To find out more about Orridge's Retail stocktaking services or to arrange a meeting, please contact:

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