



Giant Eagle is a supermarket chain with stores in Pennsylvania, Ohio, West Virginia, and Maryland. The company was founded in 1918 and today operates over 175 company-owned and 54 franchised stores. The company also operates 168 fuel station/convenience stores under the GetGo banner. The company also provides goods to the stores through wholly owned wholesale suppliers.

Customer challenge	Value proposition	Value imagined	Value realized
<p>With so many diverse businesses the CFO of Giant Eagle needed a team of specialist to troubleshoot and manage special projects that required a surge in resources.</p>	<p>Most internal resources are fixed and often times certain issues linger and go unresolved. This usually leads to a growing list of smaller issues that balloon into a bigger issue that eventually requires resolution and priority focus. It there a better way to handle these issues when they are small that requires less time and cost to resolve?</p>	<p>Working with our firm the CFO established a team of experienced consultants who could float to an operating company as needed and apply the right resources and expertise to these smaller issues.</p>	<p>The team worked on many projects over a three year period reducing the overall total cost to resolve these smaller issues than would have been the case had the issue been allowed to fester and eventually rise to the level of priority where limited internal resources were required.</p>
<p>The company's florist wholesaler which supplies fresh cut flowers to all the stores needed a better system to track inventory.</p>	<p>In the fresh cut flower business it is critical to control your inventories in order to make a profit. The company's legacy inventory management system was inadequate for dealing with perishable inventories.</p>	<p>The legacy inventory system was integrated into all the store ordering systems and could not be replaced. Instead a complimentary system for tracking inventory and controlling perishable was needed.</p>	<p>After a six month study of identifying the root cause of the inventory problems a new system which included manual and automated routines was designed and implemented. This new system reduced spoilage by 180% and returned the operation to profitability.</p>
<p>The company's retail promotion operation provides demos to all the stores. As the company grew it was necessary to implement an automated system for scheduling and tracking results of in-store demos.</p>	<p>The company was engaged in a period of growth which required the full focus and time of all the internal IT resources. This new system although important was two small to redirect IT resources away from other critical projects.</p>	<p>Any new system would eventually require ongoing support and maintenance from IT. A new database system was needed to provide smooth and accurate scheduling and result monitoring yet at the same time conformed to the company's standard for a smooth pass off to IT.</p>	<p>We designed, created and implemented a new scheduling and tracking system for retail promotions that conformed to the IT department standards. This new system replaced all the disparate manual routines in place and streamlined the whole process.</p>