



HR & IT IMPROVEMENTS FOR LEADING CANADIAN LUXURY RETAILER

BACKGROUND

The client was going through significant technological change. Many massive system implementations had caused long lead times for new applications for the business (more than 9 months). There was a direct need for a reduction in cycle time for creating new applications for the business.



APPROACH

- Developed and deployed a RAD (rapid application development) team within the luxury retailer across Canada
- Identified current state, pain points, and created a portfolio of 30 quick wins to support teams
- Created a custom intake mechanism to prioritize quick wins; portfolio size of significant cost savings
- Worked on 5 quick wins with over a 4:1 ROI on direct contribution back to the business
- Scoped out remaining 25 for the business

RESULTS

- TPG deployed RAD as a structured process and full-time team. The business will now use this model in many other areas of the business