

Project Examples

Gap Analysis

Gap Analysis is the foundation of our Business Alignment & Change Management process. The majority of our clients have benefitted from our expertise and approach in this area. This analysis serves as a detailed roadmap and provides best practices for moving forward with new technology. In addition, it provides a comprehensive cost/benefit analysis that identifies expected investments and returns.

Business Alignment & Change Management

Our Business Alignment & Change Management process promotes the utilization of teams to manage cross-functional projects while enabling communication throughout the organization. Regardless of the size of the client, Impact 21 Group's business alignment teams and clear communication protocols have proven to streamline implementation of technology.

Learning & Development

Developing a learning program that is easy to deploy eliminates much of the confusion during the implementation of a new system or business process. The capability to create and maintain a solid learning and development program, as well as the mechanism to communicate that program, is priceless to the client and their customers. One of our clients, a major oil company, relies on our Learning and Development strategies, programs and facilitation to accelerate their implementation of a new back-office system to all channels of trade, including franchise, company-operated and commissioned agents.

Requirements Analysis and Solutions Sourcing

For many of our clients, finding the appropriate solution is a challenge. Impact 21 Group has helped many clients work through the process of selecting new hardware, software and/or support services with our proven approach to technology evaluation and selection. By providing options using a solution-neutral approach, our clients are empowered to make decisions based on their unique requirements and preferences. Our experience with industry specific requirements and solutions include the following: Reporting & Business Intelligence, Back-Office, Home Office and Point of Sale, Warehouse Management & Supply Chain, Loyalty, Labor Management and much more.

Go to Market Strategy and Analysis

Our Go To Market Strategy has been put into action in the convenience channel for a large fresh food manufacturer, an international POS company, a large credit card company, a large solutions provider, a national POS company, and an emerging payment processor. Because we work with a variety of retailers, manufacturers and solution providers, we are uniquely qualified to recommend the most efficient strategies for our clients' products/services. Our comprehensive study provides clients with a unique blend of market analysis, customer segmentation, product/service positioning and account planning within this important channel.

Clients



Retail Management & Automation

Major oil companies and independent retailers are reaping the rewards from the use of our 13-Step Merchandise Management Process, Fuel Management Process and Workforce Management Process. Documenting processes, workflows and policies & procedures is the first step toward “connecting the dots” for many clients by integrating the use of technology to how they run their business. We continue to support all clients in these areas as change occurs in their business. These processes are the basis of the Learning and Development programs for each area of focus.

The NACS Category Management Framework – Introductory & Advanced Courses are offered several times per year and are highlighted on Impact 21 Group and NACS websites. Over 500 retailer and suppliers have attended these sessions over the past 10 years, which are developed and facilitated by Impact 21 Group

Credit Network Conversions for two large branded wholesalers/licensees, including upgrades to existing site infrastructure and POS due to PCI compliance

Discovery Process for a data warehouse design project for a mid-size retailer

Solutions Requirements & Enhancements with several solution providers on various aspects of their retail products

Developing a compliance solution for a large retailer to manage all site permits

Technology Strategy & Integration Plan for a small chain, looking to grow and franchise their offering

Supply Chain projects for a major oil company and mid-size retailer to analyze opportunities for changes in their current supply chain. This includes distribution options such as self, proprietary, wholesale comparisons (RFPs) and leveraging vendors to increase delivery frequency at stores, increase in-stock position and reduce overall costs