

## Impact Group Strategic Success Story

# MOBILE PHONE SCREEN REPAIR SOLUTION

Impact Group helped a large retailer develop an in-store inventory management solution to support its new Samsung screen repair business.

## BUSINESS DRIVER

The In-Store Services Business Team of a big-box retailer was looking to expand its overall in-store OEM (Original Equipment Manufacturer) mobile phone repair business. After the successful roll-out of in-store screen repairs for Apple's iPhones, the retailer rolled-out a pilot of a similar service for Samsung phones, to have "first mover advantage" by offering screen repair services for both Apple and Samsung devices. Unfortunately, the retailer did not have a suitable Inventory Management system available. Samsung offered the use of its Order / IM system, but using it was cumbersome and not scalable. The retailer wanted an easy-to-use process for in-store personnel via an existing order management system as the front-end, while building out new back-end functionality in the Oracle e-Business Suite (EBS) Inventory / AP / AR system.

## APPROACH

Impact Group Consultants served in Program Manager, Oracle EBS Functional SMEs, and Oracle EBS Developer roles for a project to build out the required functionality. We worked closely with the client's key personnel to understand the detailed business requirements and created the workflow for this effort. Impact Group utilized our proven program management methodology to oversee the project, which included the development of all deliverables, performing change management, and owning the project risk. The Oracle system communicates with Samsung's systems via WebServices



## RESULTS

Impact Group helped our client scope, develop, test and roll-out new Oracle EBS Inventory / AP / AR system functionality to support the in-store Samsung screen repair business. This project was delivered on-time and on-budget. Specific results included:

- Provided a scalable solution for the repair creation and part utilization process
- Significantly reduced repair process time by reducing time spent using the system
- Company-owned inventory is now managed by an internal IM system
- Provided visibility to repair orders along with part utilization
- Streamlined the warranty claiming process with Samsung

## ABOUT

Impact Group's Strategic Services Practice is an IT and management consulting firm dedicated to delivering customer-focused, high-value, world class solutions. We help clients improve their business results through Strategy and Assessments engagements provided by highly experienced program / project management and subject matter expert consultants.