

Safeway streamlines operations with TradeBeyond

TradeBeyond implemented a fully integrated solution that delivers a complete sourcing, order, quote and PLM system

The Challenge

Despite being one of the largest retailers in North America, Safeway operates in a highly competitive arena where margins are under constant pressure and consumers are relentless in their demand for quality products at low prices. To meet this challenge, Safeway is focused on reducing costs, streamlining workflow processes and expanding their direct sourcing and private label programs. Among the process issues that Safeway faced were challenges with order planning and execution, including manual procedures and high error rates with orders. Supplier collaboration was also a big issue, with tendering and supplier onboarding not running efficiently. Safeway was challenged to meet high quality standards and compliance with regulations such as ISF 10+2. As a result, the retailer identified the need for a system that could manage many of these issues and also integrate with existing systems.



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Snapshot

Customer: Safeway

Retail Sector: Grocery

Business Need: More efficient supplier onboarding; smarter tendering; reducing order mistakes caused by manual processes

Solution: A cloud-based multi-enterprise platform that automates tendering and streamlines order planning and quality assurance

Result: Safeway is managing suppliers, quality control, and compliance more efficiently than ever and has greatly improved margins

About Safeway

Safeway is one of the largest American supermarket and general merchandise chain retailers, which became a subsidiary of Albertsons in 2015. With the supermarket space facing fierce competition from both general merchandise and dollar stores, Safeway put greater focus on streamlining their operations and improving margins through expanding their assortment of private label offerings.

The Solution

To address their ongoing challenges Safeway put out a tender to find a third party vendor with an appropriate solution. After reviewing a number of solutions, TradeBeyond was selected, based on extensive experience supporting some of the world's leading supermarket and general merchandise chains such as Migros, ICA, Home Retail Group, Kmart and others. Safeway was also drawn to the latest generation of TradeBeyond offered as a SaaS version in the Cloud, with a number of features such as a social forum to support collaboration and advanced dashboard tools to enable management by exception. By implementing TradeBeyond, Safeway is able to streamline their end-to-end sourcing, order, logistics and finance processes. TradeBeyond also automates the tendering process and facilitates order planning and execution. The TradeBeyond Supplier Collaboration tool helps Safeway manage onboarding, quality assurance and inspections and also compliance with ISF 10+2 and other regulations.

The Results

By utilizing TradeBeyond, Safeway will not need to invest in additional hardware, infrastructure and resources. Supplier management, quality control and assurance and compliance are easier to manage and improve with the TradeBeyond Supplier Collaboration tool. Safeway has achieved greater operational efficiency with a streamlined supply chain flow. Manual data input is reduced, bringing greater productivity to the workforce and less need for additional resources. Greater automation is achieved across a number of processes, such as tendering, supplier onboarding and quality assurance. As a result of these operational changes, Safeway is rapidly expanding their direct sourcing and range of private label, putting the retailer on track

Key Benefits

- Improved internal and external communication and
- Streamlined sourcing, order, logistics and finance functions
- Automation of tendering process and more efficient order planning
- Improve supplier collaboration, quality assurance and compliance
- Seamless integration with existing systems

“We see our solution as a bridge and a harmonizer between the retail client and their supplier. Both sides benefit through having full visibility into all their information exchange, freeing up their time to focus on building their business.”

— Michael Hung,
CEO, TradeBeyond

