upshop

Streamlining Financial Inventory to Modernize Operations & Reduce Labor Hours

98%
Forecasting Accuracy

Improved Labor Efficiency

3-5%
Increase in Sales

"Combining expanded Upshop ordering capabilities along with other initiatives across the organization for the fiscal year 2020 we saw significant growth in sales compared to last year on items in meat, seafood, and the produce departments. We also experienced notable reductions in known loss % to sold."

giant eagle.

Erin Frey
Manager of Fresh Item Management

Giant Eagle, Inc. is an American supermarket chain with stores in Pennsylvania, Ohio, West Virginia, Indiana, and Maryland.

Giant Eagle operates more than 400 retail locations, ranging in size from 120,000 square-foot supermarkets to small neighborhood markets and fuel and convenience locations.

The Challenge

Giant Eagle had a strong desire to promote innovation, challenge conventional practices, and provide consumers with a unique in-store experience that set them apart from their competitors. However, they faced several obstacles, including inadequate functionality in their internally developed system.

Prior to engagement with Upshop, Giant Eagle's previous system required manual intervention, leading to costly errors and missed opportunities. For instance, if a store employee lacked the knowledge to transmit and authorize an order, the store failed to meet its on-shelf availability goals.

To optimize their on-shelf availability (OSA), they required an automated ordering system that would assist their leaders in managing inventory, production, shrink, and recipes.

The Solution

Impressed with its robust ordering automation capabilities, Giant Eagle selected Upshop as their fresh item management technology partner.
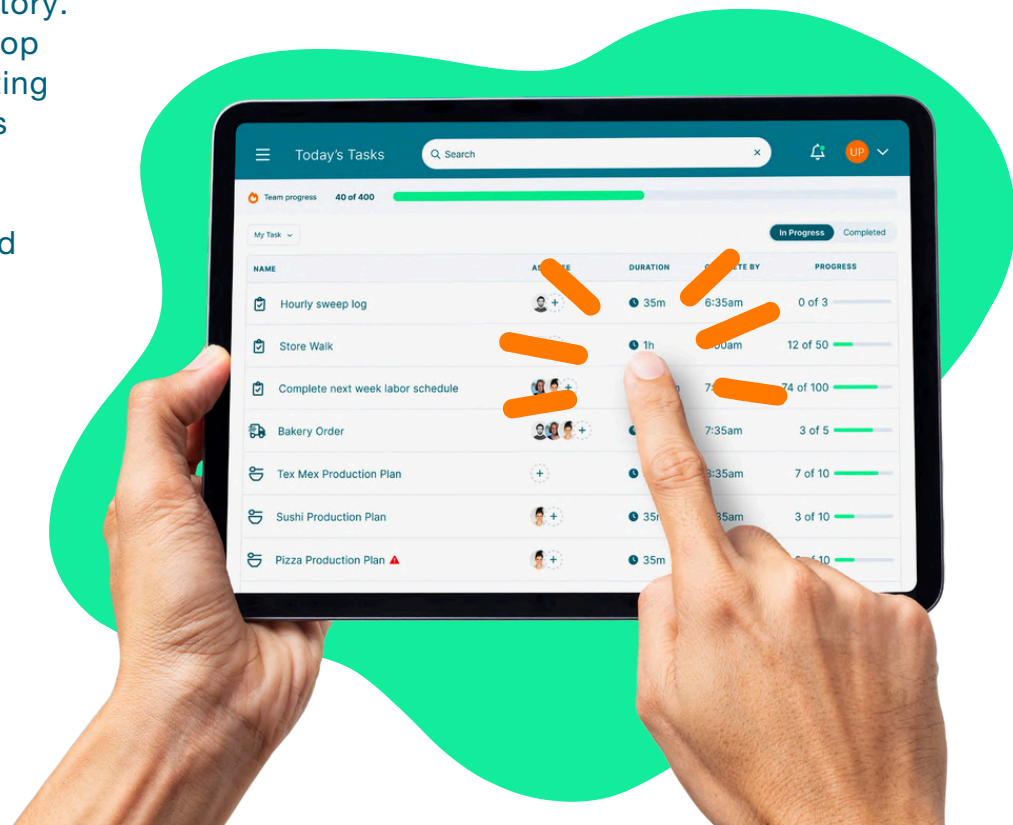
Upshop's fresh ordering solution uses intelligent forecasting to track historical sales patterns for all sales channels, product price, promotion type, holiday, seasonality, cannibalization, and expected balance on hand at the time of delivery to proactively recommend ordering quantities.

Upshop tracks yield as backroom ingredients are transformed into sellable products to support its grinds and prepared food program further.

The Results

With Upshop, fresh food transformation can now be tracked and taken into account to determine when an item sells. This automatically triggers the system to order and make sure that the freshest in-store products are available.

Production data from scale labels can be captured appropriately for real-time insight into product inventory. Since implementing Upshop and gaining 98% forecasting accuracy, Giant Eagle has seen an increase in sales compared to its previous year in meat, seafood, and produce categories.