



# CASE STUDY

## CLIENT

**Jewellery Store Chain**

**Industry:** Retail (Jewellery)

**Scope:** RGIS U Count Testing at Selected Locations

*With over 20 years of partnership, RGIS remains the jewellery store chain's strategic choice for outsourced inventory management.*



## CONCLUSION

The jewellery store chain, a valued and long-standing RGIS customer, continues to rely on independent inventory solutions to safeguard its valuable stock. The U Count trial has demonstrated the solution's capability, with the customer likely to consider expanding its use for departmental counts across its brands. This collaborative approach to technology testing reinforces the strong partnership between RGIS and the jewellery store chain and showcases the potential of U Count to revolutionise jewellery inventory management.

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## TESTING INNOVATIVE INVENTORY TECHNOLOGY FOR ENHANCED JEWELLERY STOCK CONTROL



## CHALLENGE

A jewellery store chain required a dependable, independent stock control solution to ensure inventory accuracy across its UK operations. With valuable items at stake, inventory precision is critical to the business's success. As a long-standing RGIS client, the jewellery store chain agreed to trial RGIS's new U Count technology, aiming to assess its effectiveness and user-friendliness within a live retail environment.

## WHY RGIS?

With over 20 years of partnership, RGIS remains the customer's strategic choice for outsourced inventory management. This collaboration has enabled RGIS to conduct live tests for new solutions, with the jewellery store chain providing valuable feedback to refine and enhance these services. The mutual trust between RGIS and the customer made this trial an ideal opportunity to showcase and test the new U Count solution.

## OUR SOLUTION

RGIS introduced the U Count solution, designed to improve accuracy and efficiency in inventory processes:

- **RGIS U Count:** An innovative self-scan solution for retailers to undertake their own stocktake process, the jewellery store chain utilised RGIS's industry leading software platform to count their own inventory using any handheld device or via rented handheld devices from RGIS.
- **U Count Implementation and Testing:** RGIS deployed the U Count technology to assess its compatibility and functionality within the customer's stores. Using tablets, scanners, and figure lasers, the RGIS team conducted a controlled test in the backroom areas to capture and validate inventory data.
- **Live Feedback and Adjustment:** The customer's team, led by their representative collaborated closely with RGIS to offer feedback on the system's usability, highlighting minor adjustments to enhance the user experience.

## RESULTS

- **Positive User Feedback:** The jewellery store chain was impressed with the intuitive interface and ease of use of the U Count software and figure lasers. The live test provided critical insights, allowing RGIS to refine the solution based on customer perspectives.
- **Minor Adjustments Identified:** As with any initial test, minor adjustments were necessary to optimise functionality. These refinements, based on the customer's feedback, will strengthen the U Count solution for future implementations.
- **Enhanced Inventory Solution:** The successful trial highlights U Count's potential to improve inventory management in high-value retail environments. The system's positive reception has laid the groundwork for future applications, including periodic department-level counts to maintain stock accuracy throughout the year.