

# Client Reference

## Supermarket / Retail Sector

### Contractor Management



## Client Background

Our client is one of the largest supermarket retailers in Africa, operating from more than 2,500 outlets under 15 brands.

Their goal is to provide all communities on the continent with access to food and household items at an affordable price, while shopping in a world-class environment with exceptional service.

Maintaining the infrastructure to provide this service requires a full time physical asset management partner. Our client has partnered with Pragma to render this service at two of their 15 brands (around 400 outlets) throughout most of South Africa. This partnership has been in place for more than six years.

Pragma manage both their assets and the responsible maintenance contractors.

## Key Challenges

- Standardised communication to over 200 contractors
- Channelling feedback to the correct departments
- Contractor allocations:
  - to new stores
  - changes in current stores
  - risk analysis and mitigation of work overload
- Motivating contractors to improve their services
- Modifying EAMS (On Key) to serve retail requirements
- Invoice verification efficiencies
- Contractor rates negotiations

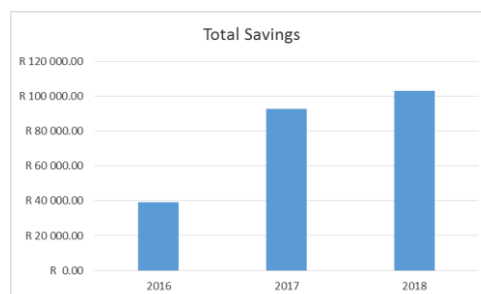


## Value Add

- Projected R3,247,500.00 saved on labour rates through negotiations with new contractors
- More than R100,000.00 saved through resolute work order recall management for the period July 2017 to February 2018 (eight months)
- Comprehensive breakdown of work orders measured in Key Performance Indicators (KPIs), assisting in focused service improvement
- Material cost benchmarking
- Contractor feedback platform to optimise administrative processing
- Contractor allocation tools aligned with standard On Key import templates
- Invoice verification tool and process improvement:
  - 69% increase in invoices with only 29% increase in administrative resources
  - 100% SLA adherence



**Savings through active management of recalls**



## Pragma Intervention

- Having a culture where we are constantly looking to add value, we regularly work on continuous and focused improvement projects.
- Creating and using a variety of tools, we collect and analyse data to identify trends, isolate root causes and action improvement plans, improving efficiencies of operations and administrative teams.
- With a dynamic client, regular change management exercises are needed to ensure all stakeholders are up to date with what is expected of them.
- Relationship management between contractors and the client is often challenging, but each case is handled with a pragmatic approach to settle it amicably.

## Tools and Technology

- On Key Enterprise Asset Management System
- Crystal Reports
- ACC AMM
- Microsoft Excel
- Google forms