

REDWOOD



**STAPLES®**

## FASTER ACCESS TO INFORMATION

Staples uses Redwood Report2Web® to support global coordination.

### KEY POINTS

- ▲ Staples faced high costs and slow results as it manually gathered critical sales and operational information across various technologies and applications.
- ▲ Timely daily reporting was virtually impossible. The resulting latency kept important information from business users.
- ▲ Report2Web now automates report distribution and has dramatically cut processing and distribution time.

### RETAIL INTELLIGENCE



Staples, Inc. is an \$11 billion retailer of office supplies, business services, furniture and technology to consumers and businesses, from home-based businesses to Fortune 500 companies in the United States, Canada and Europe. The company has approximately 53,000 associates serving customers through more than 1,400 office superstores, mail order catalogs, ecommerce and a contract business.

Staples runs a variety of business applications including Oracle Financials, PeopleSoft and more across a mixture of platforms including UNIX, AS/400 and VMS. Reports generated from these systems, together with a large number

of Microsoft Word and Excel® documents, result in over 795 distinct published documents for distribution, each with a varying number of versions. Manual effort was originally at the heart of Staples' information distribution program.

Some reports were extracted from source systems, manually manipulated to pull out individual store reports, and then distributed via email. Christine Harrington, IS Manager, explains: "By manually manipulating the reports, we were losing valuable time and causing a delay in getting the information out to the business users. Daily sales report distribution was virtually impossible. We knew that we could do things more efficiently."

## AN IDEAL SOLUTION



Harrington says: “We evaluated five products in total with three of them making it to the short list. The requirements ranged from the ability to combine multiple report sources into one report to the ability to search and find the reports you were looking for. Redwood’s Report2Web content and report management solution, scored consistently higher than the other solutions, especially in the areas of security and report distribution.”

Today, Report2Web is used as a central repository for all of Staples’ disparate sources of information. Users can view their information on any web browser. Most of the reports are automatically distributed to the end user through Report2Web’s subscription feature.

“We have approximately 2,000 end users accessing the information that they are authorized to see,” says Harrington. “The stores access their reports while headquarters has access to corporate reports. The content distributed ranges from financial information to operational and HR reports. Report2Web helps us control all versions of the reports.”

“We find the Burster feature invaluable when distributing information to our stores,” says Harrington. “Our P&L report is a 7,000- page document that is split into individual three to four-page views for each store. This saves us time in not only having to manually separate the 7,000 pages but also in being able to get the information to the stores faster.”



Report2Web provides Staples with a cost-effective way to electronically distribute operational and management reports to our retail stores and corporate headquarters. We are highly satisfied with our enhanced ability to deliver information quickly and securely to a wide audience.

—Britt Hed, IS Director, Staples



## BUSINESS BENEFITS



Report2Web gives store managers one-stop access for all their reporting needs. Harrington says: “With Report2Web in place, we have saved one week in payroll processing time. Making amendments is now a simple task that can be done within our schedule. Before, amendments had to be made in the following month.”

Harrington concludes; “As a result of Report2Web, we have saved a large amount of real estate in the original data center and report printing has been decentralized to the stores,” she says. Managers print only what they need. “We save thousands of dollars per year in paper alone. We’re confident that Report2Web was one of the greatest investments we ever made.”