

# Case Study

## Empowering Retail Performance at ADCS

Trident Implements LS NAV ERP and Support to Strengthen Operational Agility



**Industry:** Retail

**Location:** UAE

**Solution Implemented:** LS NAV & Support

### ABOUT CUSTOMER

ADCS is a prominent retail enterprise based in the UAE, offering a wide range of consumer goods across multiple outlets. Known for its commitment to customer service and operational excellence, ADCS continues to expand its footprint, necessitating a robust and integrated system to manage growth, improve efficiency, and enable data-driven decisions.

### CHALLENGES

#### ADCS Faced Several Operational and Systemic Challenges During Expansion

- **Disjointed Legacy Systems** – Multiple outdated platforms led to inconsistent data and poor coordination between departments.
- **Inventory Discrepancies** – Limited stock visibility across locations caused overstocking, understocking, and lost sales.
- **Manual Procurement and Sales** – High dependency on manual work caused frequent delays and human errors.
- **Disconnected POS & Back Office** – Lack of real-time sync between front-end and back-end impacted customer service.
- **Limited Business Insights** – Absence of real-time reporting and analytics slowed down strategic decision-making.
- **Scalability Limitations** – Existing systems could not keep up with ADCS's retail expansion pace.

### SOLUTION IMPLEMENTED

#### Trident Provided a Seamless LS NAV ERP Deployment and Ongoing Support for ADCS

- **LS NAV ERP Implementation** – Unified finance, sales, inventory, and retail operations into one cohesive system.
- **POS Integration** – Synchronized pricing, promotions, and customer data across all retail outlets in real time.
- **Advanced Inventory Management** – Enabled real-time tracking and smart replenishment of stock to reduce losses.
- **Automated Procurement Workflows** – Streamlined vendor interactions and minimized manual purchase order processing.
- **Analytics & Reporting Dashboards** – Delivered actionable insights through role-based reports and KPI dashboards.
- **Support & Optimization Services** – Provided continuous support to ensure smooth functioning and performance improvements.

### BENEFITS TO CUSTOMER

- **Improved Inventory Accuracy** across all stores, minimizing stockouts and overstocking.
- **Streamlined Retail Operations** resulting in increased productivity and better store coordination.
- **Faster Customer Service** through integrated POS and centralized data access.
- **Real-Time Business Insights** to support fast, strategic decision-making.
- **Reduced Operational Costs** by automating procurement and reducing manual intervention.
- **Scalable Technology Backbone** capable of supporting current and future growth.
- **Higher Staff Efficiency** through simplified workflows and better resource management.

### CUSTOMER TESTIMONIAL



“Trident’s LS NAV implementation has significantly improved how we manage our business. From inventory control to daily store operations, everything is more efficient and synchronized. Their support has been exceptional throughout our transformation journey.”

– IT Manager, ADCS

### TRIDENT INFORMATION SYSTEMS



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