



Driving Retail Excellence at Istanbul Hypermarket

Trident Implements LS NAV ERP to Optimize Operations and Enhance Customer Experience

Industry: Retail / Hypermarket
Location: UAE
Solution Implemented: LS NAV ERP & Support



ABOUT CUSTOMER

Istanbul Hypermarket is a leading retail chain in the UAE, offering a wide variety of grocery and household products catering to a diverse customer base. Known for competitive pricing and extensive product selection, Istanbul Hypermarket operates multiple outlets and focuses on delivering quality and convenience to shoppers. To sustain growth and improve operational efficiency, Istanbul Hypermarket sought an integrated technology solution.

CHALLENGES

Despite Strong Growth, Istanbul Hypermarket Faced Several Operational and Technology Challenges

- **Disparate Systems** – Fragmented IT infrastructure caused delays in inventory updates and inconsistent sales reporting.
- **Inventory Management Issues** – Difficulty tracking stock levels across outlets led to stockouts and excess inventory.
- **Manual Procurement Processes** – Procurement workflows were slow and error-prone, affecting supplier relationships and costs.
- **Limited Customer Insights** – Lack of unified customer data restricted targeted marketing and loyalty initiatives.
- **Slow Financial Reporting** – Month-end closing and compliance processes were cumbersome, delaying decision-making.

SOLUTION IMPLEMENTED

Trident Delivered LS NAV ERP and Support to Transform Operations

- **Integrated ERP Platform** – Unified finance, inventory, procurement, and sales operations into a single system for consistency and real-time data.
- **Advanced Inventory Management** – Real-time stock tracking across all outlets minimized stock discrepancies and improved replenishment.
- **Automated Procurement** – Streamlined vendor management and purchase orders through automated workflows, reducing errors and delays.
- **Customer Data Management** – Centralized customer profiles and purchase history enabled personalized marketing and loyalty programs.
- **Financial Automation** – Accelerated financial closing and compliance with automated processes and real-time reporting.
- **Continuous Support & Training** – Provided ongoing training and technical support to ensure smooth adoption and maximize ROI.

BENEFITS TO CUSTOMER

- **Improved Operational Efficiency** through unified systems and automated workflows.
- **Enhanced Inventory Accuracy** leading to reduced stockouts and optimized stock levels.
- **Faster Procurement Cycles** minimizing costs and improving supplier relationships.
- **Better Customer Engagement** via personalized marketing and loyalty initiatives.
- **Timely Financial Insights** enabling faster, data-driven decisions.
- **Scalable Infrastructure** supporting future growth and expansion.
- **Reduced Manual Errors** leading to higher data accuracy and staff productivity.
- **Improved Employee Satisfaction** due to simplified processes and better tools.
- **Enhanced Compliance** with automated financial controls and audit readiness.

CUSTOMER TESTIMONIAL

“Trident’s implementation of Microsoft D365 F&O has taken our backend from patchwork to powerful. It supports the precision and personalization our brand stands for, and the difference shows in our operations and customer feedback. We finally have the control and insight we need to scale with confidence.”

— Founder, PicPax

TRIDENT INFORMATION SYSTEMS

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