



CASE STUDY

Streamlining Operations and Saving Costs with Document Management at ShopRite Delaware Supermarkets



Overview

Wakefern Corporation, the largest retailer-owned supermarket cooperative in the United States, continues to deliver uncompromising wholesale services to independent retailers in the Northeastern U.S. Among these are the Kenny Family ShopRites, the premier supermarket retailer of Delaware, known for their extensive product mix and innovative services.

As part of their expansion, the Kenny Family ShopRites of Delaware recently opened their largest store, hiring over 200 new employees. To efficiently manage this growth, they implemented KDI's document management solution, streamlining their employee onboarding process and enhancing operational efficiency.

Introduction

Organization: ShopRite Delaware Supermarkets, part of the Wakefern Corporation
Industry: Retail/Grocery
Location: Delaware, USA
Technology Partner: KDI Office Technology

Challenge

Opening a new store required onboarding over 200 employees, leading to a significant increase in paper use due to traditional, paper-intensive processes. This not only created physical storage issues but also wasted time and resources that could be better spent on serving customers and improving store operations. The organization needed a solution to digitize and simplify these processes while ensuring compliance with strict document retention policies.

Solution

By implementing KDI's document management solution, the Kenny Family ShopRites transformed their document management in both Human Resources and Accounting departments:

- Human Resources: The document management solution and digital eForms replaced paper-based New Hire packets, eliminating the need for physical storage and reducing paper waste. New Hire packets are now automatically routed and indexed, improving efficiency and saving on storage costs.
- Accounting: Vendor invoices and Western Union-related documents are stored digitally, streamlining accounts payable and receivable processes. This reduces the need for physical storage and simplifies compliance with retention requirements.

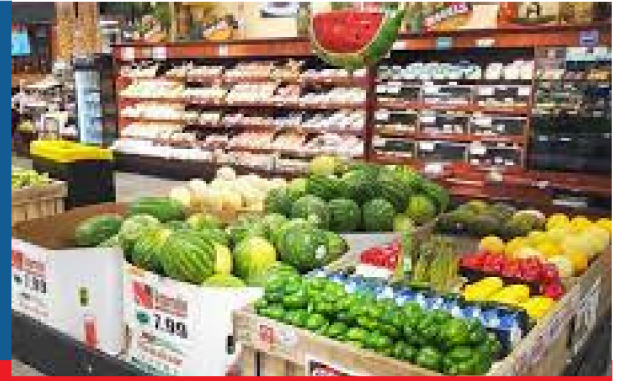
Key Benefits

- Efficiency: The document management solution reduced the time spent processing New Hire packets and managing documents, freeing staff to focus on customer service and other core duties.
- Space Savings: Digitizing documents cleared an entire basement of boxes, allowing for better use of physical space.
- Improved Organization: The solution provides a secure and easily searchable digital repository for documents, ensuring quick retrieval and enhanced compliance with legal and organizational requirements.



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Ben Simons at the Kenny Family ShopRites, recommends the solution for its versatility and effectiveness:

I would definitely recommend the document management solution, especially because of its versatility. It's unique in how it can be totally customized to however the end user wants to make it. It can be as simple or as complex as needed but ultimately the end result is that it saves you time, it helps you stay organized, and it's secure, digital storage."

Ben Simons

Information Technology Manager

Results

- Paper Reduction: By digitizing processes, the organization significantly reduced paper consumption, aligning with their green initiatives.
- Increased Productivity: Both the Human Resources and Accounting departments experienced boosts in productivity by automating and digitizing their workflows.
- Enhanced Community Reputation: The supermarket's commitment to environmental responsibility and efficient operations positively impacted its reputation in the Delaware community.

Future Plans

The Kenny Family ShopRites plans to extend the use of the document management solution to other departments, including Loss Prevention and Pharmacy, where they anticipate further improvements in record-keeping and operational efficiency.

Conclusion

The Kenny Family ShopRites of Delaware successfully leveraged KDI's document management solution to enhance their operational efficiency, reduce costs, and support their community-oriented and environmentally conscious mission. As a result, they have set a standard for innovative and responsible business practices within the grocery retail industry.