



SYNERGY 2016
EXPERIENCE 2020

Unified Grocer Presentation

Susan Boyme, NCR, Solution Director
Gary Herman, Unified Grocer, CIO

Agenda



NCR Master Data Management (MDM) Journey

- Market Trends
- Evolution
- Check list to finding the right MDM



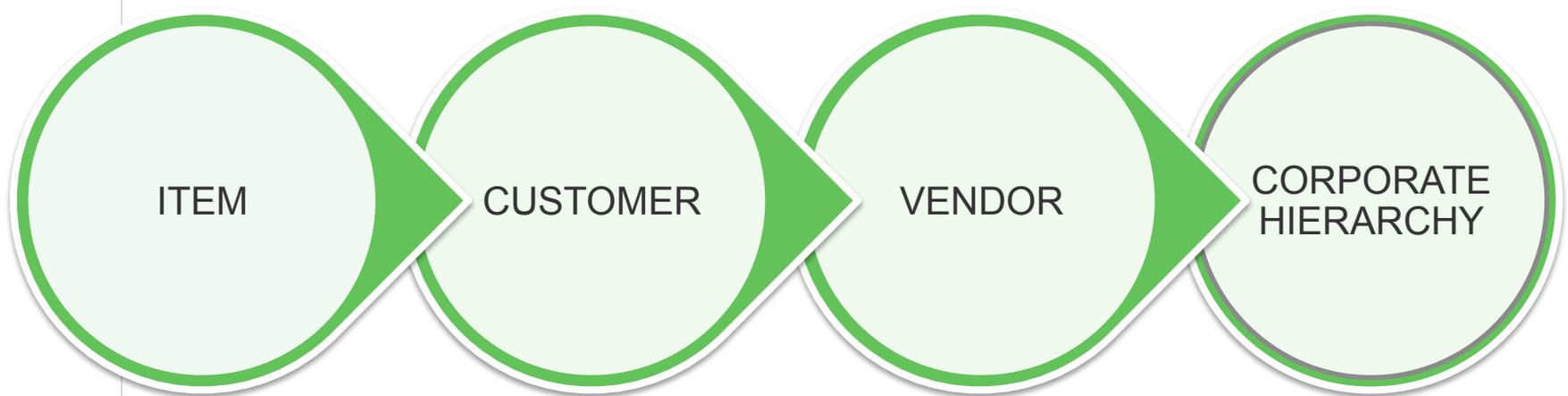
Unified Grocer's Journey

- Organization approach to Power + Platform & MDM
- Benefits Gained

Let's Start with a Common Definition

In other words, ONE version of the truth

- **Master Data Management (MDM)** is a technology-enabled discipline in which business and IT work together to ensure the uniformity, accuracy, stewardship, semantic consistency and accountability of the enterprise's official shared master data assets.



The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Gartner Insights - Master Data



Gaining increased awareness with Big Data Concept & IoT



Poor data costs average businesses \$13.5 BILLION annually and growing



Data scientists spend up to 90% of their time cleaning raw data

The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Garter Insights - Master Data

MDM Systems help prevent bad data, but should provide:



Immediate access to data in real time with complete history



Visibility across the enterprise



Adapt to changes in data volume and data types to ensure proper validation



Deploys quickly and automatically

The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Tracking Product Data from Source to Customer





The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Unique Challenge with Food Master Data

- High SKU Count
- Warehouse Velocity
- Catch-weights
- Mixed Pallets



- Stack Ability / Crush Ability
- Warehouse Zones
- Stock Rotation / Perishable Dates
- Inbound – Outbound

- Lot Number Traceability
- Temperature Control
- Broken Cases
- Hazardous Materials



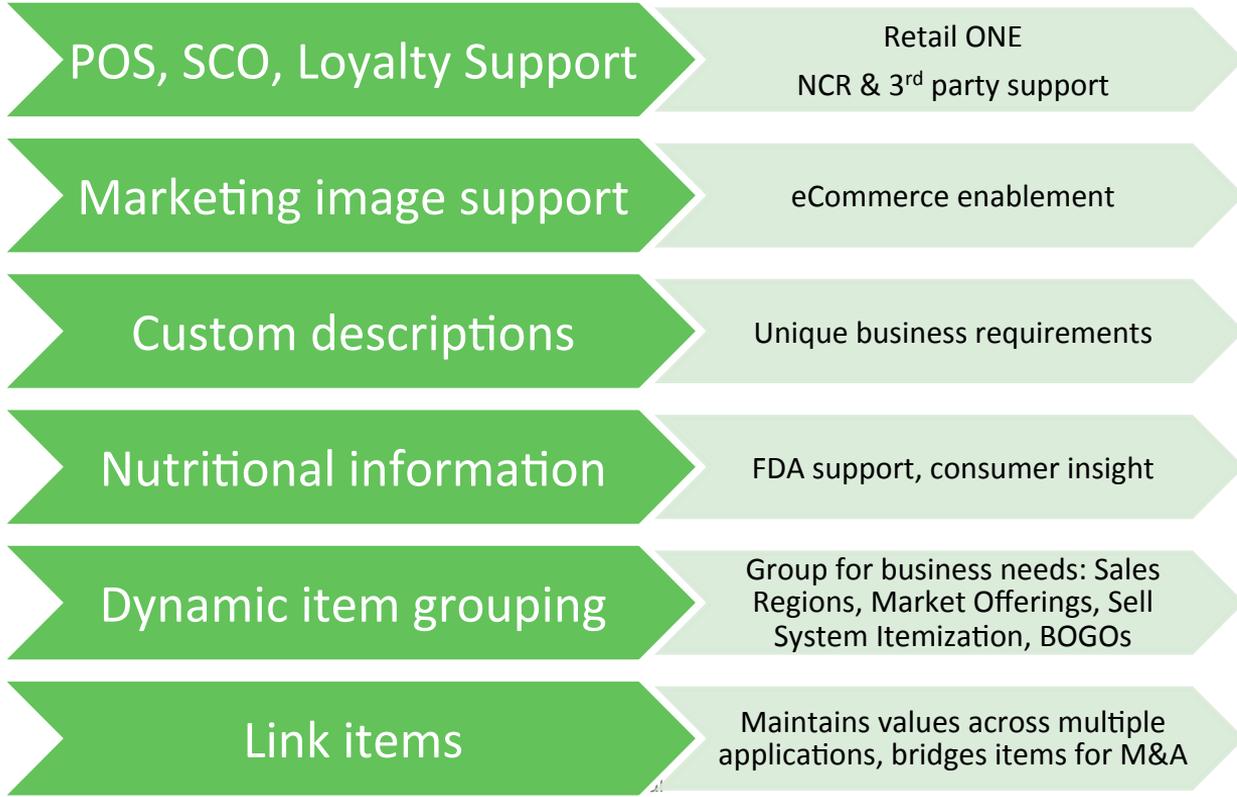
- Product Returns
- Reclamation
- PIR (Floating Slots) Support
- Recall, Traceability Capabilities



The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

The Functional Upside

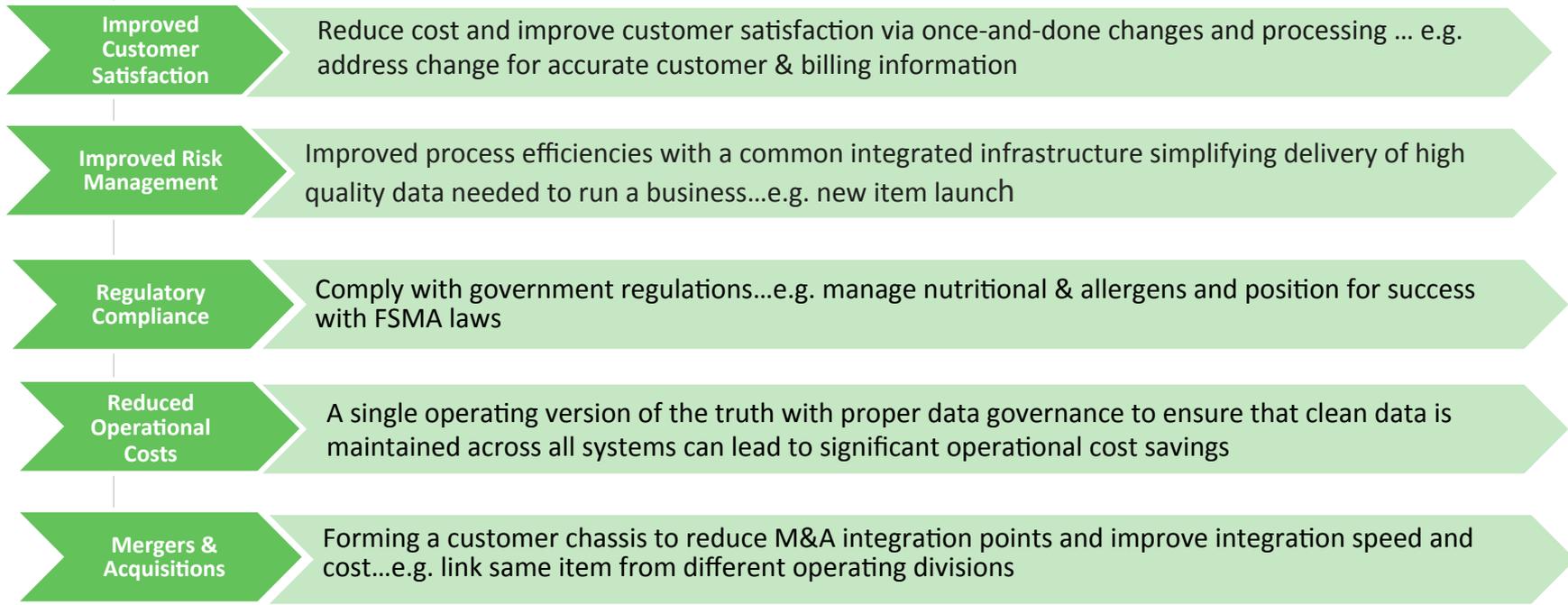
Why begin YOUR journey?





The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red X still appears, you may have to delete the image and then insert it again.

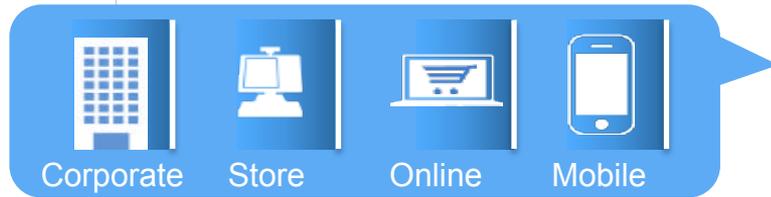
Return on investment



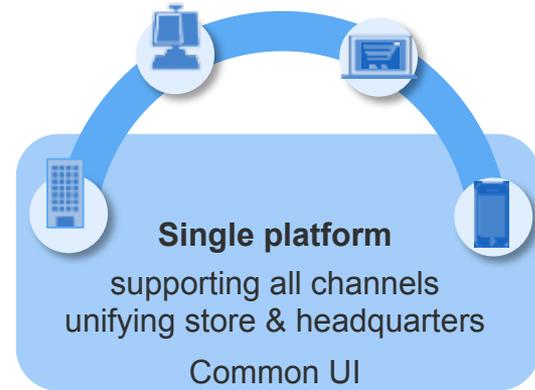
NCR's MDM Legacy

Data driven applications

- ERP servicing wholesale and foodservice distribution: 30+ years
- HQ Merchandising servicing FMCG retailers: 20+



HQ and Power Enterprise



SOA based platform opening your environment to the IoT

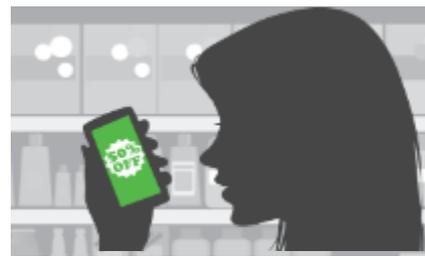
The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Unified Commerce Enablement

Right Price



Right Promotions



Right Assortment



Right Inventory



Right Fulfillment



Right Channel



Right Insights



Right Platform



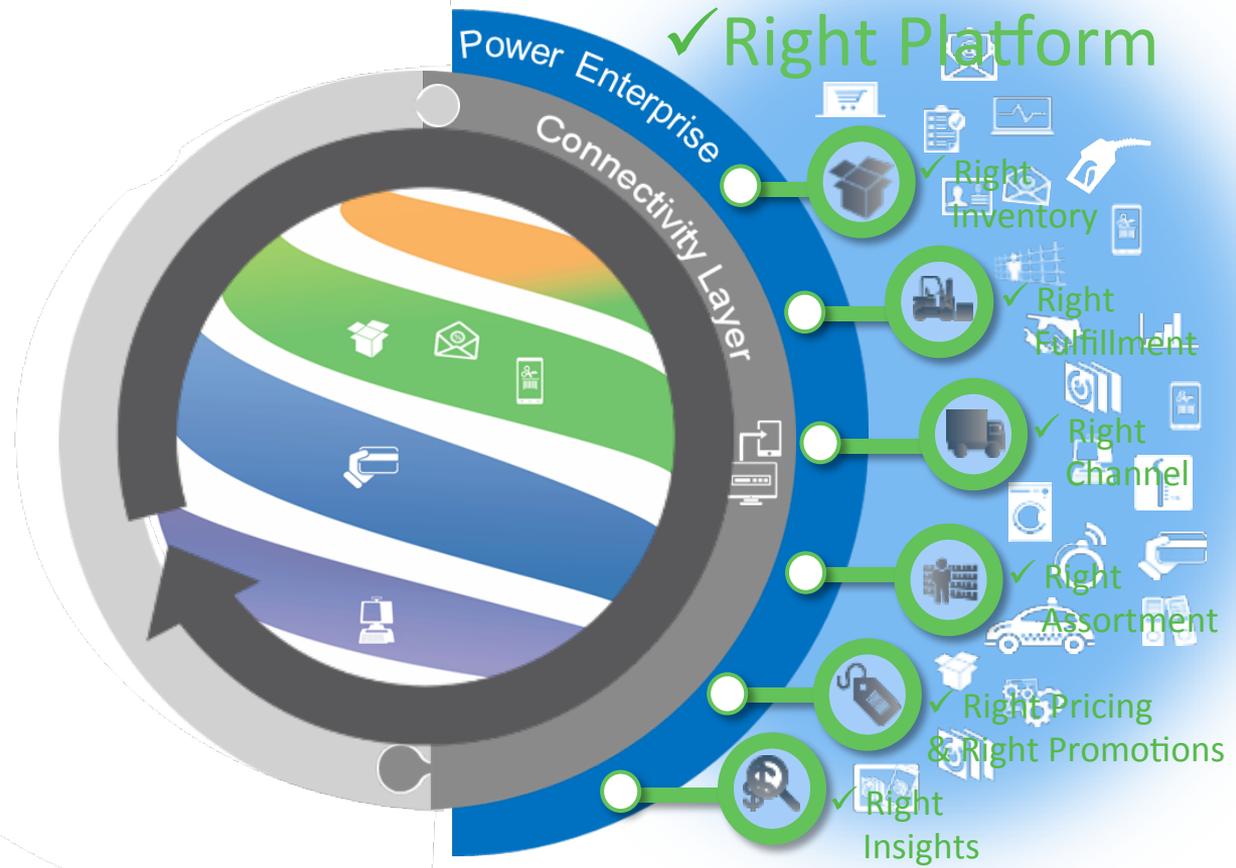


The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

We Make Commerce Complete

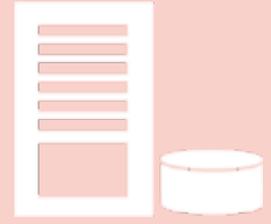
Power Enterprise enables omncommerce

NCR **Retail ONE** is a **Omni-Channel ONE** Power Enterprise support platform and an operating system of retail applications. **Power Enterprise is NCR's industry leading Retail ONE** provides the Merchandising and Supply Chain Platform to **match** retail applications to rapidly deliver a **frictionless** consumer experience



The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Gains & Benefits of Power+



Platform Service

Provide a common integrated infrastructure upon which services and applications can run and integrate, simplifying delivery of high quality business features

- enables mix and match
- speed to market
- leverage new & existing
- Maximize ROI
- Scalable



Centralized Management

Common look and feel for all applications decreases learning curve

Reduction in cycle time & errors

Speeds up onboarding of trading partners

Overall improved information flow improving value to business



Gains over Power Enterprise

Workflows and dynamic fields

Designer – Customize without programming

Data Staging

Common Security and Audit

Multiple levels with inheritance

Widgets for business logic



Guiding Principles

Modern platform

Investment protection for Clients

Competitive advantage

Golden feature for each product release

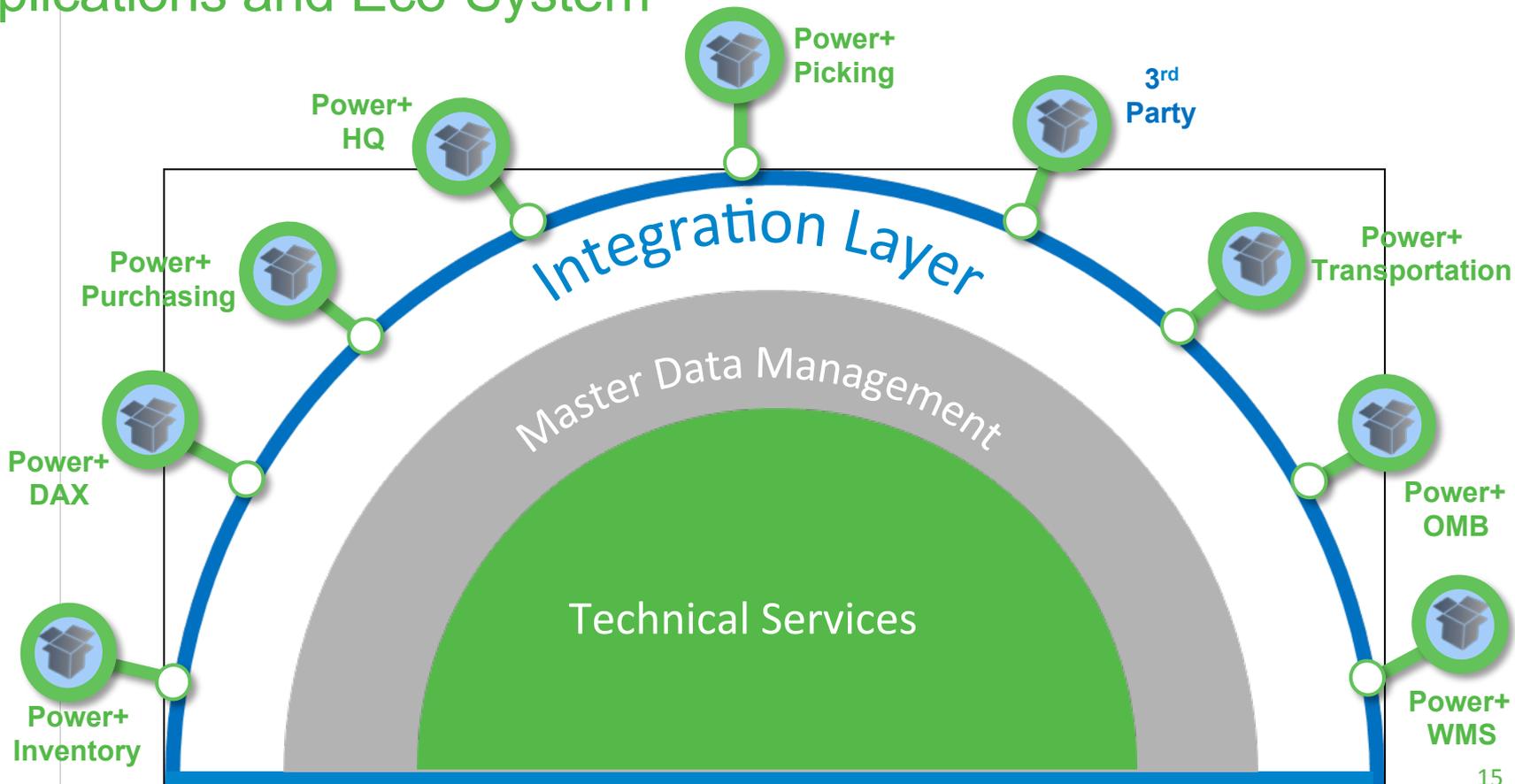
Compelling reason to migrate

Digital / Mobile Orientation

The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Power+ Enterprise Platform

Applications and Eco-System





The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

MDM Shopping Checklist

- ✓ **Templated approach** to support my unique needs
- ✓ Customizable solution that helps **personalize data maintenance** screens
- ✓ **Configurable workflows** based on business requirements
- ✓ Workflows to support **hand off of set-up responsibilities** between teams
- ✓ Supports unique data attribute values with **future effective dates**.
- ✓ Launches and **synchronizes systems** that need data
- ✓ **Exceptions-based management** of data inputs
- ✓ Turn-key data exchange with other systems that is **configurable**, not custom
- ✓ Agnostic solution that **reduces overhead**
- ✓ **Simplifies** data management



SYNERGY 2016
EXPERIENCE 2020

Unified Grocers Journey

Gary Herman, CIO



The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

About Unified Grocers

- Largest retail-owned wholesale grocery distributor serving independent retailers throughout the western US
 - \$4 Billion in Annual Sales
 - 2,900 Customer locations
 - 2,700 Employees
 - 75,000 SKUs: Grocery, Specialty, GM, Frozen, Deli, Meat, Service Deli / Bakery, Produce
 - Distribution Facilities:
 - Southern California (Commerce, Santa Fe Springs)
 - Northern California (Stockton)
 - Pacific Northwest (Portland, Seattle)





The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Strategies and Objectives

- Modernize obsolete technology
- Eliminate data silos
- Improved data management





The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Landscape of MDM Technology

- Slowly moving away from legacy with one version of the truth
 - Long term path away from mainframe
 - Modernizing multiple threads of management
- MDM bridged with legacy until fully operational on next generation
- Internal change management
 - Extend corporate data with new data that over time can start to be leveraged
- Improve Data Quality
 - Utilize system edits to ensure data is properly entered and item relationships are correct
 - Leverage workflow over time to create a central Data Control Function





The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

MDM – Project Approach

- Utilize the MDM Package (MDM) from NCR/Retailix
- Extend the package to support Unified unique requirements
- Establish MDM as the authoritative source of Vendor and Item Information for Unified
 - “Slave” legacy systems – System19 and CIS
 - Integrate with Supplier/Vendor Portal
 - Replace Buyer Portal with “Data Staging” (includes workflow)
 - Eventually, retire legacy systems
- Support new features using modern technology





The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

MDM – New Features

■ Improved Usability

- Modern Screens
- Contextual Help
- Vendor and Item on-line audit trail

■ New Functions

- Future (“As-of”) Transactions
- Mass Item Maintenance – Spreadsheet Updates

● Retain Key Unified Features

- General Items (6 digit)
- Business Items (2+5 digits)

■ Data Structure Improvements





The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

MDM – Data Structure Improvements

■ Package Types:

- Orderable - How product is ordered
- Sellable - How product is sold to Retail
- Consumable – As sold to Consumer

This allows us to identify related items

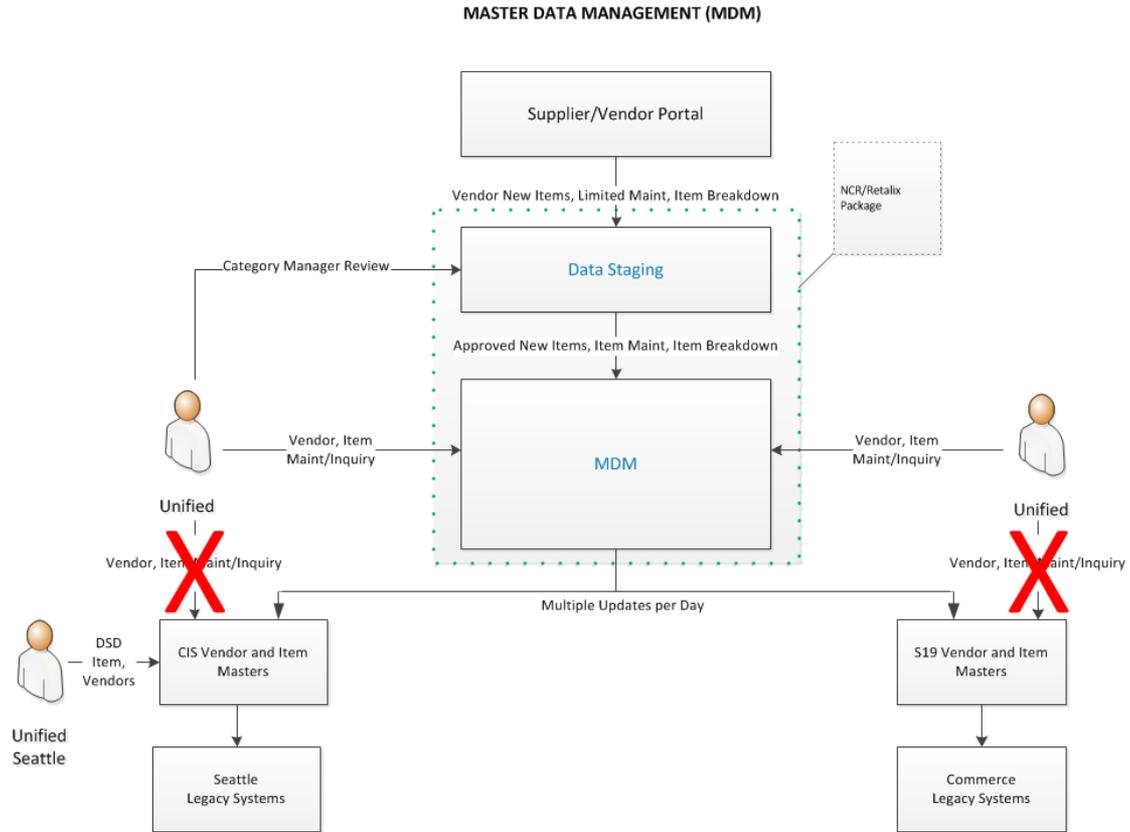
- Linked Items: Connects multiple 6-digit items and ease of maintenance
- Inheritance – Define data at a high level and allow overrides at a lower level – (e.g. allow a linked item to share or override data from the master item)



MDM – Data Structure Improvements

- Regional Items: Support Customers' item identifiers for ordering and reporting
- Item Groupings: Group items for various Business purposes such as Sales Regions, Market Offerings, Sell System Itemization
- Purchase Agreements: Defines relationship between Suppliers and Unified; extends current Vendor Order Group (VOG) capabilities (uses Inheritance)

The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.





The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

MDM – Project Status

- Vendor Maintenance is in a phased rollout
 - System Test – May 30, 2016
 - Parallel Test – June 20, 2016
 - Live Pilot – July 11, 2016
 - Rollout Began – July 29, 2016
 - Rollout Complete – August 15, 2016
- Item Maintenance
 - System Test – September
 - Parallel Test – October
 - Rollout: November thru December, 2016



Summary/Recommendations

- MDM is the underpinning of your systems
 - Design is critical
 - Phased rollout is highly desirable
 - Required many bridges to support the transition
- Business buy-in is essential
 - Review and provide input for screens and business workflow
 - Heavy participation in system / parallel testing
 - Design & execute Training Plan
 - New terminology: Package Types
 - Train over 500 users



SYNERGY 2016
EXPERIENCE 2020

Thank you

Please remember to take the brief session survey in the mobile app.
Your feedback is very valuable to us!

Susan Boyme
Director Solution Management
NCR Division

Susan.boyme@ncr.com



Gary Herman
CIO
Unified Grocers

Gherman@unifiedgrocers.com

