

Case Study

Industry: Trade / Building Materials Retail

Legacy ERP Transformation for a UK Trade Retailer

Overview

A leading UK distributor of building products, serving both retail and trade sectors, engaged Hitachi as a trusted partner to lead a finance transformation initiative. The project focused on enhancing compliance, strengthening financial controls, and driving automation.

Challenge

The organisation's operations relied on a 30-year-old green screen legacy system supporting Point of Sale, Finance, and Supply Chain functions. Key challenges included significant audit issues related to stock valuation and internal controls, elevated audit costs, and inefficient, manual processes such as Accounts Payable. Integration with existing legacy systems was essential, as decommissioning was not planned. Additionally, a previous unsuccessful ERP implementation resulted in heightened scrutiny from the board.

Solution

Oracle Cloud Financials, Procurement, Inventory, Order Management, ARCS, Oracle Integration Cloud, and Guided Learning were successfully deployed. Over 100 integrations were designed and developed using Oracle Integration Cloud (OIC), while Oracle PaaS supported essential custom processes. A robust change management strategy facilitated seamless deployment across 700 branches.

Value delivered

The program enhanced visibility of inventory, supply chain, and customer data, enabling faster, data-driven decision-making. Modernised platforms improved operational efficiency and service quality for trade customers, establishing a scalable digital foundation. Finance processes were streamlined with an emphasis on automation, resulting in better stock valuation, control, and profitability insights by branch.

“As we move forward with our transformation, there is a very real sense of partnership with Hitachi and Oracle, and we're excited about working together to build a solid, reliable foundation for the future of finance”