

CASE STUDY

PROJECT GRID

*Retailer Reduces Costs by 22%,
Modernizes and Standardizes on
Integrated IT Platform*



THE BACKGROUND

A rapidly growing stationery and gift retailer required a more efficient, modernized IT infrastructure. The company, which started business in 1983, had garnered nationwide acclaim for its exceptional products. Over the years, it has created, crafted, and printed paper merchandise in all sizes, styles, and artisanal materials, growing from 20 stores to more than 100 stores in just three years.



INDUSTRY

Retail



SOLUTION NEEDS

IT Infrastructure

THE ASSESSMENT

After being acquired in 2013, the retailer realized their lack of investment in IT infrastructure had caused significant system integrity issues that resulted in unavailable data, email outages, and other issues.



THE SOLUTION

RKON conducted a detailed IT assessment to determine problem areas, vulnerabilities, and possibilities, including which solutions could be rapidly applied to resolve issues. Our team's due diligence, analysis, and subsequent support services enabled the company to make informed decisions to bolster and modernize their IT infrastructure. To ensure customer satisfaction, RKON provided:

Carve-out Strategy

Established a corporate spin-off for efficiencies

Due Diligence and Pre-LOI Support

Analyzed needs, identified projects for rapid business 'wins'

Carve-out Separation

Duplicated corporate IT footprint and executed carve-out in less than 6 months

Post-Carve-out Rationalization

Reduced IT server footprint by 25% during the first 18 months of operation

Outsourced IT

Provided managed services for all IT operations

THE OUTCOME

The retailer rapidly implemented our Platform IT strategy in the early stages, saving the company substantial time and money on investments. RKON effectively reduced their costs by 22%. We ensured the overall success of platform integration by assisting the product development team in creating a cloud-based solution, thus significantly shortening time-to-market. Three years later, our strategy continued to optimize costs and reduce the retailer's IT footprint by an additional 25%.

BENEFITS ACHIEVED

- **SAVED
SUBSTANTIAL
TIME & MONEY:
REDUCED COSTS
BY 22%**
- **ENSURED
SUCCESS OF IT
PLATFORM WITH
CLOUD-BASED
SOLUTION**
- **REDUCED IT
FOOTPRINT
THROUGH FIRST 3
YEARS BY
ADDITIONAL 25%**

ABOUT RKON

RKON has specialized in IT transformation since 1998, helping private equity and enterprise firms go from vision to execution and achieve "Quiet IT," in which IT seamlessly serves the business strategy versus getting in the way of execution. Headquartered in Chicago, IL our team has developed a refined approach through years of experience. We deliver a clear vision of scalable, agile, secure, cost-optimized and low-risk end state. To do this, RKON provides IT solutions in three stages: first building an advisory practice that sends the strategy in the right direction; an execution practice that ensures the vision is turned into reality; and a management practice that keeps the vision on track as IT evolved to best serve the business.