

The Walking Company Case Study

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The Walking Company, renowned for its commitment to providing comfortable shoes from the world's leading brands to its customers, successfully completes their SmartRetail upgrade.

Island Pacific US

Island Pacific, a division of 3Q Holdings Limited and a leading, global provider of retail software solutions and services, completes the Island Pacific SmartRetail upgrade with one of its long established and successful customers, The Walking Company. The scope of work included Merchandising, Sales Audit and Financials.

The Walking Company

Based out of Westlake Village, CA, with over 200 retail stores and online presence, The Walking Co has helped customers every day to walk in comfort in all aspects of their lifestyle. Dedicated to bringing the best brands and the best comfort shoes from around the world, their goal is to provide customers with the most technically-advanced comfort shoes available. With brands such as: ABEO, Dansko, ECCO, Umberto, Raffini, Taos, Tara M., Naot, J. Koda, Birkenstock, Keen, Beautifeel, Mephisto, Sofft, Earth, Born, Rockport, Olukai, Merrell, Asics, Rieker, Softwalk, Trotters, Zealand and more.

Ralph Kimball, Vice President, Information systems at the Walking Company Holdings Inc. advises

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We have been a long established user of the Island Pacific Merchandising suite SmartRetail which has served us extremely well since 1994, and throughout that time span you really get to know a vendor. They are a great company and they have taken care of us over the years. If we have needed their assistance they are extremely responsive. Plus, with all the modules which are now available from the full Island Pacific SmartSuite, we know the solutions are available to help support us on our continuing success. We wanted to get current and then use it as a launch pad to extend into other key modules which will provide some great benefits to our business such as SmartOmni, SmartPlanning, SmartOrder. When you know a supplier and have trusted them for many years it helps tremendously in that decision process.

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A person is walking on a path, silhouetted against a blue background. The person is wearing a dark jacket and pants, and their shadow is cast on the ground. The background is a gradient of blue, with a white and blue geometric shape in the top right corner.

Carolyn Zainer, EVP Sales North America, Island Pacific, explains

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The Walking Company have been part of the Island Pacific family since 1994, successfully completing a number of upgrades, but we are particularly excited about this upgrade project as it allows them to take advantage of many of the modules which will bring additional benefits to their business. Year on year we continue to add many great new features in each major release to ensure that our customers have the best tools to remain competitive. Exclusively, Retail is our focus and we have spent over 40 years working with many of the world's global retailers who use our simple but feature-rich, innovative and mobile solutions.

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**When describing the process,
Ralph explains**

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The process was pretty straight forward; we have always tried to stay as close to base with Island Pacific in order to ensure that any upgrade could work as seamlessly as possible. We sat down with the team, put together the plan with resources from both sides, did the apply release and then worked with the Go-live team and the support team to resolve any issues. The teams on both sides were fantastic and worked the hours to make it a success.

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Island Pacific SmartRetail provides today's fast-moving retailers the tools to effectively manage inventory and make merchandising decisions that drive revenue and growth. Retailers today need a system that is fully integrated and feature-rich, with all the decision-making tools required to make the complexities of retail merchandising a thing of the past. Island Pacific SmartRetail provides all the essential tools needed to help retailers through the merchandising life cycle. Island Pacific SmartRetail has an extremely intuitive interface that allows you to create items, access and control purchase orders, dynamically replenish stock and allocations, price deals and promotions; as well as view physical inventory, customer and store profiles, finance and warehouse operations and audit sales - all from one place.





About Island Pacific

Island Pacific is a global leader in retail merchandising and unified commerce software solutions. For over 40 years, Island Pacific has been a thought leader in retail software solutions, and has developed a reputation for delivering high-quality, high-reliability software to the retail industry. As a result, Island Pacific is a leading resource for scalable, flexible and affordable solutions for retailers around the world.

Island Pacific, a division of 3Q Holdings Limited (www.threeq.com.au) was founded in 1978. The company is headquartered in Santa Ana, California, and has offices in the United States, the United Kingdom, Australia, New Zealand and India.

About The Walking Company

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