7-Eleven, Inc.

Complete lifecycle management, secure access to critical information, and improvements in productivity.

7-Eleven is the world's largest convenience retail chain — operating, franchising and licensing more than 7,000 stores in the United States and Canada.

One of the challenges facing 7-Eleven was their inability to provide store operators, franchisees, store managers, as well as corporate employees with timely access to the critical business information — financial, inventory, gas, payroll, human resources, and more— required to effectively operate their business. 7-Eleven needed to provide this important business content securely, accurately, timely and most of all affordably from both inside and outside 7-Eleven.

With the Systemware solution, critical information is stored, managed and always available without any boundaries. So not only did 7-Eleven store managers as well as corporate users gain secure access to critical business information, but they also now have a flexible tool to create custom reports allowing them to address specific business needs and reporting requirements. Today, 7-Eleven no longer prints and mails reporting information to their locations resulting in the ability to make better business decisions, realize significant cost savings, and an increase in productivity.

Highlights

- **Customer Since:** 2003
- **Departments:** Store Operators, Franchisees, Store Managers, Corporate Employees
- **Areas of Interest:** Lifecycle Management and Storage, Robust Indexing, Multi-Platform, Multiple File Format, Data Transformation

The Challenge

- Their legacy system had very limited storage capabilities as well as required labor intensive processes to change and add reports to the system.
- Due to the rigidity of their systems, store operators, franchisees and store managers experienced considerable delays in obtaining critical business information making it difficult to react to the changing business needs in a timely way. Time = money.
- 7-Eleven spent a significant amount of money on the printing and distribution of reports.
- Users lacked online access to wide range of corporate and store reports as well as other critical information.
- Due to limitations with existing financial applications, 7-Eleven financial personnel were required to manually key in financial data in order to produce a variety of critical reports.

The Results

- Exponentially increases productivity
- 50% reduction in the total number of reports while restricting the printing of select reports
- More than $1 million savings within the first 6 months
- Provides timely information to critical business information through online, secure access
- Ability to electronically capture, download, and repurpose financial data from existing financial applications significantly improving accuracy as well as employee productivity.