

Charity Retail Association®

The voice of charity retail



Case study: My Acopia and Rainbows Hospice



Implementing a new procurement system

Acopia has looked at the common obstacles in charity retail – time and budget – and analysed the procurement process with these in mind to see how it could be made faster and simpler with competitive pricing as well as economies of scale.

Karen Bilsby is the Head of Retail at Rainbows Hospice, a small retail chain that raises funds to care for children with life limiting conditions. Karen was struggling with a multiple supplier procurement model which she felt was not sustainable and was resource hungry.

Her team at head office, as well the shop staff, were spending several hours each month involved in procurement processing. This had an impact on the charity with stretched staff.

It meant that her team had less time to dedicate to more important tasks and making the most of their retail sales at a shop level.

Acopia spent time with Karen refining her product list and fixing pricing so she was confident in what her team would be purchasing. Acopia's business intelligence tool, My Acopia, was then rolled out at head office and across Rainbow's stores.

Rainbows has, at the time of writing, been using My Acopia for 9 months and Rainbows has seen tangible savings in time and costs for the team.

The two most important deliverables that My Acopia has given Rainbows has been providing Karen with complete visibility of all spend, as well as a huge reduction in administration. This is freeing up staff in store which then benefits customers. Karen has also said that the portal is user friendly and easy for her team to place orders and it gives her peace of mind as she knows that all costs are agreed and competitively priced.

"We reduced our admin time by over 50% each month ... It's great to see what people are spending and to be able to limit the products they can buy. It gives me greater control over what is purchased with no unnecessary stock-piling"

Karen Bilsby, Rainbows Hospice