



## Navigator Assists Retail Organization in ERP Implementation

**Company:** Express

**Industry:** Retail

**Capabilities Areas:** Project Management, Business Process Design, Human Capital Management Systems

---

### Business Challenge

Recently Express, headquartered in Columbus Ohio, transferred 75 percent ownership out of the parent company, Limited Brands to a privately held capital firm. The disengagement meant rebuilding all the internal systems that support the fast growing company and in record time. The first project that Express took on was transitioning away from Limited Brands Human Resources (HCM) Enterprise Resource Planning (ERP) System. The HCM was both functionally managed and technically supported by Limited Brands. Express's challenge was to make it their own system, under their management and support and achieve that goal while also saving costs.

### Why Navigator

Navigator resources have a long-standing relationship with Limited Brands which transitioned into relationships with the new independent Express. Navigator was familiar with the fast paced retail environment and the custom business processes that supported the growing company. The extensive knowledge of PeopleSoft HCM along with deep retail and process redesign skills allowed the team to jump right in and tackle the 6 month challenge. Navigator also brought mature relationships with Express's outsourcing partners to the table.

### Navigator's Role

Navigator's team consisted of the Project Manager, Functional Team Lead, Technical Team Lead, Testing Lead and Batch Testing/Infrastructure Lead. The Navigator team participated in all phases of the System Development Life Cycle (SDLC). Beginning with vendor contract negotiations, into business process design, technical development, vendor relationship management, system testing, move-to-production and assisted with production support after go-live.

### Results

With Navigator's leadership and direction, the Express HCM Disengagement project was completed on schedule and within budget. The team along with Express completely reorganized all of their internal HR business processes, helped established Payroll, HRTS (HR Technology Support) and Associate Call Center teams, established an outsourcing relationship for health and welfare benefits and outsourced the technical IT infrastructure support. In the end, the HCM system now supports payroll, benefit and HR data for over 20,000 associates in 48 states. Express now has the system and teams in place to support their growing retail brand. Express's new HCM system also achieved the goal of a significant decrease in the Total Cost of Ownership (TOC)