

Tapi Carpets saves thousands of pounds and wasted hours, thanks to retail solutions from Sci-Net

Tapi Carpets opened its first store in April 2015 – with an ambitious growth plan. Today, it is a household name, boasting a network of 160-stores nationwide and more than 800 staff.

[Sci-Net](#) was brought in to help [Tapi Carpets](#) with its ERP and IT infrastructure during the launch phase. Since then, the Tier-1 Microsoft Gold Partner has become a critical extension to the company's lean head office team – seamlessly integrating backend technologies that improve efficiencies, reduce staff admin and keep customers front and centre, thanks to better automation and communications.

Considerably cutting down admin time

Working closely with Sci-Net, a flooring measuring solution and automated tool was introduced for Tapi Carpets' 150-strong workforce of home consultants. It has significantly enhanced the customer journey and boosted efficiency – saving the carpet giant more than 100 admin hours each day.

At the touch of a button, Tapi home consultants can provide professional quotes, estimates and updates, during the consultation stage with customers. By being fully integrated into the Dynamics 365 Business Central ERP system, the solution is hassle-free and removes the need for laborious follow-up paperwork.

Saving hundreds of thousands of pounds in infrastructure costs

Tapi Carpets' Chief Information Officer Jason Turner describes the results of the partnership with Sci-Net as 'outstanding,' allowing the retailer to up-scale steadily. A customised Dynamics NAV cloud-based system was established within months, potentially saving hundreds of thousands of pounds in infrastructure costs.

"Time is precious," says Jason, "so we collaborated on how we could refine our processes and welcomed an estimating tool that pulls measurements into our system and automates quotes. Using it improves the customer experience, which is incredibly important to us, but it also saves a significant amount of time. We calculated savings of around 4,500 hours of admin in 40 days.

"The system we have now, managed by Sci-Net, means we have visibility of our business with accurate reporting in real time. It is suited to every aspect of our business, from estimating, sales, supply chain, inventory management and website integrations, right through to in-store operations."

It pays to be prepared

Sci-Net managing director, Duncan Fergusson, adds: "We are extremely privileged to have been part of Tapi Carpets' significant growth over the years. The brand is very forward thinking – coming to us at launch stage to ensure that from the outset, Tapi's systems ran smoothly and customers and staff would benefit from technological innovations that would make for a better experience.

“This innovation has really paid off– as evidenced by the brand’s [five-star independent customer review rating on Trustpilot](#), its hardworking and committed workforce and network of stores spanning the UK.”

[Sci-Net’s ERP Retail \(enterprise resource planning\) solution](#) is built around Microsoft’s world-leading platform, Dynamics 365 Business Central, and has been tailored for the furniture and flooring sector. It offers retailers, like Tapi Carpets, a single solution which replaces often complex business insight and management tools. To learn more [contact](#) us.

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