

Talize Uses Zenput to Create Consistent Operations at Every Store

TALIZE

THE COMPANY

Talize is a Canadian retailer that offers quality resale apparel and housewares.

INDUSTRY

Thrift Retail

LOCATIONS

11 Stores

REGION

Toronto and
British Columbia, Canada

Talize is a Canadian-owned and operated retail chain specializing in resale apparel and housewares. While offering unique items at unbeatable prices, the company was struggling to deliver a first-in-class shopping experience at every store. This not only limited the revenue potential, but created more issues as the company expanded its footprint.

On any given day, there are 12,000 to 15,000 pounds of donations for sale in a Talize store. Yearly, each store salvages and sells 2 million pounds of affordable used or new goods that were otherwise destined for the landfill. Each Talize store is expected to maintain a clean, color-coded appearance that makes it easy for customers to shop, but ever-changing inventory and outdated processes made organization and prioritization difficult.

With a growing footprint and customer experience on the line, Talize turned to Zenput's Operations Executions solution.

Results

26

Daily insights into store performance per store

30%

Faster at completing routine audits

2.5




Hours in time savings per week for area managers

In Zenput, we found a solution that gave us great visibility into the business as it's happening and the opportunity to improve our operations across the board.

TRISTAN GILLESPIE, AREA MANAGER





The Challenge

Before Zenput, there were several factors that contributed to the operational challenges Talize faced in its stores:

-  Everyone in the organization filled out forms on paper and pen, which were time-consuming to fill out and organize, and made it difficult for management to review in a timely manner.
-  To gather important files like employee documents and incident reports, area managers spent hours every week traveling to each store, and couldn't receive paperwork in a timely manner.
-  Managers manually scanned and emailed all information, which was not only inefficient but often resulted in confusing back-and-forths communication between managers, stores, and HQ.

The limitations of these manual processes cost employees valuable time, allowed for issues to slip through the cracks, and made it difficult for management to hold each store accountable for delivering a "first-in-class" experience.

The Solution

-  Using Zenput's platform, the management team creates checklists that are scheduled to send to every location on a daily, weekly, and monthly basis, ensuring consistency across the organization.
-  If an issue is discovered, Zenput alerts the appropriate employee to resolve the issue before it causes problems in the store.
-  Area managers now take photos of everything from maintenance issues to lost or stolen merchandise and upload directly to Zenput so management can see exactly what is happening.
-  Historical data is easy to search and navigate, and weekly reports provide management valuable insights into store performance and trends.

Instead of having to visit, email, or call a store whenever we need information, we can just go on Zenput and instantly get the information we need.

TRISTAN GILLESPIE, AREA MANAGER

Many departments in the Talize organization uses Zenput

OPERATIONS

Tracking recurring and ad-hoc operational work in every store

FINANCE

Real-time daily cash balancing

LOGISTICS

Merchandise documentation

HEALTH AND SAFETY

Safety audits, regulatory compliance checks, and customer injury reports

LOSS PREVENTION

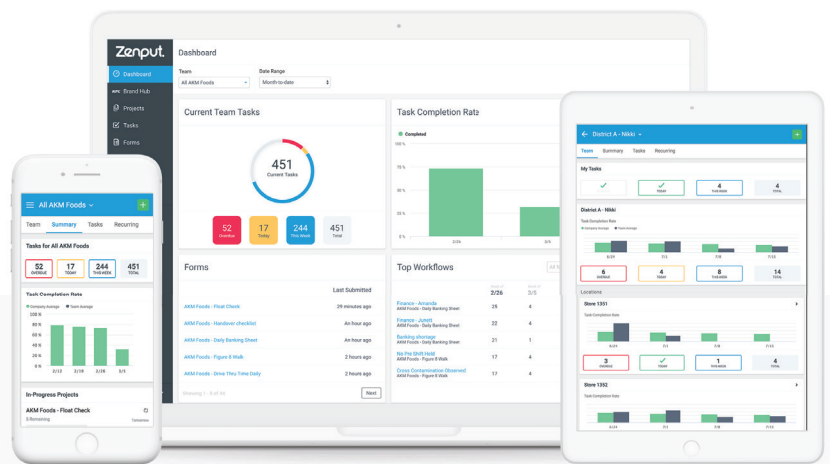
Theft and incident reports

Zenput helps improve compliance as we roll out new initiatives, and ensures that our network of stores operates consistently.

TRISTAN GILLESPIE, AREA MANAGER

Zenput helps area managers communicate with store-level managers and run stores at the level expected by management. With Zenput, Talize managers are able to focus more on key tasks that deliver the first-in-class customer experience the company strives to offer.

They're also able to focus more time on supporting the environment through Sustainable Fashion practices, working hard to keep as much out of landfills as possible and extending the useful life of everything they sell.



For more information, visit zenput.com.
For specific questions, please reach out to hello@zenput.com.



www.zenput.com
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Zenput is how top operators elevate team execution in every store. Restaurant, retail, and other multi-unit operators use the platform to automate how operating procedures and key initiatives are rolled-out and enforced. Supporting 40,000 locations in over 35 countries, Zenput makes every field and store employee more productive and better equipped to do their jobs well.