

PEP Donation Initiative Enhancement Improves Customer Experience

Pepkor IT streamlined data input and approval processes by leveraging Google Sheet Add-ons & Composer, while securing data with Google Identity Manager & IAM Access Control. The solution was customizable & scalable to meet evolving business needs.

The challenge

The focus was to shorten the lead time between donation availability and voucher issuance, & authenticate the vouchers. The process of allocating customer contributions to Lay-by Buddy donations was a manual and complex task that required strict adherence to guidelines & input from multiple departments, consuming significant time. This inflexibility hindered adaptability to future needs.

The solution

Pepkor IT's solution uses Google AppScript, Google Workspace, Google BigQuery, & Google Cloud Platform to automate tasks, improve collaboration, & ensure data security. By reducing manual intervention, the solution minimises errors & maximises efficiency. Its flexibility & adjustability allow for customization to meet evolving business needs, whilst protecting sensitive data.

The result

This has delivered significant time savings, reducing voucher allocation process from 7 days to 1.5 days. The redesign & automation of the voucher allocation mechanism for Lay-by Buddy enabled it to move beyond its minimal viable product status & become a more robust & reliable platform. The process of issuing vouchers is consistent & reliable, providing greater confidence to all contributors.

“ The Lay-By Buddy platform has undergone enhancements that significantly cut down the voucher availability time for customers, from 7 days to 1.5 days. The prompt receipt of these anonymous donations has added to the positive impact to our customers and their households. ”

Theresa Webster, Commercial Data & Insights Manager, Pepstores



About PEP

PEP is a multinational retailer based in South Africa. Founded in 1965, operating in 11 countries. Lay-By buddy is a PEP initiative where anonymous donations can be contributed to help those in need to settle their outstanding clothing accounts.

Vertical/horizontal solution: Retail & Wholesale

Primary project location: South Africa



About Pepkor IT (Pty) Ltd

A division of Pepkor Holdings Limited, providing IT support, offering solutions and servicing 8 major retailers within Southern Africa and Africa.



Products

Google Cloud Platform

Google Workspace