



Custom-Designed Digital Order Management System

McKeil School of Business

FUNDER:

Ontario Centres of
Excellence

INDUSTRY PARTNER:

Niko Apparel Systems

TIMELINE:

May to November 2018

RESEARCH TEAM:

Chris Spraakman
Andrea Johnson
Andrea Paine
Anand Saraf

KEY STATS:

\$174B US - revenue
generated by global sports
apparel market 2018 -
Statista 2018

50% less time to process
orders with custom-
designed IT system

Context: Demand and sales for active wear continue to skyrocket globally; sportswear manufacturers must rapidly and accurately deliver products to corporate clients. For one mid-sized local clothing manufacturer in Hamilton, their customer base is growing in the US, thanks to a partnership with a large, multinational sportswear company.

Industry Challenge: A personalized IT system to fill orders and manage the sales process would save valuable time in transferring relevant information, instead of the current method of relying on email. This improved customer service will allow them to gain a greater market share and not lose their largest customers to US-based suppliers who have already implemented such technology.

Solution: Mohawk implemented a custom configured IT system to support and manage interaction between the Industry Partner and their customers that would not require significant ongoing support. We identified the Partner's needs, investigated existing software solutions for viability, tested the recommended solution, and rolled it out to the users.

Impact of the project: This IT system improves the Industry Partner's ability to compete with larger US-based producers, gaining market share at the expense of their US competitors. During the initial phase of use, there was already a significant increase in sales; one new position has been created as a result. With increased orders, there will be more employment opportunities.

Mohawk's role: Mohawk's team had experience implementing a custom-designed IT system which ensured the system met the needs of both the Industry Partner and their clients. The system is the right fit when first implemented, while flexible to be scalable and supportable into the future. The Industry Partner now has the technology in place to compete with large US manufactures and are positioned for further global growth.