

Introduction to Skechers' Information Systems



- Skechers, a global footwear company, utilizes sophisticated information systems to manage its operations, enhance customer experience, and drive business growth. These systems are crucial for efficient inventory management, supply chain optimization, and personalized marketing initiatives.

Enterprise Resource Planning (ERP) System



- **Inventory Management**
- Skechers' ERP system provides real-time visibility into inventory levels across its global network of warehouses and distribution centers.
- **Production Planning**
- The system optimizes production schedules based on demand forecasts, material availability, and manufacturing capacity.
- **Financial Reporting**
- Skechers' ERP system generates comprehensive financial reports, enabling accurate tracking of costs, revenue, and profitability.

Customer Relationship Management (CRM) System



- **Customer Segmentation**
- Skechers' CRM system enables the company to segment its customer base based on demographics, purchase history, and preferences.
- **Personalized Marketing**
- The CRM system allows for targeted marketing campaigns tailored to the specific needs and interests of individual customers.
- **Customer Service**
- Skechers' CRM system streamlines customer support operations, enabling efficient issue resolution and customer satisfaction.
- **Customer Feedback**
- The system captures and analyzes customer feedback, providing valuable insights for product development and service improvements.

Supply Chain Management (SCM) System

- **Supplier Management**

- Skechers' SCM system facilitates efficient communication and collaboration with its network of global suppliers.

- 1.Sourcing materials

- 2.Negotiating contracts

- 3.Tracking shipments

- **Distribution Management**

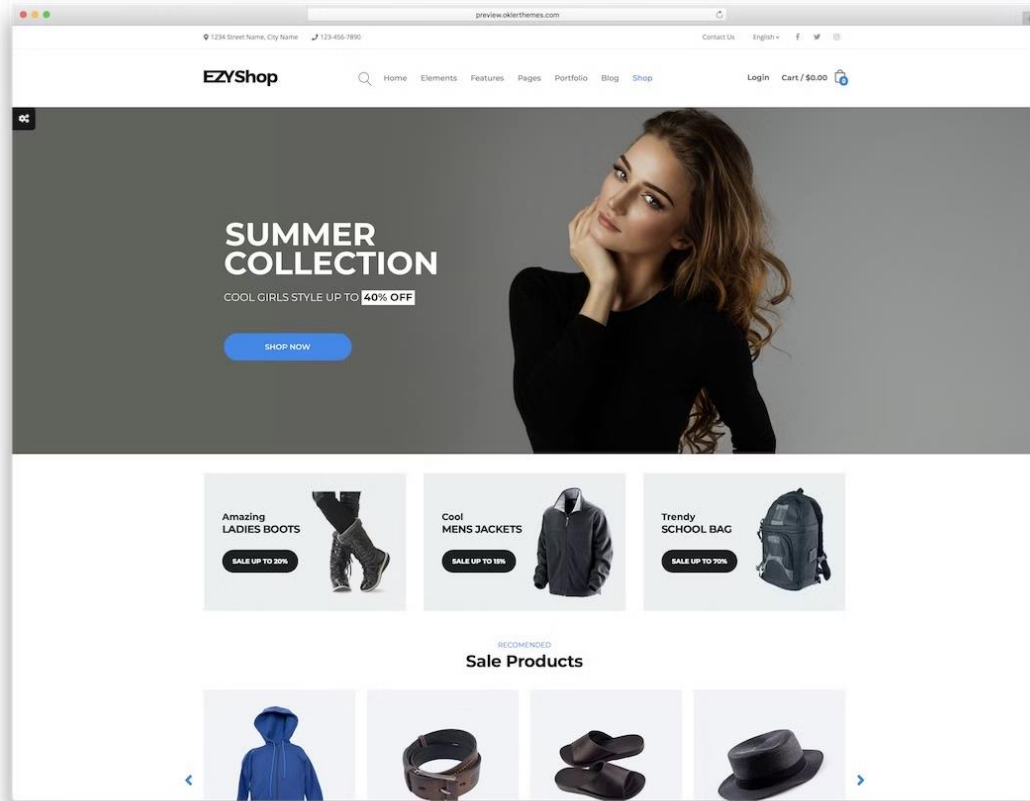
- The system optimizes distribution channels, ensuring timely and cost-effective delivery of products to retail stores and consumers.

- Warehousing

- Transportation

- Inventory control

E-commerce Platform



- **product Catalog**
- Skechers' e-commerce platform showcases a comprehensive catalog of its footwear and apparel products.
- **Order Processing**
- The platform handles online orders, payment processing, and order fulfillment.
- **Customer Support**
- The e-commerce platform offers customer support features, including FAQs, live chat, and email.
- **Marketing and Promotions**
- Skechers' e-commerce platform supports targeted marketing campaigns and promotional offers.