

Burlington Coat Factory

Burlington Coat Factory, the retail authority in coats, offers a broad selection of branded quality merchandise at everyday low prices across many product divisions including coats, ladies sportswear, menswear, family footwear, children's clothing, baby furniture and accessories, and home décor and gifts. The modern Burlington Coat Factory has expanded from a single store selling coats in 1972 to a multi-department retail chain with 367 stores in 42 states, predominantly under the "Burlington Coat Factory" name.

► PROBLEM

Operating in an Oracle 11i ERP environment, Burlington Coat Factory's Human Resources (HR) department employees struggled to obtain the reports they required to effectively manage their responsibilities. Burlington's HR personnel found Oracle Report Writer too complex for their specific needs and therefore required the expertise of their IT department every time they wanted a customized report. In many cases, they required the critical information immediately, but had to wait up to two days for IT to deliver because of the overall complexity of the database structure and reporting tool set. The two IT people dedicated to approximately 50 HR end users simply could not keep up with the demands for information, especially because each end user, from the Benefits Manager to the Regional Store Managers, required very different views of their unique operational data.

This issue was compounded when Burlington Coat Factory was acquired by a holding company, Bain Capital Partners, LLC, which required that even more detailed reporting be completed for compliance on a regular basis. One of the HR end users, Marge Williams, HRIS Manager, who had prior experience with report development, pitched in to help create reports for herself and her colleagues. The team, however, quickly realized they needed an additional solution to speed up the reporting process.

► SOLUTION

The IT department researched several reporting solutions from Oracle, Business Objects, and Noetix. Burlington eventually chose Noetix based on the ease of use of the reporting solution which would enable end users to create their own ad hoc reports within minutes without having to rely on IT.

"We went with Noetix because I wanted to be able to write my own reports," said Williams. "A lot of Oracle reports are SQL, and you have to

"Noetix saved us both valuable time and budget we would normally spend by using the resources in the IT department. I can usually whip out a report for our attorneys within half an hour. Before Noetix, it would have taken me at least two days. That is the beauty of Noetix."

Marge Williams
HRIS MANAGER
Burlington Coat Factory

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have a database background to access and understand the information within those tables. Not many HR business users have that type of technical background. We looked at a number of reporting tools and Noetix seemed to be the best option for us because it was the easiest to understand.”

The Noetix implementation went very fast and within two weeks, HR end users were able to securely create and modify their own reports. For example, HR is responsible for providing essential data to the company’s legal department. They are able to provide auditors with headcounts and average salaries for a specific date range. HR also builds a quarterly census for company management, reporting on turnover rates and various analyses, helping management to identify what percentages of salaries are due to be increased, etc.

▶ RESULT

Burlington Coat Factory estimates that Noetix has saved the company at least 16 hours of one technical employee’s time per week. Today, many of the 50 end users in HR are using Noetix to write their own reports without additional assistance.



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