



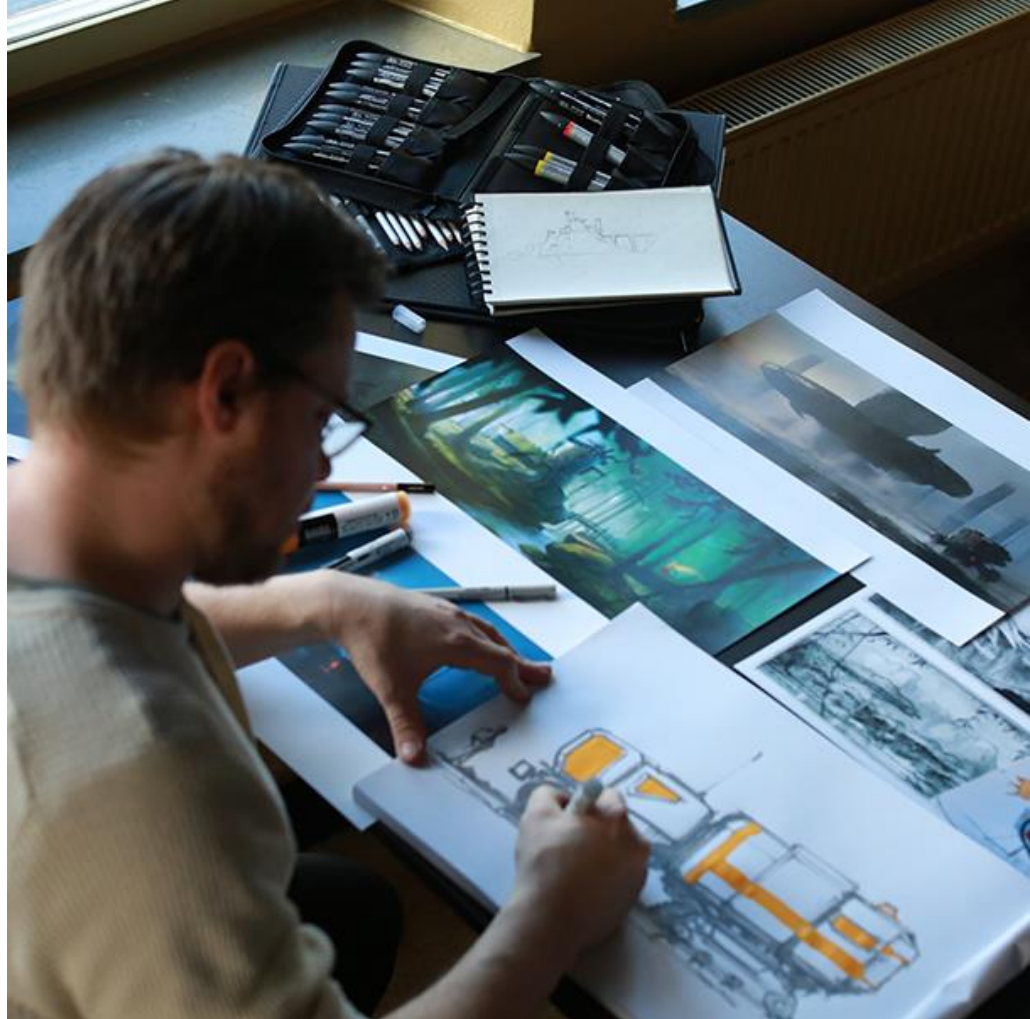
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**CELEBRATING 2024 - TECHNOLOGY**

*PROJECTS, YEAR-ON-YEAR COMPARISON & BAU*

# Contents

1. Development
2. Industry Solutions
3. Application & BI
4. Technical Operation
5. China IT





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**DEVELOPMENT**

# Projects

## Collective Agility

- B2B UI redesign

## Consumer First & Brand Power

- Migrating brand.com to Shopify\*
- Project Speed (W&N)
- Bloomreach Shopify app
- Shopify Forms
- AI Chatbot\*

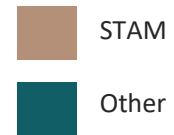
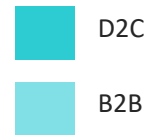
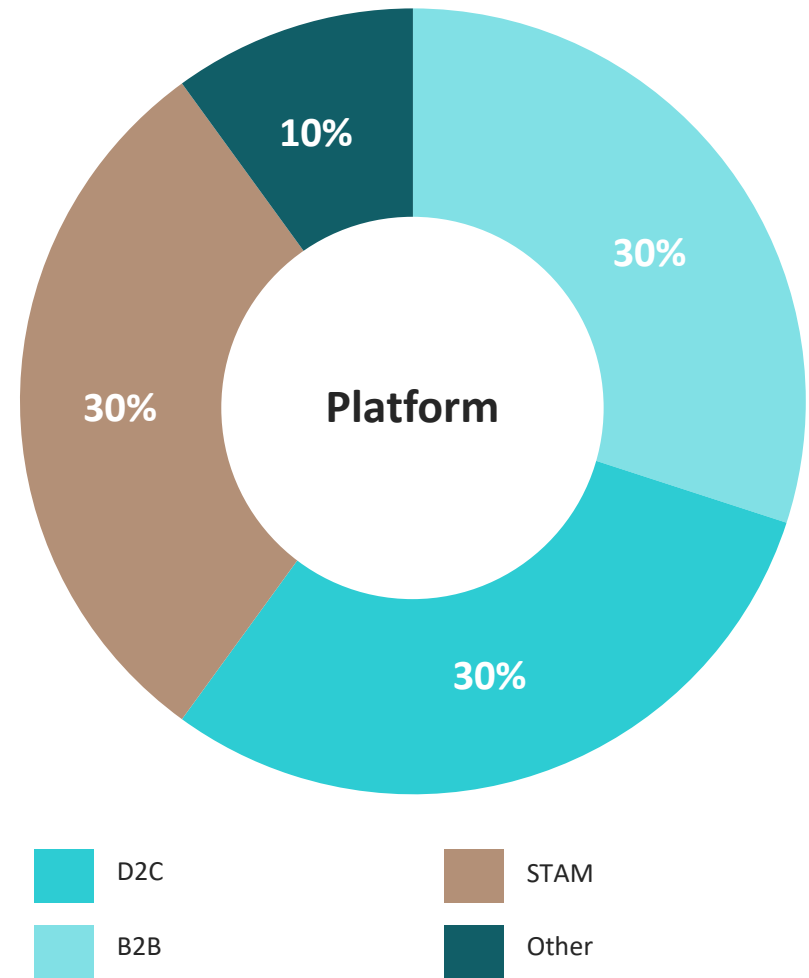
## Operational Excellence

- STAM Le Mans and CTAM
- B2B China\* (launch: Mar '25)
- B2B My Account\* (launch: Mar '25)
- Workflows integration with PowerBI

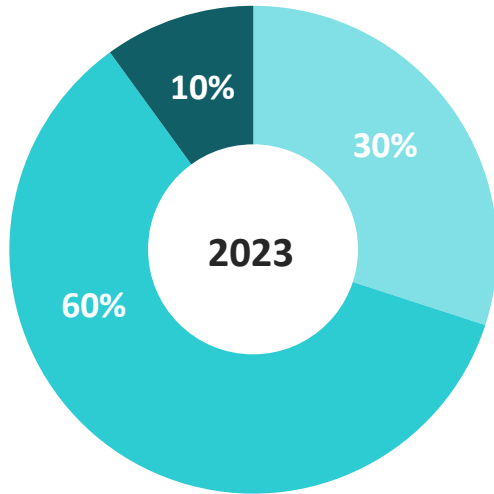
## Sustainable Value Creation

- Accessibility fixes (W&N and LQX)
- PIM In-house

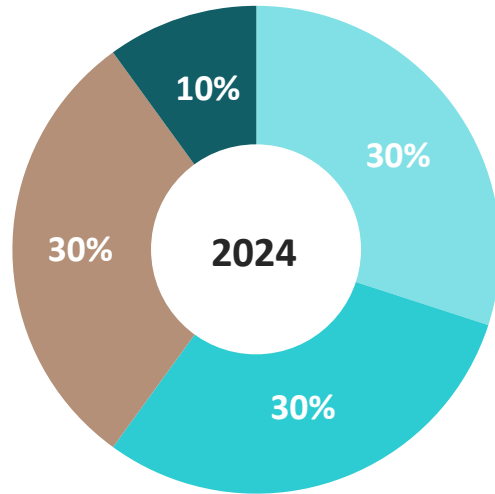
\* Continues into 2025



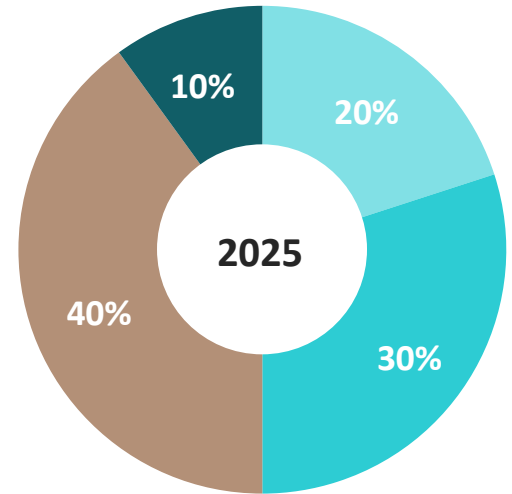
# YoY Comparison



- **D2C:** Project Speed (LQX and W&N); LB Ecom launched, Mediums Finder
- **B2B:** Rollout to DE and NA, Customer Pricing, UI/UX improvements
- **OTHER:** The Bank: Inhouse, Waste Packaging, PIM: Colart Data Portal



- **D2C:** Shopify Migration: LQX, Reeves, W&N, & Conté à Paris launched
- **B2B:** UI/UX improvements, China rollout, My Account
- **STAM:** Le Mans and CTAM rollout
- **OTHER:** Workflows BI integration and UI, PIM: In-house



- **D2C:** Shopify migration complete: LB, SNZ, Charbonnel, LQX and W&N FR launched
- **B2B:** Merchandising, TBC
- **STAM:** WMS, Sensors, and DC7 rollout
- **OTHER:** Product Data Platform, The Bank rebuild, Workflows M3 integration

# BAU

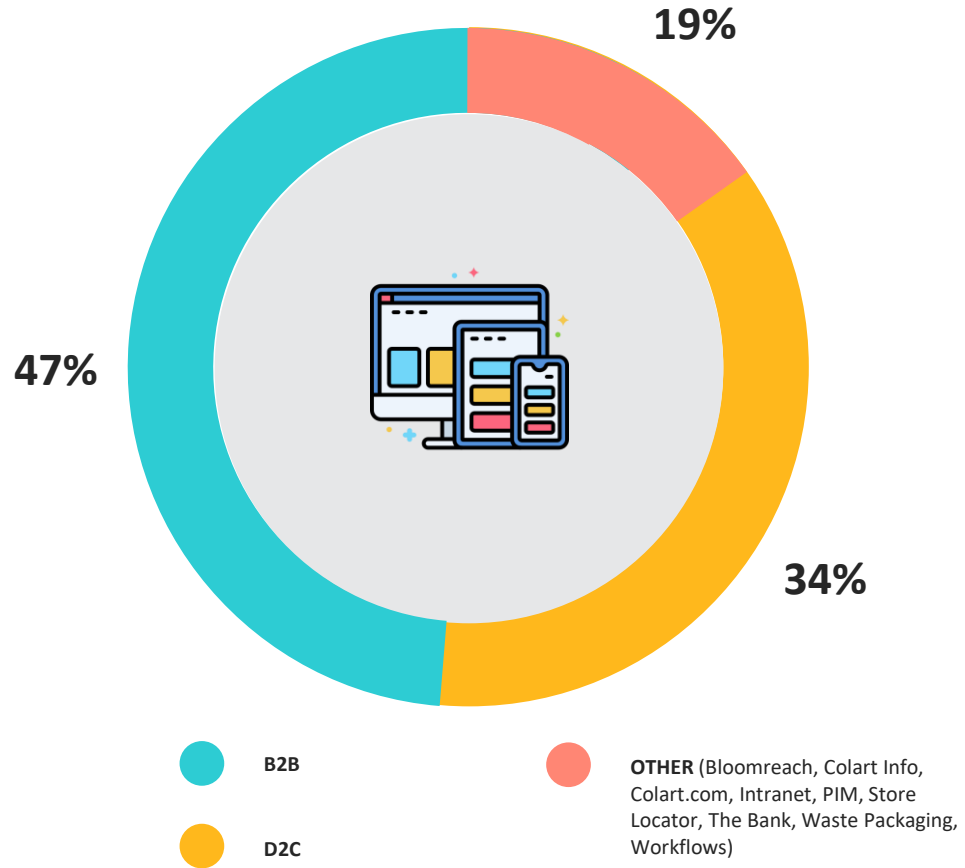
## By platform/application

Managing website bugs and change requests is essential for keeping our websites running smoothly and ensuring a seamless user experience.

This work is crucial for maintaining site reliability and improving functionality and performance over time.

**Change  
modification  
outside of original  
design**

**Bug  
Issues or not  
working as  
designed**



The logo for 'colart' is displayed in white lowercase letters on a black rectangular background in the top-left corner. The background of the entire image is a vibrant blue with a wavy, textured pattern that resembles water or a liquid surface. The top portion is a solid dark blue, while the middle and bottom portions feature lighter blue, rippling textures that create a sense of movement and depth.

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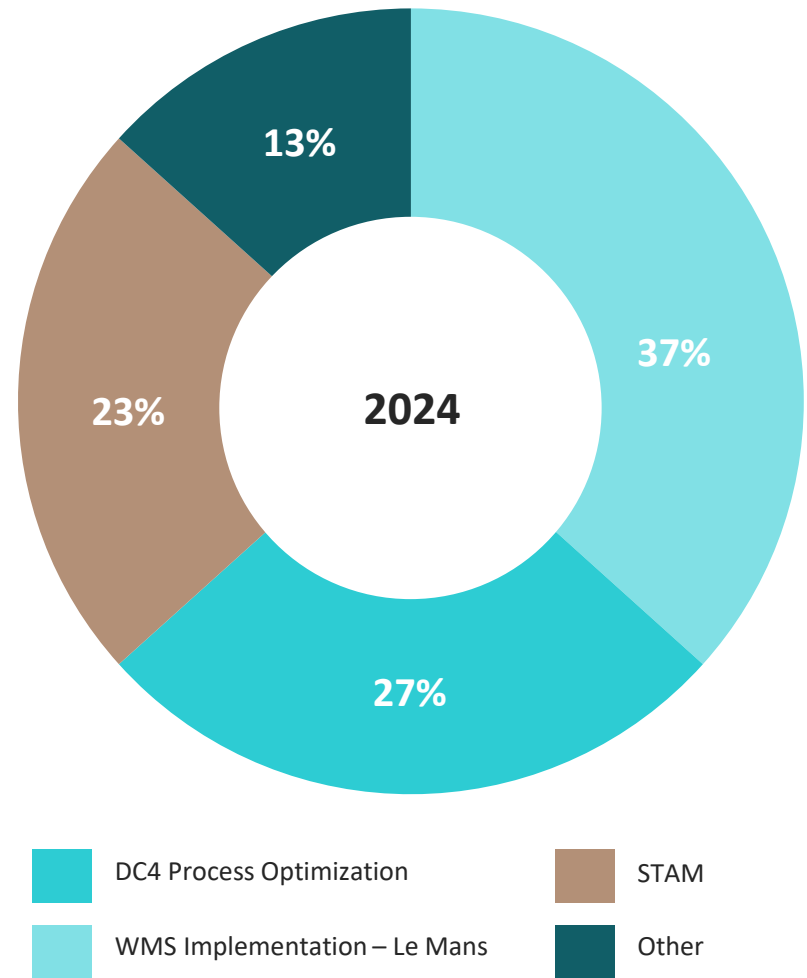
**INDUSTRY SOLUTIONS**

# Projects

## Operational Excellence

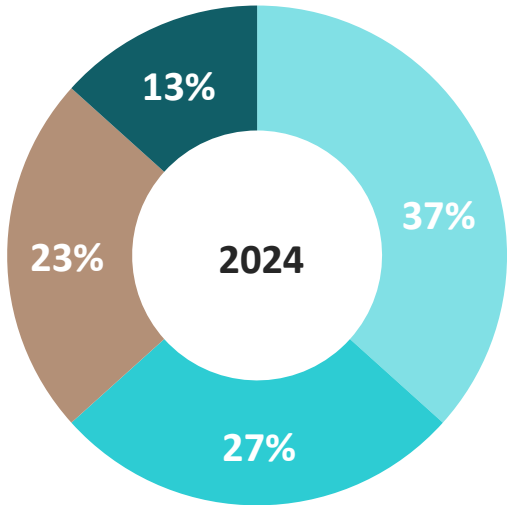
- WMS – Le Mans Implementation\*
- TMS Enhancements for Morpheus in Le Mans
- STAM Implementation in Le Mans and CTAM
- IoT Implementation for all Production Lines and integration with STAM.
- KPI Implementation for Colart Americas
  
- DC4 Process Optimization:
  - Outbound Improvements:
    - Pallet merging process for enhanced tracking and traceability.
    - Automated UPS shipping service types integration.
    - Pallet weighing log and display on placards to streamline outbound logistics.
  - Inventory Optimisation:
    - Enhanced Cycle Count procedures allowing for counting by item total quantity by location.

\* Continues into 2025

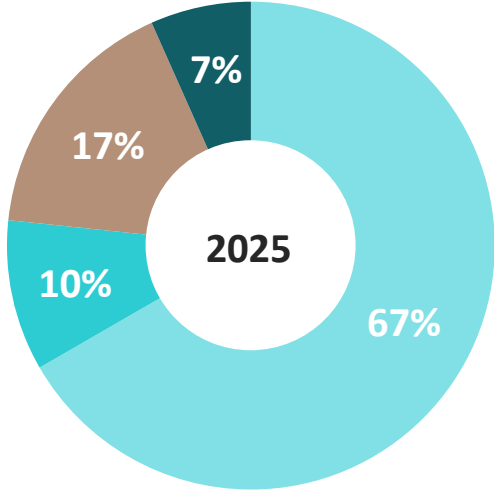


# YoY Comparison

## Resource Projections



- DC4 Process Optimization
- WMS Implementation – Le Mans
- STAM Implementation: Le Mans and CTAM
- OTHER: KPI Implementation, IoT Implementation



- DC4 Process Optimization
- WMS Implementation – Le Mans
- STAM : Snazaroo Implementation, Weight Scale enhancement
- OTHER: Process Enhancements and changes

# BAU

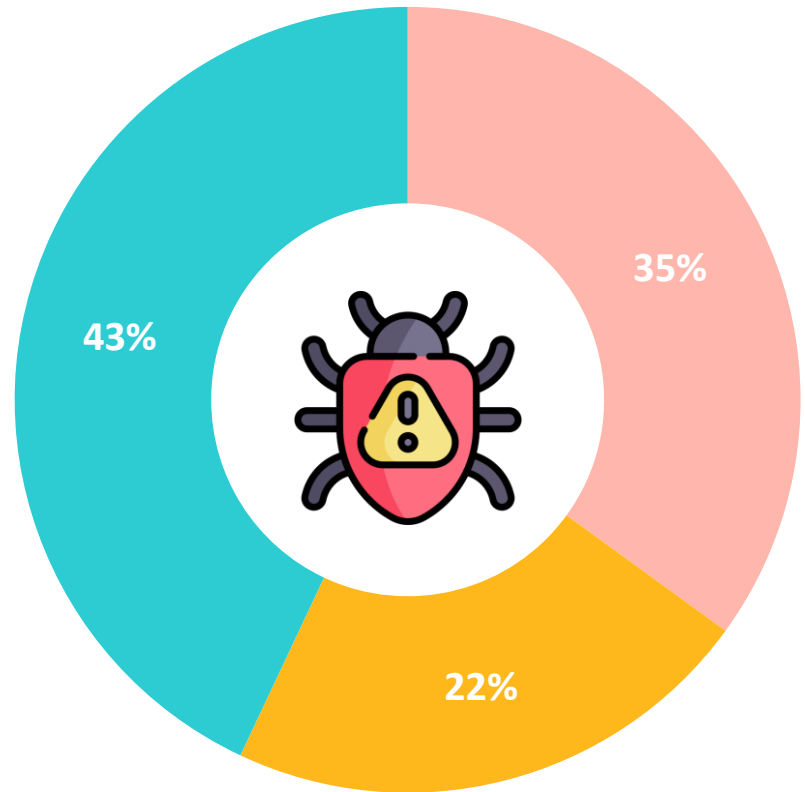
## By Site/Application

Managing bugs and change requests is essential for keeping supply chain applications running smoothly and ensuring production and distribution teams have a seamless experience.

This work is crucial for maintaining reliability and improving functionality, efficiency, and performance.

**Change**  
Process  
optimisation or  
enhancement

**Bug**  
Issues or not  
working as  
designed



● WMS - US

● STAM - Le Mans

● WMS - Le Mans



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**APPLICATION & BI**

# Projects

## M3 Improvements & New Implementations

- Replaced non-standard M3 processes for managing L01/DC9 goods transfer with a standard, more reliable solution.
- Activated Colart permanent establishment as part of the final steps in the Tango project (improving the Northern Europe structure).
- Introduced a new costing method for Merchandising to better reflect item costs.
- Improved CTAM and Crown M3 processes following their Go-Lives.
- Activated and tested an ad hoc reporting tool embedded in the Infor suite, replacing MRC for live M3 reporting.
- Enhanced communication efficiency between B2B and B2C websites and M3 by improving Microservices processes.
- Developed integration/interfaces for VENA and Money Box with M3.

## M3 maintenance

- Tested and installed Maintenance Corrective Pack 27 in Production for M3.

## Customers moved to EDI

- Amazon, Cultura, Dunelm, Artist & Craftsman, McPherson.

## BI Improvements & New Implementations

- Enhanced global report computing performance.
- Conducted EPOS proof of concept using MS Fabric.

## New Reports

- Bill of Material extraction tool for Method.
- Waste packaging report for declarations.
- HR leavers report.
- Global stock analysis report.
- Quality scorecard report.
- First pass rate report for paste manufacturing.
- WMS reports for the USA.
- Accounting tracker.

# Bugs & Changes

## Application

Most tickets managed by the Application team involve implementing changes and supporting end users. Only a small number (less than 10%) relate to system bugs. Fixing setup issues is not considered a bug.

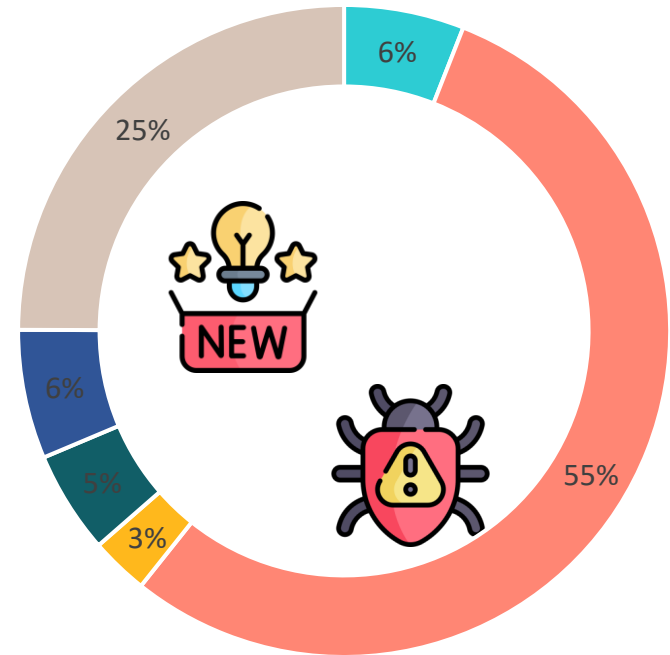
The limited number of bugs is due to Colart running the latest M3 release for over four years, with new processes rigorously tested by both the Application and Business teams before activation.

## BI

The BI team monitors pipeline processes and data cube refreshes daily to ensure data remains up to date.

In 2024, the team focused on streamlining and improving reports, enhancing back-end structures and data retrieval, and optimising the use of cloud computing resources to manage costs.

Additionally, the BI team laid the groundwork for MS Fabrics, preparing the new BI architecture for 2025.



■ CN - Tianjin

■ FR - Le Mans

■ UK - Kidderminster

■ UK - London

■ UK - Lowestoft

■ US - Piscataway

# Application Team Highlights

Supporting Performance

39%

A horizontal bar chart showing 39% of opened tickets closed within 1 day. The bar is cyan.

In 2024 39% of opened tickets were closed within 1day.

62%

A horizontal bar chart showing 62% of opened tickets closed after 10 days. The bar is coral.

In 2024 62% of opened tickets were closed after 10days.

77%

A horizontal bar chart showing 77% of opened tickets closed within after 1 month. The bar is yellow.

In 2024 77% of opened tickets were closed within after 1month.

80%

A horizontal bar chart showing 80% of opened tickets closed in less than 40 days. The bar is dark teal.

In 2024 80% of opened tickets were closed in less than 40days.

- 454 tickets created in 2024
- 393 tickets closed in 2024 (including backlog from 2023)



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**TECHNICAL OPERATION**

# Projects

## Infrastructure

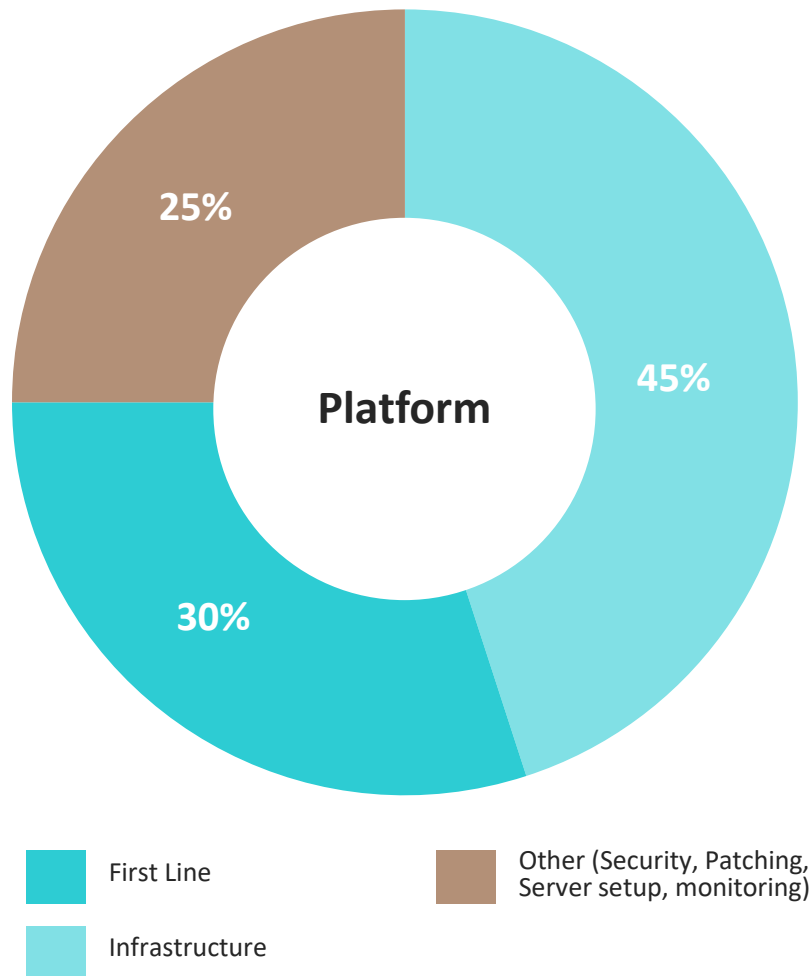
- M3 Hardware upgrade in Le Mans and Paris data centre
- DR setup for M3
- 1 Gig line for Le Mans and Hub
- Starlink Piscataway
- Reduced cost in cloud services and moved/build all test environments to Le Mans server room
- UPS (Uninterruptible Power Supply)
- Hardware replacement to use fiber

## Security

- MFA (Multi Factor Authentication)
- Data encryption of all devices used in Colart
- 24/7 Monitoring the entire tech estate for Colart

## First Line Support

- Screen cloud to showcase content information regionally or globally
- Horoquartz upgrade
- Total across Colart 4403 tickets raised; 4294 tickets closed



# BAU

## Management of Tech Estate

BAU focuses on maintaining the stability and efficiency of IT systems to support daily business activities. This includes tasks such as monitoring, servers, networks, and applications, applying updates, and performing regular backups to ensure smooth operations.

It also involves incident management, where issues are resolved quickly to minimise downtime, and handling service desk requests to support end users.

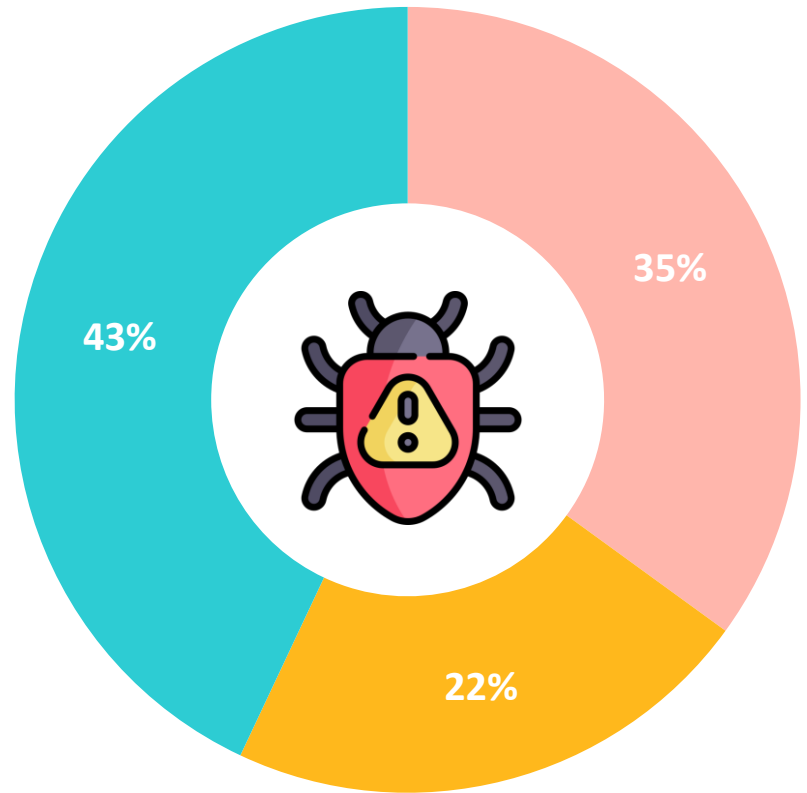
Addressing threats and safeguarding business assets is another key focus.

## Email Threats

16,958,136 Blocked

## Browsing Threats

712,320 Sites Blocked



First Line Support



Security



Infrastructure

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CHINA IT

# Projects

## Infrastructure

- Server room relocated smoothly during CTAM downsizing.
  - New server room built with updated cabling for the office and lab areas.
  - CCTV, Wi-Fi, and phone systems reinstalled after the server room move.
  - Gas-based fire suppression system installed.
- STAM system implemented in CTAM.
- Backup line bandwidth increased to ensure continuity in case of primary line failure.

## Software

- Windows 11 upgrade completed for CTAM.
- Print sharing project successfully implemented.

## Applications

- Developed an auto-submission tool for M3 query reports, automating 8 regular reports.
- Created a BI tool for the marketing team to track future inventories and slow-moving items.
- 83% of application tickets resolved by the China team.

# BAU

## Management of Tech Estate

BAU focuses on maintaining stable IT services and providing timely support for application systems. This includes ensuring a stable network environment, supporting new projects, delivering ongoing IT solutions, conducting Wi-Fi surveys, and more.

Timely M3 and OA support is crucial to keeping CTAM operations running smoothly.

We use the Jira platform to record daily tasks and allow end users to submit support requests.

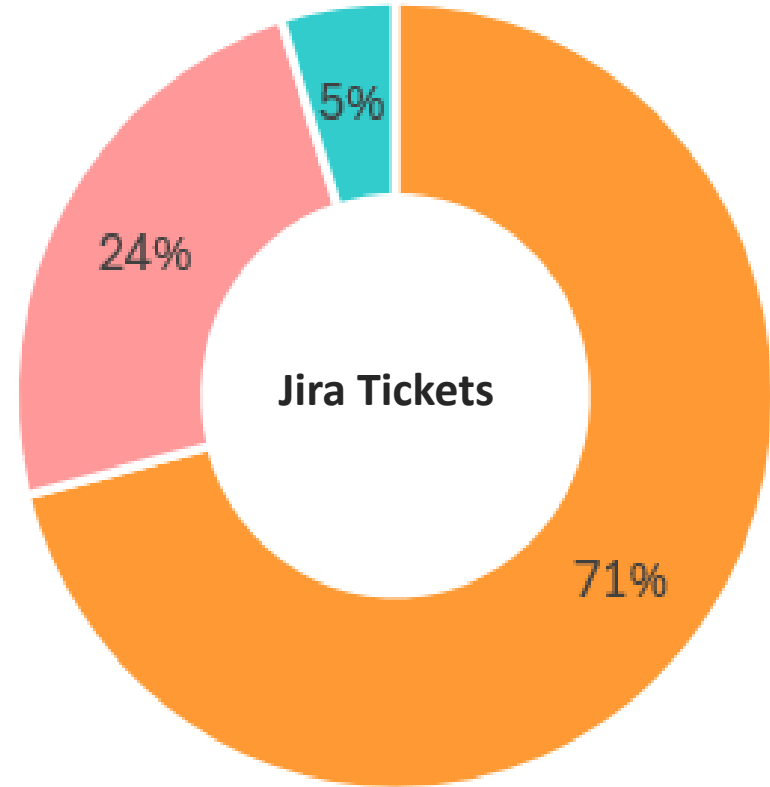
## CTAM Jira Ticket Status

554 Jira ticket in total

393 infrastructure tickets

161 application tickets

134 app cases fixed by China team



App tickets resolved by Group IT Team



Infrastructure Tickets



App tickets by China IT Team