

<b>Committee</b> Digital Services Sub Committee Markets Committee	<b>Date:</b> 4 <sup>th</sup> February 2019 6 <sup>th</sup> March 2019
<b>Subject:</b> Markets Stock Control Software	<b>Public</b>
<b>Report of:</b> The Chamberlain	<b>For Information</b>
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## **Summary**

The purpose of this report is to update Members on progress in the implementation and adoption of the Markets Stock Control Software.

## **Recommendations**

Members are asked to note the contents of this report.

## **Main Report**

### **Background**

1. In 2018 the Pirana Stock Control software was implemented for use across Billingsgate Market, New Spitalfields Market, Smithfield Market and Tower Bridge. The software replaced three separate Stock Control systems, previously developed in house using a mix of SQL databases and Microsoft Access. The replacement software sought to address;
  - general stability issues;
  - significant shortfalls in functionality;
  - a lack of resilience in IT support and siloed business processes;
  - limited reporting capability;
  - an over reliance on manual processes, often involving duplication and data re-entry;
  - the existence of multiple similar applications across the CoL estate.
2. Tower Bridge initially purchased Pirana in 2015/16 to manage maintenance requests and were looking to purchase the Stock Control module. The opportunity was taken to implement the Stock Control module at Tower Bridge and extend its use across the 3 markets, giving stock visibility across all locations, rationalising the systems and standardising business processes. At the time MICAD was evaluated and discounted as an option for managing Stock Control.

## **Current Position**

3. New Spitalfields Market and Billingsgate Market have successfully implemented Pirana and the former has also adapted the software to support the recharging of maintenance costs to tenants. The use of barcoding has provided efficiencies in accepting deliveries and issuing stock with the most significant benefit being an estimated ½ day per week saving in stock administration. The Finance Teams are now able to access real time stock information and receive alerts when stock needs to be ordered. Longer term this is anticipated to reduce stock holding.
4. The annual stock audit will be a key area of benefit; with the old system this used to take 2-3 days during which time no stock could be delivered or issued. With the new software, this is anticipated to be completed in a few hours and will have no impact upon maintenance tasks.
5. Smithfield Market have confirmed that they are not yet fully operational on Pirana, as changes are required to the layout of the stock room before it can be used.
6. One area of frustration that has been highlighted is around the Corporate requirement for all maintenance tasks to be logged in the MICAD software, which is owned by City Surveyors. This is a current area of inefficiency as it means that stock can not be directly attributed to maintenance tasks – which would be possible if the Pirana maintenance module was used. As such, a request has been made for the IT Division to explore whether an integration between MICAD and Pirana would be possible.

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