Stocktaking, inventory and audit services
For the past 12 years we have been using OCS for our retail stocktaking and have been very impressed with the levels of service we receive.

Head of Loss Prevention, Aurora Fashions

About us

For over fifty years OCS, has been at the forefront of the stocktaking industry. Pioneering stocktaking initiatives have helped us achieve an unrivalled position in the provision of retail and pharmaceutical stocktaking, together with stock management and supply chain audit solutions.

We are a truly national company with our field support office in Orpington, Kent and offices throughout the UK. We provide flexible and cost effective stocktaking services, which can be built around customers’ specific stocktaking requirements.

Our experienced, professional audit and stocktaking teams use cutting edge equipment and innovative technology, enabling our systems to interface with clients’ internal systems by creating secure networks to deliver information on time, every time.

We can support your business in getting the right stock to the right place at the right time with management information that really matters.

At Tesco we look after the little things that are important for our customers. ‘Making moments matter’. OCS support us on this journey. They understand that it is the little things that matter. Working professionally, supplying polite, trained and experienced staff and leaving our stores neat and tidy. OCS are a partner that really ‘get’ us.

Stock Audit Manager Tesco.

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Head of Loss Prevention, Aurora Fashions
Stocktaking and inventory services

In recent years, shifts in the global economy and advances in technology have brought great changes to the manufacturing and retail sectors. Becoming leaner and more efficient has become necessary simply to survive, which is why an increasing number of businesses are turning to OCS.

Whilst part of a diverse group offering a wide range of services, retail stocktaking remains our core business. We pride ourselves on providing a service that’s second to none, which accounts for why we’re trusted by many of the world’s largest retailers and are regarded as the UK’s market leader - a position we work hard to maintain. At the heart of any successful business are its people. We employ in excess of 2,500 stocktaking and audit personnel throughout the country, all of whom have been individually vetted for suitability and given the appropriate training. Their performance is also monitored, during each and every count, by our experienced management teams and regular performance reviews are conducted to ensure that consistently high levels of accuracy and productivity are always achieved.

To ensure that we provide only the most accurate stock count data, without compromising efficiency, our audit personnel are equipped with state-of-the-art handheld terminals and radio frequency communications equipment so that data can be collected and relayed instantly.

Our teams are also supported by an IT department based in the UK capable of writing bespoke software solutions to meet the individual reporting requirements of our customers.

The detailed reports we provide can include separate count information for the sales floor or stockroom, or any number of specific locations, to give customers a fast and accurate picture of their business operation - essential knowledge in today’s fast-moving retail sector. Every aspect of our service is co-ordinated and overseen by our contract managers, each of whom is responsible for a small number of customers. They provide a single point of contact for day-to-day enquiries and round-the-clock support where required.

Our services can be delivered in a number of different ways, to suit your specific business needs:

- Fully managed - includes full stocktaking support comprising management and supervision, stock counters and equipment with comprehensive IT support and management reporting. Self inventory - enables our clients to utilise their own staff to count stock with the full support of OCS management and supervision, equipment, IT and management reporting.

OCS have established themselves as an honest, friendly, flexible and very hard working contractor with very strong account management at all levels. Their output is right on our target and their reporting is first class which is constantly being developed and improved to suit our needs through their national experience.

Stock Audit Manager, Waitrose
Pharmacy stocktaking services

By their very nature, pharmaceuticals require specialist handling and secure storage. What’s more, with an often limited lifespan and a high value, it can be critical to ensure that stock movements of pharmaceutical products are accurately recorded. We provide a range of sector-specific services to the pharmaceutical industry. They include inventory and audit services, business valuations and professional assistance with business transfers.

Our knowledge and understanding of the unique challenges that face businesses in this sector has been gained over two decades, experience that today, makes us the UK’s market leader.

Barcode scanning and manual stocktaking methods are used by staff recruited for their integrity and meticulous attention to detail. They are highly trained, and have experience of working within pharmaceutical production, distribution and healthcare environments.

We have both the experience and professional expertise to provide business valuations and to act as an agent in the sale or transfer of pharmacy businesses.

Being equipped with the very latest handheld data-capture terminals, enables us to provide quick and efficient service, carried out with minimal disruption, resulting in the delivery of highly accurate data.
Our stocktaking expertise is not limited to the retail environment, as we have extensive experience in providing stocktaking solutions within both the manufacturing supply and logistics sectors.

We work closely with third party logistical providers and other logistics support organisations with our specialist teams.
OCS Asset & Retail Solutions delivers over 260,000 colleague days a year looking after our customers' assets.

UK's best known high street retailers serviced by OCS

2,500 the number of stock and audit personnel employed by OCS

100+
Supply chain and pick accuracy

With today’s vast retail sector relying on customer availability as a key sales driver, distribution centres providing an accurate and efficient service to their stores are a key part of the supply chain process. Ensuring they can supply the right stock to the right stores exactly when required is vital to a successful retail operation.

From goods in to store delivery, we can undertake thorough audits to ensure accuracy in each key area.

Where our experienced auditors are required, we can provide thorough investigations into the causes of any inaccuracies and work with the distribution team to resolve both operational and systemic issues.

Our pick accuracy audits also enable us to help monitor the speed and accuracy of pickers working in the distribution centre, providing real-time feedback on performance through our web based Pick Accuracy dashboard. This service can be provided in both your distribution centre network and also within the ‘goods-in’ area at store.
Our auditors are also able to spot-check vehicle loading compliance to ensure that what is picked is correctly loaded to the right vehicle for the right store, meaning that orders are properly fulfilled.

As well as checking the accuracy of vehicle loads, we will also validate that the vehicle has been loaded in a safe and proper manner, meaning case quality and integrity are maintained through the journey.

Vehicle loading compliance is reported through our Load Adherence Dashboard, which gives a comprehensive picture of accuracy and also details the reasons for any errors.
Receive All (Good Faith Receiving)  
- Distribution and Direct to Store

Incorrectly fulfilled stock deliveries account for millions of pounds of lost sales revenue for retailers each year.

Good Faith Receiving is increasingly being adopted by many retailers to overcome these issues. Ensuring that deliveries are accurate has traditionally required staff to check every supplier delivery to distribution centres or retail stores. When inaccuracies are identified, it has often proved impossible to track where the root cause lies within the supply chain. Compliance in this area minimises the risk of product wastage further down the supply chain, particularly as our auditors are also able to validate minimum life on receipt compliance from perishable product suppliers.

We provide a comprehensive service for the audit of deliveries at both store and distribution centres. Good Faith Receiving relies on sample stock checks being conducted at various points of the supply chain, reducing the need for wholesale inbound delivery checking. The resulting data can then be used to give a true overall picture of stock integrity within any given period, so that the supplier is invoiced correctly or the store receives the correct stock charges. Good Faith Receiving simplifies receiving processes, supplier payments and the movement of stock, as all consignments can be accepted in ‘good faith’.

As the market leader in providing Good Faith Receiving audits, our clients have all reported a more effective use of staff resources, improved stock availability and reduced rates of stock damage. Importantly, the suppliers to our clients have also seen many efficiencies from this process with increased levels of delivery accuracy saving them money.
Stock management

Our stock support teams are also well versed with the majority of electronic ordering systems and they are supported by an IT department capable of writing bespoke software solutions to meet the individual needs of our customers.

We have a proven track record of stock support for retail change management. Whether it is de-stocking; restocking; stock data management; goods receiving; or reverse logistics, we can offer a comprehensive solution. Teams have access to the latest RF technology and hand-held data capture devices, enabling information to be collected and relayed instantly from one location to another.

Our aim is to provide you with the best and most innovative solutions available in the industry.

"I outsource my inventory services to OCS because they are the experts in this field and they do it better than I can. It’s simple, they provide a slick cost effective job and they deliver day in, day out. They do exactly what it says on the tin."

Stock Control Manager - Iceland
OCS Retail and Asset Solution operate a 24-hour IT support desk that is available 7 days a week.

Over the last 50 years, OCS Retail and Asset Solutions has been at the forefront of technological developments. We were the first stocktaking company in the UK to adopt the use of the very efficient barcode scanners and over the years have reinvested in the latest models to achieve the best accuracy and productivity available and ensure we continue to be the industry leaders.

We were also the first to implement wireless RF data transmission ensuring downtime is kept to a minimum. We recently completed a feasibility study to establish and identify the next generation of technology that will further improve our service to customers. These include Windows mobile based scanners, wearable scanning equipment, and various new software developments. This new technology has now been adopted, resulting in greater efficiency and accuracy. The technology used by OCS and the software to manage client data can interface directly with the majority of client systems.
Working together through the complexities of TUPE and IT requirements, OCS has the expertise and experience that facilitated the significant change. The success of the partnership has led to Sainsbury’s enjoying richer data than ever before.

Stock and Audit Manager, Sainsbury’s

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Management reporting

We use our own bespoke audit software (START). The key to advanced savings and development can be found in the level of reports and information provided at the end of the audit. We have developed a broad menu of reports available both during and after the count and these can be discussed in more depth once a better understanding of your IT process and information availability is clarified.

We provide industry-leading web-based access to stock audit data via our in-house reporting web interface. This system is accessible via any major web browser and offers the client a readily accessible and secure means of accessing data collected during the stock audit. This data is protected by server-side firewalls, https data encryption between the OCS server and client systems and through the ability to create individual user accounts. Permissions for these individual user accounts can be configured to restrict access to sensitive data.

We have also developed a market-leading web-based management information dashboard which allows our clients to drill down through multiple layers of data by simply logging into the site.
We offer our customers a managed service based on RF Keeper’s plug and play RFID solution. OCS enables retailers to adopt and enjoy the benefits of RFID without the need for complex software integration, extensive training programmes or changes in working procedures.

**RFID Solutions**

OCS offers a new approach to RFID

RFID managed solution from OCS: low monthly lease cost, no upfront capital investment.

**Additional Benefits:**
- Item locator
- Fitting room shopper aid
- Personal styling stand
- RFID loyalty cards
- Rapid pos checkout
- Fitting room intelligence
- Self-checkout stand
- Targeted sales and marketing

**Managed Service offers:**
- Automated inventory counts
- Merchandise replenishment
- Product mix validation
- Price markdown
- Item tagging

**Additional Benefits:**
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We offer our customers a managed service based on RF Keeper’s plug and play RFID solution. OCS enables retailers to adopt and enjoy the benefits of RFID without the need for complex software integration, extensive training programmes or changes in working procedures.
With over 50 years of experience in the provision of stocktaking inventory and audit services, OCS combines global expertise with specialist knowledge and world class resources to deliver a comprehensive range of services to clients throughout the world. We monitor and track clients’ assets throughout the supply chain. Our strengths are our people, our technology, and our global capability. It is these strengths and our innovative approach which have helped us to establish customers throughout the world. We pride ourselves in protecting our clients assets anywhere in the world.

As one of the UK’s largest stock management and retail support companies, we can provide:

- Merchandising services
- Retail stocktaking
- Pharmacy services
- Inventory services
- Supply chain audit services
- Store support services
- Profit protection
- Seasonal labour provision
- RFID solutions
- Asset management