

# From Manual Inventory Recalls to Automated Regulatory Compliance

## AMBITION

A global chain of convenience stores managed government-issued product recalls through manual, paper-based workflows. Leadership distributed recall lists to thousands of locations where staff physically marked quantities and returned data via fax. This legacy approach created administrative lag, increased error rates, and diverted personnel from core retail operations. The organization required an automated framework to ensure real-time tracking and adherence to evolving regulations.

## ACTION

**Wipro Engineering – Connected Services** developed a centralized digital platform to automate the product recall lifecycle across the retail ecosystem. Technical teams engineered a hierarchical interface that distributes regulatory data from the head office to individual store managers instantaneously. By integrating the solution with existing enterprise communication tools, engineers synchronized inventory verification across thousands of physical locations. The architecture locks verified field data into a unified dashboard, providing leadership with real-time visibility into the status of ongoing and completed recalls.

## AMBITIONS REALIZED

The transition to an automated framework standardized regulatory compliance while reclaiming operational time for store personnel.

### The Business Impact:

- **Standardized regulatory compliance** across a global footprint of retail locations.
- **Instantaneous data transmission** between central leadership and individual stores.
- **Real-time visibility** into recall status through a unified executive dashboard.
- **Elimination of fax-based workflows** reducing administrative lag and manual error rates.
- **Improved operational productivity** as automated tracking freed staff for core retail tasks.

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