

# Tapi Carpets and Floors: ERA Measures up and Lays Out Savings

CLIENT:	Tapi Carpets and Floors
SECTOR:	Retail
COST CATEGORIES:	Fleet, Waste & Recycling, Fuel, External Print, Managed Print, Office Supplies, Facilities Management

## THE CLIENT

Established in 2015, Tapi's aim is to make shopping for carpets and flooring "an absolute joy". Martin Harris wanted to "breathe new life into the world of carpet shopping." To do so, Tapi places integrity at the heart of everything it does: "when we say we'll do something, we'll do it! We will never forget this is about your home, your family, your needs and your dreams!"

## THE CHALLENGE

The story of the last seven years for Tapi has been one of rapid expansion. In 2016, the carpet and flooring company operated just 15 stores. Today that number is over 160. High-speed growth illustrates the excellence of Tapi's business model, but it also requires the company to be as efficient as possible. ERA operates a no-commitment and no-savings no-fee model, providing Tapi with the perfect opportunity to undertake a forensic health check in several areas of spend.

## THE SOLUTION

ERA Principal Consultant Keith McGregor picks up the narrative: "Tapi is well on its way to being the UK's biggest and best-rated carpet and flooring retailer. In my initial conversations, it was clear that Tapi was keen to utilise ERA's extensive supplier knowledge to ensure it was receiving best-in-class procurement."

An example of ERA's high level of supplier knowledge was the fleet and fuel projects, in which Keith and his team of specialists drew on their ability to get discounts and reserve the stock of vehicles in a tough supply market. For the category of managed print, Tapi's requirements for a supplier included one who could service a company that is as geographically diverse as Tapi.

When asked what surprised him most about working with ERA, Chief Financial Officer Jeevan Karir highlights ERA's forensic approach: "The level of granular detail ERA goes into in its reports is very useful. Furthermore, the service levels offered by the new suppliers have surpassed our expectations substantially."

## SUMMARY OF SAVINGS



Fleet - Undertaken on a consultancy basis  
Waste - No savings found

**TOTAL SAVINGS: 23%**



"The knowledge that ERA has within its network of specialists is undeniably impressive. In every category of spend we were given useful insights which informed our decisions at every step. We continue to work with ERA and will recommend their work in the future."

**JEEVAN KARIR,**  
CHIEF FINANCIAL OFFICER,  
TAPI CARPETS AND FLOORING