

24/7 end-to-end infrastructure support services for a leading US fashion retailer



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aspire 
SYSTEMS
attention. always.

ABOUT CLIENT

Our client is a leading women's fashion retailer with over 37 years of expertise in the industry. Headquartered in San Antonio, Texas, USA, they have established their presence with multiple stores across the nation and one online store.



CHALLENGES

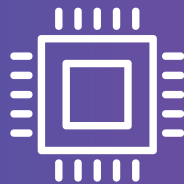
Our client, who is a leader in fast fashion retail with a huge customer base, stocked and sold items on a weekly basis. Having recently migrated to Oracle Retail Suite V15, they were facing major technical challenges. Our client did not receive proper knowledge training to handle the system. The entire application was lacking a proper business process to operate by. Inconsistency in automation of batch processing led to unexpected downtimes which affected their business. They were in need of a monitoring team to provide 24/7 technical support.

SOLUTION

Our production support team was deployed to analyze the issues faced by the client and appropriate measures were taken based on need of the hour requirements:-

- Assessed the existing infrastructure and devised an effective business process
- **A Service Desk** Team was created to handle tickets raised during incidents – identify the root cause and troubleshoot immediately
- Three levels of support services (L1, L2 & L3) were offered – incidents get treated at various levels based on the criticality
- **Infrastructure Services:** Existing storage issues were fixed by replacing faulty disks and bringing the storage box live in production; a prompt backup mechanism was devised to avoid data loss during system failures
- **Network & Security Services:** A network infrastructure was set-up to provide uninterrupted network connection; renewed the expired anti-virus, facilitating a secure environment for the application to run on
- An intranet portal was created with a dashboard to monitor multiple applications from a single window
- **Store Monitoring System:** A team was allotted to monitor the client's stores; any hardware or network issues in any one of the stores will be attended to and resolved immediately

TECHNOLOGY



Oracle Retail Suite V15

TOOLS

- Cisco
- Oracle
- Vmware
- Quest
- Dell and EMC
- TightVNC
- SQL Server Management Studio
- SQL developer
- SOS Job scheduler

PLATFORMS

- 1 VMware
- 2 Storage-Dell/EMC
- 3 Backup-Quest's Rapid Recovery
- 4 Windows-2008R2 and 2012R2
- 5 Linux-Oracle, Centos, Ubuntu, Redhat
- 6 Network-Cisco-Meraki
- 7 Oracle
- 8 Intranet Portal Development on PHP and MySQL
- 9 Cisco Unified Communication manager
- 10 Contact Center Management

PROGRAMMING LANGUAGES

- PL-SQL
- JAVA
- Shell

VIRTUAL SERVERS

VMWare Environment							
Environment	Oracle Linux	CentOS	SUSE Linux	Windows	Ubuntu	Cisco	Total
Production	16	2	4	34		6	62
Test	16	1	3	26	1		47
Total	32	3	7	60	1	6	109

PHYSICAL SERVERS

Hardware	
Cisco UCS Chassis	2
Cisco UCS Blades	15
Backup Server	3
Storage	4
Total	24

RESULT

Our team worked relentlessly to provide a stable, comprehensive infrastructure at minimum cost and in a short span of time. Changes to the existing systems and new systems were implemented at various levels with security as the primary focus to improve the overall efficiency of the system.

- Single comprehensive support system to handle all business and IT related issues
- 24/7 support from Service Desk – reducing the issues raised significantly by 20-30%
- A comprehensive infrastructure monitoring tool for data center, stores and the corporate office
- Completely stabilized, integrated system with zero downtime
- Automated patch management, uninterrupted batch processing and stabilized inventory management
- Robust backup mechanism to prevent data loss during disasters
- Infrastructure maintenance and support for external servers



FUTURE IMPACT

Aspire's robust support system has stabilized the clients' infrastructure, automating and optimizing their business processes. With this improved system in place, the resource efficiency is estimated to improve up to 30% in the next quarter.

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ABOUT ASPIRE

Aspire System is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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