



Auto parts retailer clocks 3x faster process with Aspire's expertise in Oracle Retail Point-of-Sale



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SYSTEMS



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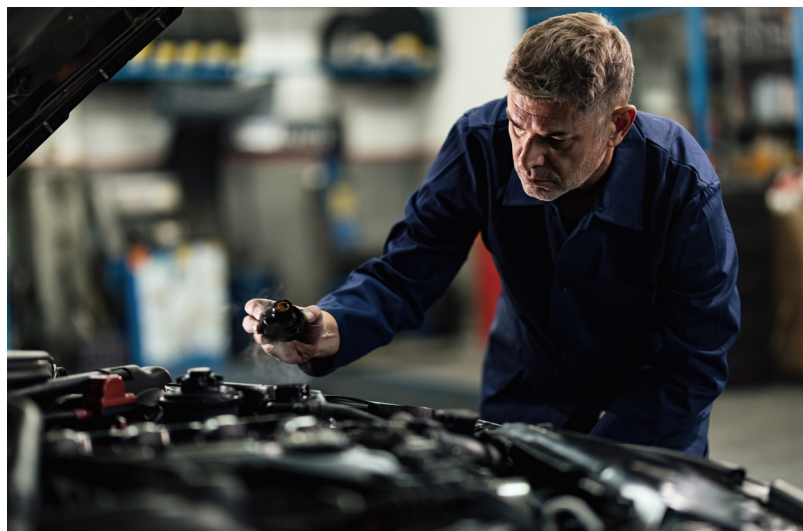


Challenges:

- Technical issues in implementing ORPOS that slowed down processes
- Navigation issues
- No customizations were available for providing discounts
- Lack of direct access to inventory availability

About the Customer

Our client is a century-old company that has been a front-runner in automotive spare parts and vehicle maintenance business in the US. It began as a humble auto parts supply shop, turned to rubber tires, and is now a full-scale auto service firm spread across the US. Their mission is to make quality car care simple, convenient, and accessible for everyone.



The Need

The company in its quest to keep innovating with the times adopted Oracle Retail Point-of-Sale (ORPOS) but had limited resources to handle the technology. Initially, they employed a couple of techies in-house to deal with ORPOS issues but soon realized that their large operation needed comprehensive expertise. Their operations were slowed down because of issues like incorrect totaling, a null screen, and other navigation issues. The hugely competitive business wanted to offer customers a unique experience, but the lack of customized deals was an impediment. They required experts who could go a step ahead with customizations for a loyalty program and provide access to inventory all in one shot.



Results:

- Customizations related to inventory sourcing and loyalty program introduced
- 3x faster support services. Issues that were expected to be resolved in 24 hours were done within 8 hours
- Better, error-free interface
- Optimization of existing codes
- Long-term fixes were provided that ensured the system can handle the same problem in future

Aspire's Solution

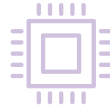
Though the client's primary issue was handling technical glitches in ORPOS, their partnership with Aspire opened up the possibilities of customizations that could enhance their customer experience significantly and make their store network more efficient. Aspire Systems is an expert when it comes to providing solutions for ORPOS. The client is using ORPOS for which there are only a few support service providers. The distinguishing work in the Oracle space made the firm choose Aspire.

The following tasks were carried out:

- Resolution of technical issues that stores were facing when using ORPOS.
- The solutions were provided with a change in coding at the back end so that the issues would not recur.
- A defined system of checks and balances was put in place to identify the stage at which the application was getting stuck to help in specific faster resolution.
- Customization requests for a loyalty program were introduced. In a few clicks, the customer data can be pulled out to check the eligibility of loyalty benefits
- Better transparency in terms of access to inventory and its availability. The client wanted a specific tire sourcing system. Our experts used Application Programming Interface (API) that allowed the sales personnel to check which store the product was available and complete the transaction.
- Suggesting suitable products according to the requirement. Another customization is where on the ORPOS screen a cashier can suggest the pressure value that is required for a tire during a purchase.



Technology Snapshot



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- » AWS
- » Github
- » Intelligent AI
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