

# Delivering Business Agility through Managed Services for a Leading Fashion Retailer



ATTENTION. ALWAYS.

*aspire*   
SYSTEMS  
*attention. always.*

## COMPANY

Our customer is a Swedish fashion and interior accessories retailer, headquartered in Stockholm. They sell a unique mix of fashion clothing and interior fittings, inspired by India, in 100 shops across Sweden, Norway, Finland and Germany. They also have a strong online presence.



## CHALLENGES

The customer had deployed Oracle Retail Merchandising Suite and Oracle Finance applications. However, they were burdened with IT issues with regard to operation optimization of various modules.

The following are the top challenges faced by our client:

- ➔ In the absence of standard incident control practices, incidents were not resolved in a timely manner.
- ➔ The absence of optimized IT routines led to recurring incidents that caused disruption of critical IT services.
- ➔ Lack of automation resulted in manual overload with repetitive/bulk tasks.
- ➔ Too much time was consumed for resolving Oracle Retail Sales Audit (ReSA) errors.
- ➔ Poor awareness of end users with regard to utilization of applications caused numerous errors.
- ➔ Poor Root Cause Analysis and Problem Management practices restricted their ability to accurately determine the impact of incidents on the business/organization.



# THE SOLUTION

// Promptly resolve problems related to IT applications or errors made by end users, also prevent the recurrence of incidents by identifying potential risks. //

Aspire provided a comprehensive range of managed services to monitor and manage the maintenance, support and operation of their Oracle Retail Merchandising Suite, Oracle Finance and the underlying Oracle Infrastructure.

Geared towards optimizing their application management processes for maximizing efficiency and control, our solution dealt with the following aspects:

## Optimized Problem Management & Root Cause Analysis

To promptly resolve problems related to IT applications or errors made by end users and also prevent the recurrence of incidents by identifying potential risks.

## Optimized Incident Management

To correctly identify and resolve incidents and minimize their adverse impact on normal operations.

## Preventive Maintenance

Conducting proactive monitoring and regular health checks to ensure the smooth functioning of solutions.

## Application Utilization Optimization and Training

Providing enhanced training to internal stakeholders in order to bridge gaps in utilization/awareness and helping them to maximize utilization of their current solution.

## Business Consulting (Retail)

Streamlining processes and systems to ensure that they get the most out of their technology investment. The client's business requirements and pain points were identified during our assessment and our recommendations included:

1. Implementation/Enhancements/Upgrade suggestions
2. Utilization suggestions
3. Health Check and Monitoring suggestions
4. Automation suggestions

# RESULTS

Our solution helped the client to achieve its key business goals by facilitating:



## Business Automation

Reduced efforts spent by business users on repetitive and bulk tasks by 70%.

## IT Automation

Reduced efforts made by IT on repetitive issues and regular maintenance routines by 40% through:

- Automation of regular IT Routines including ReSA errors and discrepancy resolution, Sales Check, etc.
- Creation of Health Check reports and Proactive Monitoring Tools
- Optimization of Problem Management and Root Cause Analysis
- Optimization of Knowledge Management process



## Utilization Enhancement and Training

Enabled the client to maximize utilization of their current solution close to 100% (based on business requirements and mapping to solution).

## Solution Enhancement

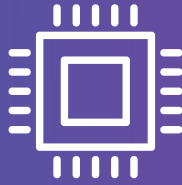
By addressing various pain points, Aspire enhanced overall performance of applications and provided them the flexibility to focus on strategic initiatives.



## Commitment to Continuous Improvement

By addressing a range of issues related to quality of service, cutting costs and managing risks, Aspire will enable the client to constantly improve their system and stay up to date on technology.

## TECHNOLOGY SNAPSHOT



### Applications:

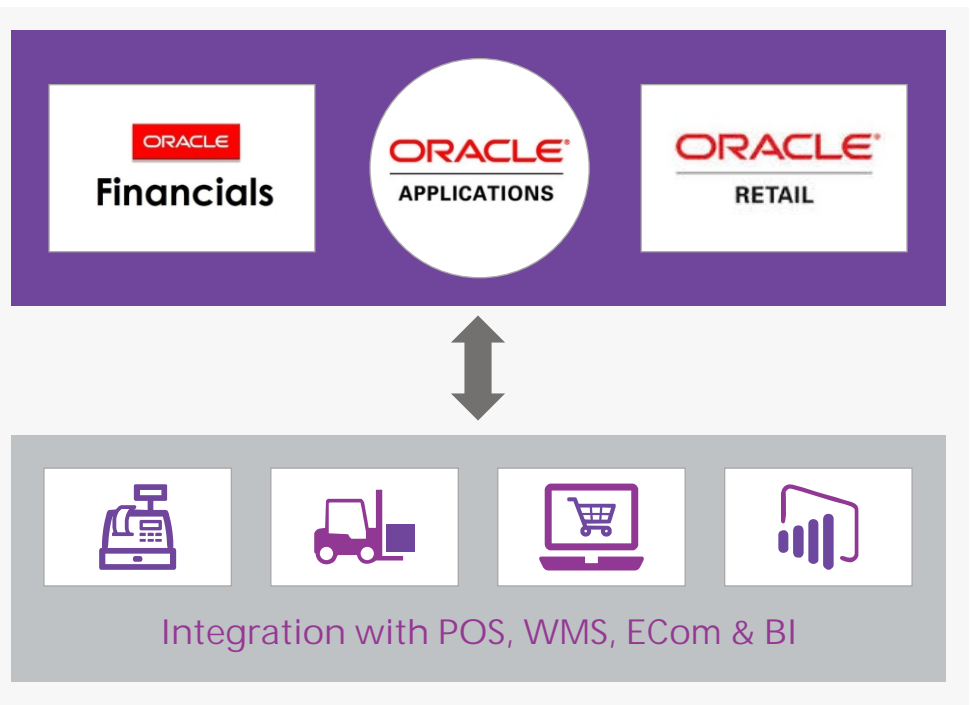
Oracle Retail Merchandising Suite 13.0.2,  
Oracle EBS Financials 12.0.4

### Integration:

Oracle Retail Integration Bus, Oracle Business  
Process Execution Language

### Platform:

Sun Blade Server, Oracle VM



## FUTURE IMPACT

Aspire's solution would help the client to optimize their existing environment and maximize the return on their technology investment. Automation of formerly manual tasks would bring about a marked improvement in productivity. And streamlining various business processes would drive efficiency and business agility and deliver significant cost savings, thereby creating a competitive advantage in the long run.

[www.aspiresys.com](http://www.aspiresys.com)



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## ABOUT ASPIRE

Aspire Systems 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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