



Empowering Retail Efficiency: Aspire Systems Upgrades Oracle Xstore Suite V23 for an Australian Home Improvement Leader





Challenges and Motivations

- **Outdated Systems:**
Our client struggled with an older version of Oracle Xstore Suite that limited functionality and performance.
- **Inconsistent Experience:**
Their systems caused uneven user experiences across stores, affecting staff efficiency and customer satisfaction
- **Performance Issues:**
Slow transaction times and disruptions occurred during busy periods due to system performance problems

Solutions

- Successfully upgraded the client's Xstore Suite to the latest version, Oracle Xstore V23

About the Customer

Our client is a leading producer and manufacturer of building and home improvement products based in South Australia.

With an annual revenue exceeding \$228.9 million, they operate over 50 stores across the globe, providing high-quality products and services to their customers.

The Need

Our client encountered major difficulties due to an outdated version of Oracle Xstore Suite, which restricted functionality and caused inconsistent performance.

These challenges created uneven user experiences across stores, negatively impacting both staff efficiency and customer satisfaction.

Furthermore, performance issues led to slow transaction times and frequent disruptions during busy periods, further hindering operations.

Hence, it became imperative for the client to get in touch with Aspire Systems.



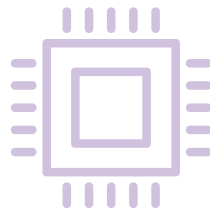


Aspire's solution in detail

Aspire Systems successfully upgraded the client's Oracle Xstore Suite to Version V23. This upgrade improved the store environment and provided a consistent user experience across more than 25 registers.

As a result, our client saw better performance and streamlined retail operations. The enhanced system resulted in higher customer engagement, benefiting our client as a leading Australian producer of building and home improvement products.

Technology Snapshot



◆ Oracle Xstore Suite V23





Business Benefits

- **Optimized Performance:** The V23 upgrade made transactions faster and improved overall operations.
- **Enhanced Retail Operations:** It modernized the store environment, leading to a better shopping experience.
- **Improved User Experience:** The upgrade unified the experience across 25+ registers, boosting staff efficiency and customer satisfaction.
- **Increased Customer Engagement:** A more efficient store environment led to higher customer engagement and increased sales.



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