

Implementation of Oracle Retail Store Solutions for a retail giant in UAE



The Customer

Our customer is one of the leading companies in the field of consumer electronics, information technology, telecommunications, home appliances, office automation and entertainment in the United Arab Emirates. They are well spread out with a network of 31 retail stores and 9 service centres across the Emirates.

The Challenges

Our customer was using JDE sales order management system as their billing application. Master data maintenance and financial operations were carried out using JDE. Their customers were not satisfied with the slow billing process which affected their business badly, for which they decided to implement Oracle Retail Store solutions.

Key Challenges

- Due to 3 decimal currency system followed in Oman , implementation and integration of the Oracle Retail operations was a complex task.
- Lack of proper maintenance in their servers.
- Due to their slow billing process, they tend to lose their customers in peak hours.

The Solution

They wanted to revamp their billing process and they selected Aspire systems as their preferred business partner to revamp their billing system. Aspire implemented Oracle Point of Sales, Back Office, Oracle Central Office and Oracle Retail Store Inventory Management solutions for the customer and integrated them to JD Edwards 9.0 and JDE XE. Also, ensured that JDE inventory is in-sync with SIM close to real time.

- All inventory and master information was downloaded from JDE and all transaction related information was sent to JDE
- Implemented centralized Credit Note, Gift voucher and Manual receipts functionalities and established Oracle Retail Suite of products on OVM for high availability needs
- Proper accounting of cash and other tender types and 3 decimal currencies was ensured for the applications
- Improved maintenance of OVM's weekly tends to develop unique Health check automation to generate daily reports
- All international and regional Credit/Debit Card support (VISA, MASTER, SPAN, SAMBA etc.)
- Integrated POS with iTunes web service to activate iTunes cards.
- Integrated POS with the mobile app for price change/discount of an item with manager approval.
- E-Commerce sales transaction integration with POS (Buy online and return at any of the stores).

Highlights

- Faster implementation in 4 months
- Complete set of MIS and DSS reports at Store and HQ
- Easy to maintain single/unified platform
- Integration with JDE merchandising systems

Benefits

- Better operational performance in their billing process
- Quick decision making in their retail business has been done with the help of customized features
- User-friendly application for billing
- Accounting of cash & other tenders were carried out in an unified manner



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