Oracle Retail V15 Production Support for a leading fashion retailer in US

ATTENTION. ALWAYS.

ABOUT THE CUSTOMER

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 40+ 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 weekly basis. Having recently implemented Oracle Retail Suite V15, they were facing major business challenges. There was no proper business process that was followed and the staffs were not given proper instructions to handle the application. Data migrated from the old platform were cluttered, unstable and inventory management was a huge challenge. Due to instability and inconsistent batch automation process, they were facing unexpected downtimes which affected the business. They were also in need of technical assistance to handle tools like SOS, to access and maintain Xstore database and a monitoring team to provide support services.

SOLUTION

Our production support team was deployed to analyze the issues faced by the client and appropriate measures were taken. Various levels of support and maintenance were provided based on the need of the hour.

- An effective business process was put in place to enable prompt payment with minimum backlogs

- Performance issues resulting in markdowns were identified and analyzed

- Automated strips were created to maintain the high data quality in Xstore

- A Warehouse Management process was suggested to clear backstock inventory, overages etc.

- Health checks were channeled at every stage of the project to ensure seamless transition of data

- A backup mechanism was devised to avoid data loss during system failures

TECHNOLOGY SNAPSHOT
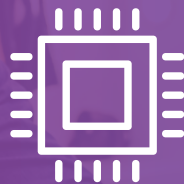
Technology:

Oracle Retail Suite V15

Tools:

PuTTY, SOS Scheduler, Toad SQL Developer

Platform:

Java and SQL based platforms

Programming Languages:

PL-SQL, JAVA, Shell

RESULTS

- Single comprehensive support system to handle all business and IT related issues

- Efficient pricing and finance support system to prevent payment backlogs

- Prevention of data loss during disasters with a robust backup mechanism

- Infrastructure maintenance and support for external servers

- Stabilized inventory management

- Completely stabilized, integrated system with zero downtime

FUTURE IMPACT

Aspire's single robust support system for both business and IT related issues has facilitated the client with improved and structured processes, optimizing their business thus expanding their customer base for the future.

aspire
S Y S T E M S
a t t e n t i o n . a l w a y s.

ATTENTION. ALWAYS.

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.