

US Retailer Accelerates Checkout Performance and Store Efficiency with Oracle Retail Xstore Version 24 Upgrade

Industry

Retail

Business Presence

United States

HQ

United States

About the Client

Our client is a leading US-based department store retailer offering apparel, footwear, accessories, cosmetics, and home merchandise across a large nationwide store network and digital channels. The retail organization is positioned as a well-known department store brand combining national brands with private labels. It has been on digital transformation, omnichannel retailing, and store optimization, supporting evolving customer shopping behaviors.

Business Challenges

With a broad customer base and high in-store transaction volumes, the retailer continued modernizing its store technology landscape to support omnichannel growth, improve operational efficiency, and deliver consistent shopping experiences at scale.

Given the client's need to keep pace with Oracle's ongoing enhancements to the Oracle Retail Xstore platform, the existing environment required modernization to improve scalability, security, and operational efficiency. Running on a legacy Oracle Retail Xstore version limited access to newer capabilities and made it more challenging to enhance store performance and customer experience, prompting the evaluation of an upgrade to Oracle Retail Xstore v24.

- ▶ The client's existing Oracle Retail Xstore version lacked the newly introduced features and functional enhancements.
- ▶ This blocked the retailer from fully leveraging Oracle Retail Xstore capabilities to the fullest, affecting in-store experience.

Aspire Systems' Approach

A team of retail domain experts from Aspire Systems worked closely with the client to support their needs for a smoother, faster, and more future-ready Oracle Retail Xstore environment. The existing Oracle Retail Xstore v21 setup was evaluated to identify opportunities where improvements in system performance, scalability, and newer platform capabilities could significantly improve store operations.

Recognizing the importance of upgrading without disrupting day-to-day store activities, a structured approach was designed to upgrade the complete Oracle Retail Xstore suite to version 24 within a short implementation window. Special focus was placed on ensuring database compatibility and migrating custom components to align with the latest platform version.

Some of the key aspects of the Oracle Retail Xstore upgrade included:

- ▶ Upgraded and aligned the Xcenter database to Oracle Retail Xstore v24, ensuring compatibility with the upgraded platform
- ▶ Migrated all custom code components to ensure compatibility with the upgraded platform
- ▶ Enabled faster transaction replication and improved billing efficiency using v24 enhancements
- ▶ Improved overall system performance user experience, and responsiveness across store operations

Business Benefits



Accelerated Checkout Performance

Reduced transaction times and optimized POS workflows to increase speed and operational efficiency.



Shorter Lines, Better Flow

Minimized wait times and improved peak-hour throughput, enhancing overall customer satisfaction.



Greater POS Stability & Reliability

Strengthened system performance to ensure faster, consistent, and dependable transaction processing.



Enhanced Omnichannel Execution

Improved reliability of Save the Sale, Universal Cart, and BORIS to support seamless cross-channel transactions and faster in-store returns.



Consistent, Frictionless Store Operations

Delivered a stable, user-friendly environment that reduces disruptions and empowers store teams to serve customers efficiently.

About Aspire Systems

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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