
Project: Enhancing internal communication and operation support

Customer Profile

- The client is the Thai arm of a UK based supermarket chain, serving up to 20 million customers every month through a total of 366 stores - 57 hypermarkets; 17 Value stores; 269 Express stores, with merchandise being procured from 3,753 vendors, with 97% being Thai companies

Business Opportunity

- As with most retailers the client faced some challenges. They had difficulty communicating operating policies, procedures and guidelines with staff at widely distributed locations and ensuring they were adhered to. In addition reports from the stores to the corporate office were received on paper, fax, mail, phone, etc, leading to time lost and transcription errors while consolidating, resulting in poor analysis.
- At the same time sub-optimum sales databases at the stores were slowing down system response causing irritation to consumers and staff alike.

Solution and Services Provided

- NIIT Technologies designed, delivered and deployed an enterprise-wide eOperations application on Lotus for streamlining communications between the corporate office and the stores and had facility to communicate bi-directionally with every employee.
- This platform was enhanced to include consistent and timely electronic exchange of performance and re-order data, obtain employee feedback and suggestions, and for all manner of internal communication.
- As a second on-going service NIIT Technologies also provides the Client 24 X 7 on-site and on-call remote support for Oracle / SQL databases, Oracle Apps Financials, technical and maintenance support, and administration support of over 300 sales databases including Backup, Restore & Recovery, Imports/Exports, Database patching, Database upgrading, Creation/Alteration of Schema, Monitoring of Database, Users, Roles, Access management, Tuning of Database, Performance Tuning, Shutdown / Startup, Database Security Management, Reorganization of database objects, Manage Tablespaces, Datafiles, Tables, Views, Redo Logs, Init parameter etc., Writing shell scripts, Participate in Capacity Planning and Disaster Recovery Planning, Installation and Maintenance of Database Server, and Configuration Management

Benefits Delivered

- Uniform communication and implementation of policies, exchange of best practices, better store-Corporate office exchange of data and routine communication, employee involvement and grievance redressal, sales applications performance and sales data integrity. Communication cycles have been cut down by 36%.