
Project: Sell-side applications portfolio management services for global retailer

Customer Profile

- The client is a leading UK retail chain for fashion, household products and food with 93% revenues from UK.
- It owns shops that specialize in apparel, food and beauty products and household items. It also provides financial services like loans, savings and credit cards.
- Until a short time ago, the client was very active internationally with almost 70, 000 employees in almost 40 countries but is now consolidating and re-inventing itself.

Business Opportunity

- As part of the consolidation effort the applications and operational information systems within the organization were continuously being enhanced, re-evaluated and migrated to current technology platforms to keep pace with evolving business expectations.

Solution and Services provided

- SLA driven 24 X 7 support and maintenance of applications in the selling side of the business including e-Ticketing, PosLink, Stock Accounting, Till Reconciliation, TRACOS, MTM (Made to Measure), Siebel, Electronic Selling Platform, Gift Registry and Foods, WDT (Web Deployment Tool), SLG (Sales and Layout Guide), Foods Ordering, MSA/LPM/LPE, CIU Inform, CIU Reporting, Equipment Ordering, Mobile Ticket Printing, and Image Bank

Business Benefit

- Cost effective and reliable services, within budget, and with continuous improvement in productivity, processes and methods, automation of manual tasks, knowledge management, documentation.