



National Specialty Retailer Reduces Costs and Achieves Greater Efficiency with AMS-Shared Support Services from Infogain

The Client

Based in Florida, the client is a national specialty discount retailer offering designer and name-brand fashion apparel, home decor, accessories and shoes. The company operates approximately 300 stores across 31 states.

Business and Technical Challenges

The client wanted to reduce its Oracle Retail Merchandising (MOM) AMS support costs by engaging with a new partner to provide end-to-end AMS support services. The client's challenges included:

- ▶ Frequent performance issues due to lack of expertise and innovation from existing team
- ▶ High cost of maintenance by the in-house IT team due to performance related issues
- ▶ Lack of documentation of processes
- ▶ Lack of defined processes for Software Development Life Cycle (SDLC) and Quality Assurance (QA)
- ▶ Lack of efficiency due to large volumes of price changes manually keyed into application

Solutions and Scope of Work

Infogain was already a trusted partner, having supported the client's Oracle Retail Stores Solutions Suite (ORSS) applications and delivered various improvements including as Returns Management implementation and enhanced key customer and security-related functionality. Based on Infogain's strong delivery, defined processes and pro-active initiatives, the client elected to expand Infogain's responsibilities to include Oracle Retail Merchandising (MOM). The scope of work included:

- ▶ Process improvements to reduce costly manual efforts that will lead to greater efficiency
- ▶ Implementing onsite-offshore shared support service model for Retail Applications Maintenance Services
- ▶ Leveraging Infogain's CoE in Retail domain for to Database Administration

Business Results

- ▶ Reduced the client's MOM support cost by 40%
- ▶ Improved online transaction processing database (OLTP DB) efficiency and reduced data analysis time
- ▶ Optimized IT processes leading to improved coordination among focus groups and better tracking of projects
- ▶ Proactive Database Management minimizing system failures and ensuring maximum system uptime
- ▶ Reduced manual efforts and improved efficiency through injectors
- ▶ Reduced recurrence of repetitive issues

Infogain Edge

- ▶ Demonstrated that we could reduce the cost of Application Maintenance with our Shared Support Service Model
- ▶ Strong Delivery in current projects - consistently getting top score of 5 ratings in CSAT (Customer Satisfaction Survey) from more than 6 quarters
- ▶ Introducing major process and system improvements to reduce recurrence of repetitive system issues