

# IF Sterling Commerce Multi-Channel Selling & Fulfillment Suite THEN INFOSYS

In a world that is increasingly becoming flat, supply chains have become global, complex and dynamic. We strive to create a step change across your order capture, order management, inventory management and order fulfillment functional areas. Our extensive service offerings assist you to keep pace with your dynamically reconfiguring supply chain, powered by the impact of globalization and deliver solutions enabled with robust project management tools, world class methodologies and accelerators while maintaining consistent and superior quality. This is augmented via our Sterling Commerce practitioners (SCP) who rally to provide better end-user experience and better margins.

## Why Infosys

- Largest pool of Sterling Commerce practitioners, process and functional experts with deep domain and industry expertise
- Infosys offers the expertise to deliver a decided competitive advantage, with predictable, efficient and speedy fulfillment of complex multi-channel, multi-location and multi-process order cycles
- Infosys provides multiple service offerings including robust implementations, faster rollouts, de-risked upgrades and dependable production support
- As our client you would be able to harness our rich repository of Solutions and Accelerators built on Sterling Commerce Suite framework like Rapid Design tool kit (RDT), Automated Regression Testing Tool kit(ART) and Non-functional requirements. (NFR) template which provide added value to your Sterling Commerce initiatives , and are all supported by Sterling Commerce Center of Excellence(CoE)
- Track record of most successful Sterling Commerce Multi-Channel Selling & Fulfillment Suite projects across verticals and service lines

## Analysts Speak

FORRESTER

“Infosys provides the greatest breadth of operational outsourcing capabilities to complement its IT services.”

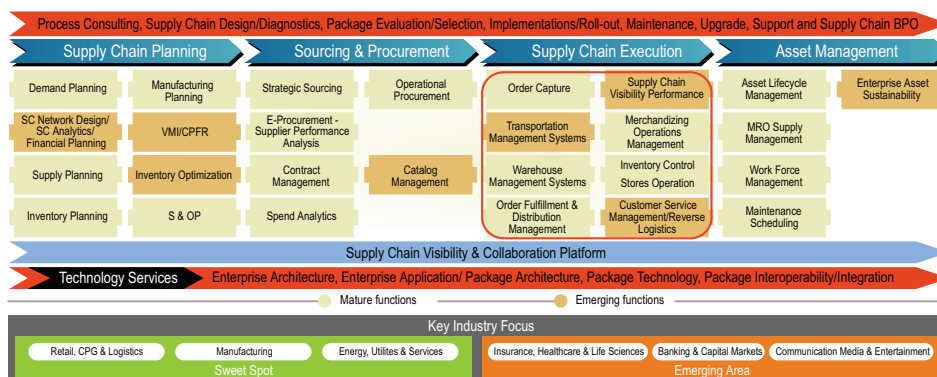
“Infosys complements SCM consulting with outsourcing services.”\*

\*Source: Which Service Provider Is Right For Your Supply Chain Project? by Patrick Connaughton, January 23, 2008, Forrester Research Inc.

## Alliance Overview



- Global Service Partner with Sterling Commerce
- A Long standing and truly strategic relationship of over 13th years
- Share a commitment to provide a greater customer experience to our customers around the world
- Joint solution offerings around multi-channel e-commerce and order management, business process outsourcing (BPO) and B2B transformational solutions for retail, logistics, high tech, manufacturing, banking and telecom sectors



## Incremental Value provided by our solutions & accelerators

	M C C (Multi Channel Commerce)	R D T (Rapid Design Tool Kit)	A R T (Automated Regression Testing)
PURPOSE	<ul style="list-style-type: none"> <li>Targeted at mid segment retailers</li> <li>Retailers who cannot afford the luxury or time of a full fledged custom implementation which can take anywhere from nine months to two years</li> </ul>	<ul style="list-style-type: none"> <li>Reduce the need for coding in customizations</li> <li>Solution architect or the functional consultant can design the customization rather than the developer</li> </ul>	<ul style="list-style-type: none"> <li>Accelerate the testing process</li> <li>Test the solution recursively every time a change is made without data set up</li> </ul>
ADVANTAGES	<ul style="list-style-type: none"> <li>Inbuilt components for an out of the box implementation of MCC</li> <li>Incorporates the industry best practices</li> <li>Cost of ownership is reduced by 65% and implementation lead time reduced by 50% or more</li> </ul>	<ul style="list-style-type: none"> <li>Overall implementation time is reduced</li> <li>Testing time is reduced</li> <li>Effort in coding is reduced</li> <li>Improvement in quality</li> <li>Base features of product can be used therefore continuing product support</li> </ul>	<ul style="list-style-type: none"> <li>No dependency on UI, MQ, Web &amp; Agent/ Integration Servers.</li> <li>No repeated data set up is required</li> <li>Ensures all known functional issues / bugs don't resurface on account of design modification/changes in a later point of time</li> </ul>

## Client Success Stories

- Partnered with a leading global biotechnology tools company to implement a comprehensive eCommerce solution based on the Comergent platform (now Sterling Commerce Multi-Channel, Selling). The new eCommerce solution can enhance customer satisfaction and experience by providing effective merchandizing channels, improving the purchase process and introducing customer self-service features.
- Sterling Commerce based MCC solution enabled "Buy Anywhere, Return Anywhere" functionality integrating the sales and fulfillment channels was provided to the largest electronics retailer which increased the revenue by enhancing payment handling capabilities, increased profitability by reducing unverifiable order cancellation rates and increase in fill rates from 60% to 90% there by reducing TCO.
- Infosys implemented Sterling Commerce Multi Channel Fulfillment Suite for a global electronics conglomerate at Pilot site for each solution type and rolled-out to other sites in iterative fashion for faster ROI, with enhancements being added to global solution. The key benefits included increase in revenue, improved supply chain visibility and reduced total cost of ownership.

## Allied services

### Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

### Independent Validation

Gives your applications the third degree treatment and tests their robustness and ability to survive your business growth. A "must have" service if you are serious about long term leverage of your application assets.

### Enterprise Application Integration

Make the whole of your IT applications much greater than the sum of its parts. Infosys leverages Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.

### Modular Global Sourcing

A strategically mature alternative to total outsourcing and ad-hoc offshoring. Align your sourcing strategy to your business strategy, modularize your applications and processes and leverage the power of the Global Delivery Model (GDM)..



Building  
**Tomorrow's** Enterprise

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit [www.infosys.com](http://www.infosys.com).