



## AMERICAN SPECIALTY RETAIL CHAIN DRIVES BUSINESS GROWTH THROUGH DIGITALIZED GLOBAL OPERATIONS



## About the Client

The client is a global apparel retailer operating stores across US, Canada, and Mexico for several marquee brands. With a strength of 135,000 employees, the organization has over 3,600 franchised stores in operation across 43 countries with the ability to ship to 90 countries.

## Background

Supporting such extensively distributed operations alongside plans to expand market reach was a key challenge for the client. Their core legacy commerce platform and peripheral application landscape were severely limited in terms of feature extensibility, performance, volume support, and technology scaling. Every

extension or upgrade had to be retrofitted into the landscape.

They needed a complete platform and technology upgrade to create a scalable landscape that would support the expansion goals of the organization.

Thus, as part of their digitalization and modernization initiatives, the global clothing retail chain decided to completely

rehaul their platform and technology landscape. They chose Infosys as their partner to help them run this program across two phases – a platform version upgrade as well as cloud modernization from an on-premises datacenter for the North America region. The transformation would support omni-channel capabilities and real-time inventory visibility.

## Solution Objectives

For the **modernization** program, the client wanted an extensible platform foundation that would support their plans for expanding their global operations. Some of the main capabilities they were looking for included

effective data harnessing for intelligent real-time operational insights as well as operational scalability, efficacy, and harmony.

For the **technology upgrade**, the focus was to unify the platforms and technology. This meant consolidating applications to

optimize cost and upgrading tools for better risk mitigation and product support. They also wanted to enable feature and functional extensibility to facilitate omni-channel operations, supply chain extensibility, and seamless ecosystem integration.

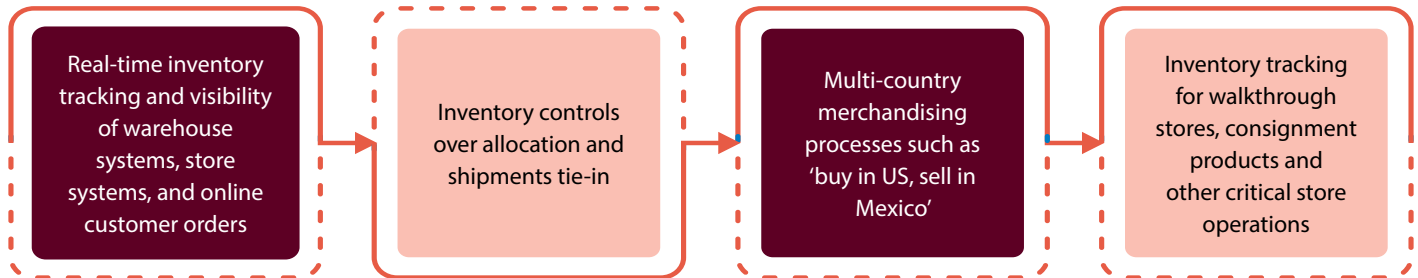
## Infosys Solution

Infosys helped accelerate the expansion plans by architecting a scalable cloud platform that seamlessly integrated with the retailer's existing on-premises systems as well as Azure Cloud.

As the sole systems integrator, Infosys worked with the client to deliver end-to-end modernization and technology transformation. The scope of services included program management, package configuration, integration, data migration, reporting, testing, and cutover. We leveraged

the Infosys data migration methodology on a live Oracle Retail cloud platform, migrating more than 4 TB of data. Kafka was used to create near real-time feeds from points-of-sale and to publish sales data to external systems. This eliminated the need for multiple integration touch points.

Some key solution features are listed below:



The new fully-integrated platform comprises more than 200 interfaces and 75 reports using Oracle tools, providing much-needed extensibility and functionality. Infosys also built bolt-on capabilities in the integration layer and data replication to support integration with on-premises systems. All of this was executed by adhering to Oracle cloud standards.

## Business Benefits

This retail operations upgrade is one of the largest Oracle Retail Cloud implementations because it now supports more than 3,500 stores as well as brand affiliates across United States, Canada, and Mexico. Delivered with eight months, Infosys deployed the SaaS solution, integrated it with enterprise applications, and conducted rigorous quality assurance of the end-to-end processes. The turnaround time for program delivery was significantly lesser compared to on-premises rollouts, leading to a reduction in OPEX by 15%.



## Engagement Insights

Infosys has led multiple Oracle Retail Cloud implementations that are fully integrated with the retailer's existing enterprise applications, business processes, and IT operations. This also includes the first worldwide retail SaaS merchandising implementation. Along with a flawless

track record of predictable, on-time, and in-budget engagements, Infosys also has a global workforce specializing in Oracle Retail Cloud.

This program was one of the largest modernization initiatives and Infosys co-developed the product, leveraging our long-standing partnership with Oracle. The

solution and its extensions were custom-built to augment value and required close coordination between Infosys and Oracle product development teams. Infosys and Oracle also worked together to support data conversion onto cloud, triaged platform defects, and accelerated the issue resolution process.

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

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