



INFOSYS DRIVES POS TRANSFORMATION FOR A PREMIUM LIFESTYLE RETAILER ACROSS APAC

About the Client

The client is a leading retailer that designs, markets, and distributes premium lifestyle products in four categories of apparel, home, accessories, and fragrances to customers across the globe.

Background

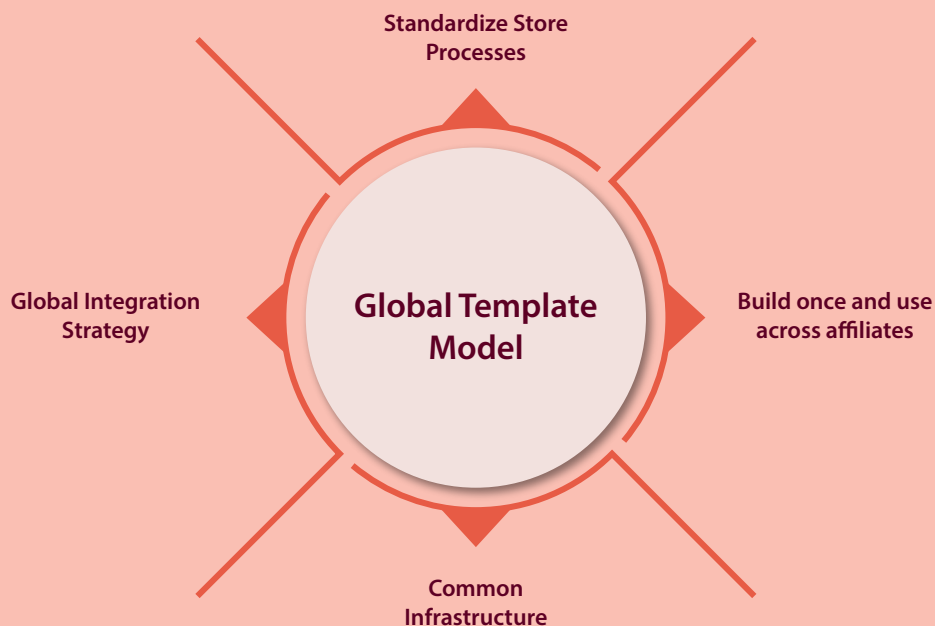
The retailer was struggling with performance issues during search/lookup activities due to large data volumes. They wanted to build a scalable, integrated, and incremental POS solution that would meet the legal and compliance requirements of various countries.

The client decided to transform business processes across all stores by implementing additional functionalities of Oracle Retail Xstore POS. This meant upgrading from Oracle Retail Xstore to Version 23 from Version 7 in Asia Pacific (APAC) and Version 17 in North America and Europe. Additionally, the integration layer had to be standardized with an application programming interface (API) led mindset.

Solution Objectives

Given the global nature of the retailer's operations, the key solution objectives were to:

- Implement Oracle Xstore Office Cloud Service (XOCS) with future upgrades
- Integrate with a compatible CRM v24
- Transition from MadMobile to Oracle Xstore mobile
- Upgrade Oracle Relate Customer Engagement (ORCE) to v24
- Implement a tailored country pack for Japan to meet the TAX rules



Infosys Solution

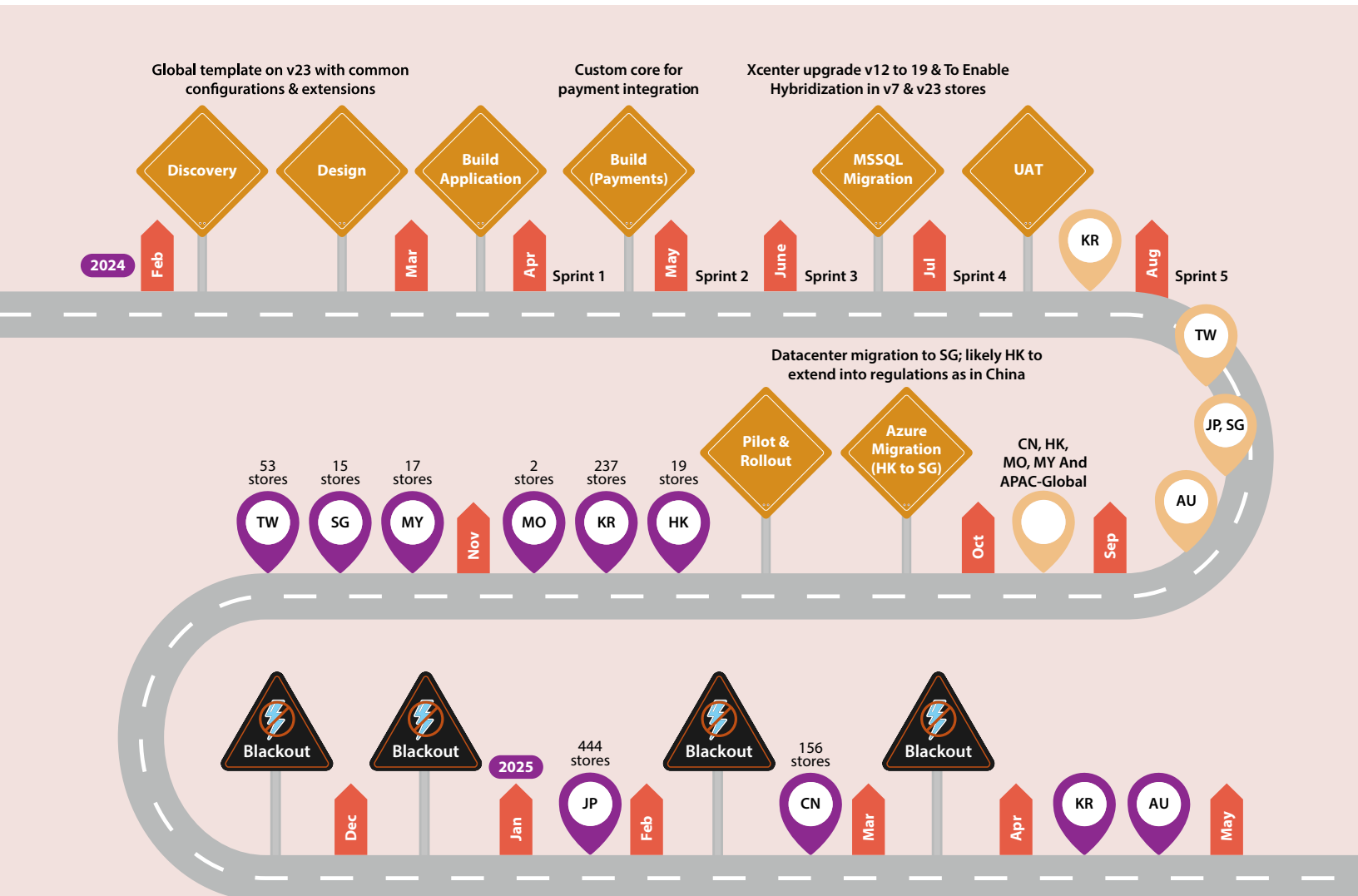
Infosys adopted an approach to transform, summarize, and supplement the client's landscape by leveraging a global template model across business and IT operations. Our partnership with Oracle was instrumental in building the global layer with common configurations/extensions.

By deploying the global template model, Infosys can maintain the code base in a global and regional format for a flexible build-and-release strategy. The template also supports an industrialized approach in delivering the solution at optimal cost with higher ROI. Further, it promotes access to out-of-the-box features with minimal deviations.

Some of the key activities undertaken by Infosys were:

- Modified Xstore inbound interfaces to align with cloud integration protocols
- Prioritized the multi-store structure of the organization hierarchy for every country
- Implemented a non-OOTB country pack for the APAC region

- Enabled payment integration for Adyen via EFTLink in three APAC markets
- Developed a custom payment core for three other APAC markets
- Configured and integrated e-invoices to comply with regional legal requirements
- Built and configured a separate XOffice to meet regional compliance regulations
- Deployed Oracle Retail Xstore Mobile to replace the existing standalone in-store application for all inventory operations
- Defined the direct integration from Workday with XOffice application
- Migrated to Azure platform and later to Oracle XCOCS
- Maintained the database and servers on private cloud on-premises



Business Benefits

Infosys transformed the client's architecture from Oracle Retail Xstore v7 to v23 in 9 APAC countries across more than 1500 stores.

Key business benefits were:

- Enhanced the user interface with modern, intuitive, and customizable design capabilities
- Improved performance through faster transaction processing and higher stability
- Enabled analytics and reporting through real-time data access and advanced reporting tools
- Enabled sales and returns to be fulfilled through mobile stores
- Configured receiving and shipping to be handled with Xstore Mobile, thereby reducing training cost
- Reduced maintenance cost and improved efficiency

Further Insights

The retailer was keen to leverage a global template to deploy common configurations and customizations for their planned go-live of Oracle Retail Xstore by October 2024 in APAC. The best practices and learning from the APAC implementation will be key success drivers for subsequent Xstore POS v23 implementations in North America and Europe. By 2026, the retailer aims to complete the transformation journey and open avenues for modernization with extended omnichannel capabilities.



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