SYSTEMS+

CASE STUDY

POS Transformation:
Achieving Seamless Oracle Micros - Xstore Implementation in 280+ US Stores

Background

The case study centers on the seamless implementation of Oracle's Micros - Xstore, a pivotal upgrade in the POS support system for an extensive network of stores across the United States. This transition necessitated offshore support due to the complexities involved in managing processes within the POS system.

Objective

The objective of the POS Support project was to upgrade the Point of Sale (POS) system from an outdated legacy system to Oracle's Micros - Xstore. This transition aimed to align with evolving business requirements and technological advancements, while maintaining a seamless nightly process across a vast network of stores.

Key Challenges

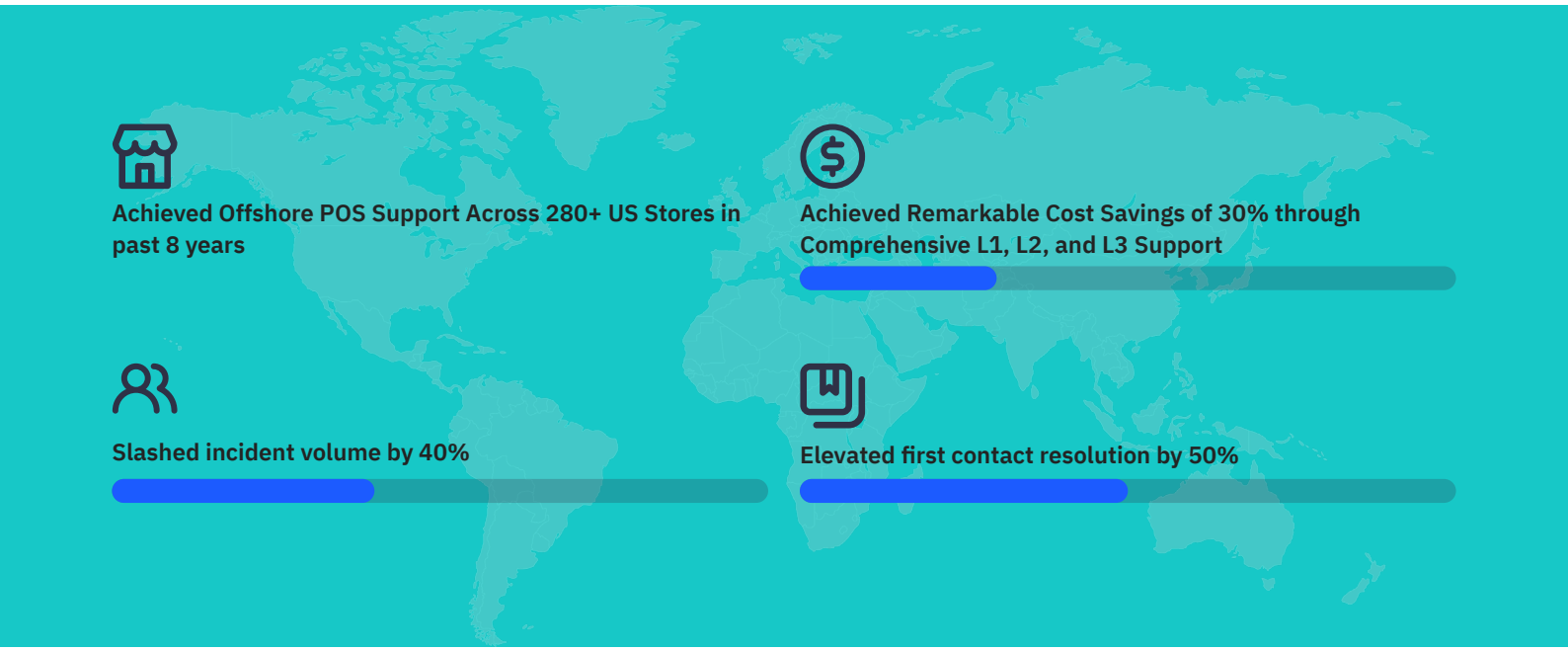
1. **Legacy System Upgrade:** Undertaking the transition from an outdated legacy system to Oracle's Micros – Xstore involved the complex endeavor of smoothly navigating the transition while adapting to changing business trends and technological progress.
2. **Nightly Process Complexity:** The integration of the post store closure nightly process introduced intricacies that demanded meticulous vigilance. Continuous monitoring, rapid problem identification, and timely resolution were paramount to prevent disruptions in the subsequent day's operational flow.
3. **Automation Implementation:** Supporting operations across 280 stores, each with multiple registers, brought forth the challenge of managing numerous tasks efficiently. The manual execution of these tasks across such a vast network posed a significant hurdle, necessitating the exploration of automation methods to enhance operational efficiency and reduce manual effort.
4. **Customer Interaction Enhancement:** Elevating customer interactions through APIs and iPads presented the challenge of seamlessly facilitating direct communication between sales associates and customers.

Proposed Solution

1. **Offshore Support Team:** An offshore support team was established to oversee the nightly process. This team continuously monitored, analyzed, and resolved issues swiftly, ensuring uninterrupted operations
2. **Real-time Testing Lab:** To troubleshoot real-time POS issues and improve user experience, a lab with hardware peripherals was set up. This facilitated timely testing and provided insights into store operations.
3. **Automation with LogMeIn:** The implementation of LogMeIn (LMI), an automation tool, significantly improved efficiency by automating manual tasks, deploying scripts to POS terminals, and minimizing downtime. This tool also enabled remote management, proactive alerts, and enhanced customer support.
4. **Concierge Application:** Mad Mobile's Concierge application on iPads empowered sales associates to build stronger customer relationships, integrated with Oracle's Relate application.

Action Plan

1. **Certificate Updates:** Regular updates and renewals of SSL certificates for both the POS systems and external applications are essential to maintain secure communication channels. This practice ensures the continued protection of data transmissions and contributes to a secure operational environment.
2. **API Links:** A standardized procedure was established for configuring and updating links with new POS builds. Thorough testing ensured their correctness, while automated checks swiftly fixed any broken links, maintaining smooth communication between applications.
3. **Server Validations:** The team scheduled monthly server validations during maintenance windows, conducting thorough checks post-reboot to ensure optimal server performance. Any identified abnormalities or errors were promptly documented and escalated for resolution.
4. **Incident Response Protocol:** A clear incident response protocol was developed, outlining the steps for reporting, analyzing, and resolving issues. A dedicated communication channel was established for the offshore support team to escalate critical incidents promptly, ensuring a swift and coordinated response.
5. **Automation Enhancements:** The team continuously improved and expanded the automation scripts that were deployed through LogMeIn. Proactive alerting mechanisms were implemented to promptly notify the support team of potential issues, ensuring quick responses. These scripts underwent regular reviews and updates to remain adaptable to changes in the system, ensuring their effectiveness throughout the project's lifecycle.
6. **Integration Monitoring:** The team implemented monitoring tools to closely track the flow of data and transactions between integrated applications. This involved setting up alerts to promptly detect and address any disruptions or delays in data exchange. Furthermore, a centralized dashboard was maintained to provide real-time visibility into the performance of these integrations
7. **Vendor Coordination:** The team maintained open communication channels with integrated application vendors, facilitating swift issue resolution. Regular engagements were held to discuss updates, enhancements, and emerging challenges.
8. **Documentation and Knowledge base:** The team maintained an extensive documentation repository encompassing integration procedures, troubleshooting guides, and best practices. We also actively encouraged the offshore support team to contribute to this knowledge base, promoting collaboration and knowledge sharing.



Achieved Offshore POS Support Across 280+ US Stores in past 8 years

Achieved Remarkable Cost Savings of 30% through Comprehensive L1, L2, and L3 Support

Slashed incident volume by 40%

Elevated first contact resolution by 50%

Overall, Systems Plus played a pivotal role in the successful implementation of Oracle's Micros - Xstore for POS support . This collaboration brought forth significant advantages, such as streamlined processes, heightened customer satisfaction, the establishment of standardized testing protocols, and adept handling of intricate challenges. Through strategic innovations, proactive initiatives, and a spirit of collaboration, the project not only achieved its objectives but also paved the way for enhanced, efficient Point of Sale operations in the ever-evolving retail sector."

Conclusion

This case study showcases the successful implementation of Oracle's Micros - Xstore in over 280 US stores, surmounting challenges in legacy system upgrades, complex nightly processes, and the adoption of automation. The key factors driving this achievement were meticulous planning, diligent execution, and proactive measures.

By addressing these challenges head-on, Systems Plus established a robust support framework that included an offshore support team, real-time testing labs, and cutting-edge automation tools which resulted in efficient Point of Sale operations and improved customer satisfaction in a dynamic retail landscape.

Founded in 1987 by Mr. Nikunj Jhaveri, Systems+ offers a comprehensive suite of IT services, including Managed GIC services, DevOps, Cloud Consulting, Development and integration support, and SOC/NOC services. We specialize in serving global clients across various sectors such as (but not limited to) Retail, FMCG, Logistics, Manufacturing, and Financial Services. Our approach to service delivery ensures maximum business agility through the integration of cutting-edge technology with legacy systems. As industry leaders in building managed Global In-house Centers (mGICs), we've successfully set up over 25 active mGICs, ensuring cost-efficient, high-quality solutions, and simplifying the offshore journey for our clients.

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