

A close-up photograph of a person's hand holding a silver smartphone. The phone's screen is lit up and displays a blurred interface, possibly a retail application. The background is out of focus, showing warm, bokeh-style lights.

## *Specialty Retailer Modernizes Legacy System with Oracle Xstore Implementation from Infogain*

### **The Client**

Known as the largest retailer of swimming pool and spa supplies, the client provides services and repairs for both residential and commercial customers. Founded in the US Southwest in 1963, the company operates over 900 stores in 35 states, including a mail order catalog and eCommerce website.

### **Business and Technical Challenges**

The client wanted to replace their 15-year old non-PCI compliant Legacy POS system and address ongoing issues, including:

- ▶ Lack of Customer and Loyalty Management features
- ▶ Frequent performance Issues in Legacy POS
- ▶ Inventory Management was not being tracked properly, manual handling
- ▶ Manual File handling in POS for foundation data from JDA

### **Solutions and Scope of Work**

The Infogain team implemented Oracle Xstore 15.0 with the latest features. The scope of work included:

- ▶ Inbound and outbound data Integration to and from with JDA and other legacy systems
- ▶ Employee data Feed from HR System to Xstore, Relate, JDA & BI using WSO2 as a middleware
- ▶ LDAP integration for login functionality in Relate for customer loyalty
- ▶ P2PE and EMV compliant POS for payments with Tender Retail
- ▶ Removal of multiple ad-hoc applications
- ▶ Streamlined customer management using Oracle Relate System

## Business Results

- ▶ EMV compliant
- ▶ Improved functionalities and performance for search
- ▶ Improved management of data and loyalty programs
- ▶ Integration, automation of data flow and customer management
- ▶ Reduced risks involved with credit card processing
- ▶ Improved inventory visibility and management
- ▶ Improved customer service at point of sale

## Infogain Edge

- ▶ Showcased Infogain business and technology experiences and capabilities in Xstore implementation:
  - Cutover from Legacy System
  - Payment Processing
  - Decommission of legacy applications and integrations
  - Client support and partnership during the entire project
- ▶ Strong Project Management and Delivery
- ▶ Flawless rollout to 900+ Stores
- ▶ Proven dual-shore delivery model providing cost benefits to client