PⁱS

Global IT Solutions

ERP Solution for a Retail Marketplace

Enabled the client to resolve its ERP issues and serve its end customers efficiently

"In general, we are impressed with the aptitude and attitude of the team. They are quick learners and proactive in their approach; moreover, the quality of their work to date has been of a high standard and they have demonstrated an ability to multitask by working on multiple tasks simultaneously. They have also blended well into our team and collaborate when required to achieve outcomes."

Client is a New Zealand based Software Solutions provider for the retail domain

Engagement Highlight:

PSI partnered with the client to deliver the life cycle management solution for clients extensive ERP platform for the Retail domain with a vision to be their ongoing development and support partner. PSI offered hybrid engagement model; onsite team members and offshore team from Jaipur India. This helped the client serve its end customers efficiently and seamlessly pace up to market demands.

About the Client:

The client is a New Zealand based Software Solutions provider for the retail domain. It builds business intelligence, communications and productivity software solution for retail chains. They work with clients to improve business processes, reduce costs and increase revenues.

Client's software is a scalable, flexible and customizable ERP, which is designed to deliver performance in modules namely, Planning, Business Intelligence, Merchandize Management, Performance Management, Workforce Management, Store Portal and Communication. Client got PSI team on board as an extended team for Development/ Issue handling of their Data Warehouse, ETL Jobs, Database Administration, development and Supports Issue on database and Application, process various facets of data generated, make enhancements and maintain / support the existing application.

Preface:

In the current business scenario organization are exploited by the number of Enterprise Resource Planning (ERP) software choices. It is important that these choices are considered as per the requirements of the business.

According to a new report by Allied Market Research entitled, "Global ERP Software Market - Size, Industry Analysis, Trends, Opportunities, Growth and Forecast, 2013-2020", the global ERP software market is expected to reach $ 41.69 billion by 2020, registering a CAGR of 7.2% during 2014-2020.

Proliferation of Cloud technology will eventually change the deployment methods from on-premise to cloud-enabled ERP. Cloud ERP software will considerably reduce the investments required in alternative IT resources and offer increased flexibility.

Challenges:

Business Challenges:

- Client wanted PSI to take ownership of Development and Issue Handling while their team can focus on sales

- PSI had to place onsite team in New Zealand for few months then place the same team in Jaipur, India to take up the out and out ERP application/platform ownership

- To augment the existing application and keep up with the changing customer demands

- Keep ahead of competing brands in New Zealand market, adding new features and enhancing the platform on ongoing basis

- While working on the new add-ons to the application, the team had to understand the aspects of local statutory compliances like the taxation system etc.

- With help of PSI the client was able to integrate their application and DWH with LS Retail, which is a Microsoft product and a major Retail solution player across industries

Technology Challenges:

- The client operated in a niche domain, so it was important to understand the dynamics of the vast ERP project. It was a challenge, as the documentation was inadequate

- The team had to follow strict architectural approach in implementation, as any minor change could considerably impact the product

- The team had to manage massive data across fields, for instance: Data related to products, customers, movement of products, store database, etc. This was very much specific to the retail domain, so understand the intricacies was important

- The client has multiple customers and every one of them have their own applications. PSI team had to understand those client systems to integrate with clients' Planning, Buying, WMS Applications and Data Warehouse for Reporting. In all, integration at every end customers site was required

Project at a Glance

Project Name: ERP solution for a Retail Marketplace

Location: New Zealand

Duration: 2 Year 8 Months and ongoing

Team Size: 7

Industry: Customer Care Outsourcing Solutions

Delivery Model: Hybrid

Engagement Model: Retainer

Challenge: The client operated in a niche domain, so it was important to understand the dynamics of the vast ERP project. It was a challenge, as the documentation was inadequate.

Solution: PSI team worked with the client as an extended team round the clock to avoid gap in communication, enabling the team in understanding the various facets of the application pertaining to the retail domain

Key Outcome: Established PSI as reliable sole IT partner for NZ customer, managing the IT & biz aspects of ERP platform so be it staffing at right time with right people, product business road map realization, or its technical evolution to be ahead of competitive products.

Technology Deployed

Tool Set: VB, C#, SSRS, QlikView, Red Gate

Framework: .NET 4.5

Front End: .NET

Application Servers: IIS

Database: Microsoft SQL Server

Platforms: Windows Desktop + Mobile, Visual Studio

Work Approach & Key Deliverables:

- PSI team has been working with the client as an extended team, and provided round the clock support to avoid any communication gap

- The engagement approach was to start from support work, then graduate further to development and then take up the consulting work of architecture for the ERP application/platform

- Onsite team of 2 developers was deployed for few months to enable the team to develop requisite understanding of the application

- Based on performance and command over the application/platform, the PSI team elevated to start handling the issue for the client's end-customers

- Handled database and .NET application enhancements along with the maintenance based on the specifications provided by the client regularly

Achievements:

- Client is able to reduce its product development and support & maintenance cost by 40%

- PSI team now is the sole IT partner for customer, consulting on architecture, pursuing development and delivery and application support and maintenance

- PSI team was able to operate effectively and has been working with the client's end-customers directly

- PSI team's efficient support enabled the client's end customers to expand business and launch new products; adding value for everyone in the process

About PSI:

Pratham Software Inc. (PSI) is a global IT services company (with established ISO 9001:2008 practices) providing software product development, consulting and outsourcing solutions to enterprises worldwide. While providing a wide range of solutions, we focus on Outsourced Product Development (OPD), Business Process Management (BPM), Application Development and Maintenance (AMD) and Content Engineering. Our extensive experience in OPD helps us build strong relationships with Independent Software Vendors (ISVs), as we work with them throughout the product development lifecycle. Over 15 years of experience in the BPM field with various tools such as Savvion, IBM Lombardi, SharePoint and open source tools such as Activiti have helped us gain leadership position in BPM. In terms of technology and platform, we work across all major technologies such as Microsoft, Java and Open source and have capabilities and experience in developing solutions for web, mobile, Cloud and social media. For Enterprise customers, in addition to Process Automation, we also offer development and support services in BI and DWH.