24X7 TIBCO CC2 APPLICATION SUPPORT

Case Study

Our Client

Customer is the chain of retail stores engaged in the sales of wide assortment of domestic merchandise.

Engagement Scope

- 24*7 Application Support
- Automated alert mechanism to ensure proactive risk identification and mitigation
- Provide time status updates by acknowledging the issue, analyze and provide ETA, notify all the stakeholders on the the resolution
- Gain insights from production issues and provide root cause analysis and resolutions
- Operational reporting of all the issues encountered (daily/weekly/monthly)
- Performance reporting of the quality of resolution, suggesting fixes
- Supporting go-lives, identify new issues and provide solutions

CHALLENGES ⌄

- Integration of Enterprise Applications
- Large customer with live data flowing continuously
- No impact on existing business
- Lack of visibility over legacy applications
- Huge number of vendors & stores
- Point to point integration between specific applications of acquired retailers
- Constant changes in TIBCO implementation due to changes at target systems
- Understanding architectural changes along with go-live and support the system
- Understanding third party applications as a part of integration support

SOLUTIONS & BENEFITS ⌄

- Uses TIBCO BW to receive data and transform it into the format acceptable by the end systems like DB file etc
- Uses TIBCO EMS for seamless integration of diverse applications with greater reliability and higher scalability.
- TIBCO implementation has benefittef by integrating sales channels, financial systems, e-commerce and ERP systems to drive revenue and provide better customer experience
- Feature rich web services created for accepting items, order related information from various vendors and stores.
- Automated inventory synchronization between order management and fulfilment system
- Proactive monitoring of applications using alerts to ensure corrective steps are taken within the SLAs
- Analysis and resolution of tickets raised by various business teams