

## CASE STUDY

# Fashion retailer transforms their digital footprint with improved order management, international expansion, security enhanced payment solutions, private label credit card, and in-store mobile POS



A global fashion retailer on the journey towards omni-channel and digital transformation was looking for a system integration partner that could provide the unique combination of expertise in both e-commerce and store systems.

After delivering a multiplicity of initiatives for the customer on their existing legacy e-commerce platform, SkillNet was chosen to support and improve the Oracle Retail Xstore Point-of-Service solution already in their stores.

A multidisciplinary team from SkillNet was introduced to deliver end-to-end, omni-channel solutions as well as maintain and support a roadmap of new features and expansion to new international markets. SkillNet delivered the following transformative projects for the retailer:

## ORDER MANAGEMENT SYSTEM

Implementation of an open source order management system for omni-channel that now currently processes in excess of \$2 billion worth of customer orders a year.

## ORACLE RETAIL XSTORE DEPLOYMENTS TO NEW GEOGRAPHIES

Deployment of Oracle Retail Xstore for stores in France and Canada. International expansion into these new markets involved the incorporation of unique country configurations and payment solutions.

## EMV AND PCI COMPLIANT PAYMENT SOLUTION INTEGRATED TO XSTORE

Implementation of a new payment solution to enhance fiscal security for their US stores integrated to Xstore and AJB payment processing.

## PRIVATE LABEL CREDIT CARD

Introduced private credit card label as tender across channels. Added functionality for account lookup and payment.

## ORACLE RETAIL XSTORE MOBILE EXPERIENCE

Deployment of the Oracle Retail Xstore mobile application in stores enabling clienteling and queue busting for an enhanced customer experience.

In addition to these highlighted initiatives, SkillNet provides application support to the retailer's production systems based on high availability and demanding service level agreements .

Illustrating the flexibility of SkillNet's team to accommodate the individual developmental support needs of the customer, part of SkillNet's team works on site at the retailer's headquarters providing face-to-face thought leadership, design, and quality assurance services, while the remainder of the team operates from SkillNet's Center of Excellence in Indore, India.

As new capabilities are required to keep pace with growing customer expectations of the digital experience, SkillNet continues to provide complete omni-channel design and implementation services for the retailer.

INDUSTRY  
Fashion Apparel

APPLICATIONS IN SCOPE  
» Oracle Retail Xstore Point-of-Service

SKILLNET'S ACCELERATORS  
» Internationalization Accelerator

ABOUT SKILLNET

- » #1 Oracle Retail Stores global partner
- » Having served over 75 retailers on Xstore and Stores engagements worldwide
- » Leading Oracle MICROS partner
- » 100+ global retail clients
- » Retail engagements in over 45 countries around the globe
- » 20+ years of retail devotion
- » 100% retail focused
- » 400+ consultants worldwide
- » 9 global office locations to serve you

**SKILLNET**

*Have questions or looking for more information?*

We are here to help.

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