

keste

Go Digital. Go Modern. Go Keste.

Customer Success Story:

Digital Transformation Takes Time to Market from Months to Hours

Industry

Retail

The Company

Leading skin care and wellness products direct sales company

Challenge

Our client struggled with a decades-old, internally developed legacy software enterprise system. Their hardware and software footprint, in terms of usability, stability and reliability, was negatively impacting business performance and couldn't scale to support further international corporate expansion plans.

To overcome an infrastructure that was no longer delivering strategic value the company had to modernize their entire IT stack. The new system needed to:

- Support new product introductions, promotions and sales performance incentives
- Improve sales team and partner user experience
- Streamlining and automate the flow of orders through the system
- Improve IT infrastructure reliability and stability to meet dynamic ordering needs and shorten business operation timeframes.
- Provide a scalable infrastructure to support new technological initiatives and enable continuous growth
- Reduce total cost of ownership.
- Reduce compliance risk.

"This project was a terrific example of teamwork, alignment, dedication, and commitment to quality — and it will allow us to meet our goal of doubling revenue in 3 years."

- Client CIO

Technologies:

- Oracle Agile
- Oracle SPARC T5 hardware
- Oracle Database
- Solaris OS
- Oracle ZFS Storage
- Oracle SOA Suite
- Oracle WebLogic
- Oracle EBS

Results

Based on forecasted company revenue and third party benchmarks, the following annual benefits are expected:



Time to develop / roll out promotions is 3.5 hours, down from 3.5 months



Improved inventory management



Reduced time from order to delivery

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Solution

Working closely with the client, our advisory and technical teams worked to develop and implement a modernization strategy and roadmap to replace the existing infrastructure. The new strategy was designed to be supported by best-of-breed, industry specific software packages. Leveraging off-the-shelf systems as point solutions would help to reduce total cost of ownership and time to deployment. The company is now able to focus on their core competencies — the distribution and sales of skin care and wellness products — not software development.



This project had three major components:

- Flatten, consolidate and simplify the Oracle Agile installation and upgrade Oracle E-Business Suite. This allowed new product rollouts, SKUs and promotions to flow seamlessly through the system and removed the need for custom coding and full-time IT involvement.
- Replaced IBM WebSphere with Oracle SOA and Oracle WebLogic to modernize integration, provide agility and ensure transaction integrity, making it possible to integrate many of the homegrown applications containing decade's worth of custom code that were built into the previous system.
- Replatform from AIX on IBM hardware to Solaris on Sun/Oracle hardware to help with stabilization.

Results

Our client successfully transformed and revamped their entire enterprise platform to support future business objectives.

With the new, modern platform and industry-specific software solutions at the core of their direct sales operation, they can focus resources on strategic opportunities and not be burdened with basic operational functionality. The IT stack is now an enabler, not an inhibitor, and the company can concentrate on their core competencies and market differentiators, not the technologies they run on.

Earnings per hour have improved dramatically as a result of the following factors:

- Time to develop and roll out new promotions reduced to 3.5 hours — prior to this project the process took 3 to 4 months
- Inventory management improvement
- Improved mobility functionality significantly improved consultant user experience
- Major reduction in time from order to delivery greatly improved customer experience
- Improved compliance and governance provisions like secure payments and PCI compliance functionality

"Keste has always delivered excellent solutions. Whether partnering on a transformational project where they provide strategic roadmap guidance and project delivery, or technology implementation where they provide development expertise — Keste has provided us with a solid foundation for our technology future."

— Client CIO

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