Trangile
Tech Driven Transformation

ISO 9001:2015 Certified

Empowering a Leading Shopping Destination: A Seamless Retail Transformation.

Introduction :

This case study showcases our technical expertise in supporting a renowned shopping destination in Qatar. With a vast portfolio of over 300 designer brands, Client is known for its captivating fashion, lifestyle, and tech products for the entire family.

Trnagile's engagement involved providing comprehensive support for Oracle Retail Merchandise Solution, Inventory Management Solution, and Oracle Retail XStore Point of Service, as well as supporting Salam Distribution Systems and implementing Mobile XStore POS.

Client Overview :

Our client, a prominent shopping destination, boasts a diverse portfolio of over 300 designer brands, captivating customers with their curated fashion, lifestyle, and tech products.

Challenges :

- The client required immediate support for their MOM Suite without adequate knowledge transfer from the previous implementation vendor.

- The implementation and optimization of a new module, specifically designed for B2B customers, posed a challenge for the client.

- The client faced complexities in integrating ReSA, the customized Distribution System (SDS), and AR. Additionally, the implementation of Oracle Retail XStore Suite in Van Sale and Mobile POS presented challenges.

- The client sought to streamline operations by integrating XStore POS with a third-party CRM system.

Our Solution :

☑ **Immediate Support Takeover:** We seamlessly took over the support for the MOM Suite, ensuring continuity and resolving issues promptly.

☑ **Customized Distribution System:** We implemented and optimized a new module, specifically tailored to the client's B2B customers, improving efficiency and meeting business requirements.

☑ **Integration and Implementation:** We successfully integrated ReSA, the customized Distribution System (SDS), and AR, enabling seamless data flow across systems. Additionally, we implemented Oracle Retail XStore Suite in Van Sale and Mobile POS, empowering the client with advanced retail capabilities.

☑ **Third-Party CRM Integration:** We customized the XStore POS to integrate seamlessly with the client's third-party CRM system, streamlining operations and enhancing customer interactions.

Value Offered :

Smooth Transition: Our support takeover ensured a smooth transition without disrupting the client's ongoing business operations.

Business Expansion: The client successfully expanded their business, collaborating with major outlets to offer their products in the beverages and electronics categories.

Customer Capture: Our solutions enabled the client to meet their business requirements, capturing customer data effectively for improved targeting and personalized experiences.

Complete Migration: The client successfully migrated to the Oracle stack, enhancing their overall retail operations and delivering better customer experiences.

Customer Loyalty: With our solutions in place, the client was able to provide loyalty programs and incentives, fostering long-term customer relationships.

Conclusion:

Our comprehensive solutions and support empowered the client to optimize their retail operations, expand their business, and seamlessly transition to an advanced retail stack. By leveraging our expertise and implementing tailored solutions, we ensured a smooth retail transformation that enhanced customer experiences and drove business growth.
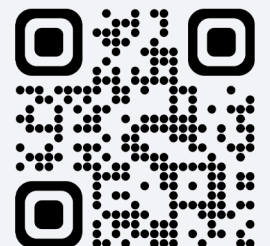
About Trangile

We are an ISO 9001:2015 certified Global Technology Transformation Company enabling your business with fast, value-driven, and holistic best-of-breed software & IT consulting. Our comprehensive suite of services enables businesses to leverage the expertise of our skilled professionals while reducing costs and increasing operational efficiency.

With our global reach, industry expertise, fast implementation, and value-driven approach, we are committed to enabling your business transformation journey & providing you with the software solutions and IT consulting services needed to thrive in today & competitive landscape.

Contact Us for More Information :

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