



XSTORE UPGRADE

National retailer delivers seamless multi-channel experience with Xstore upgrade

A national retailer of interactive, aspirational home and apparel lifestyle brands operates distinct ecommerce sites for all brands, as well as more than a dozen retail and outlet stores. To keep pace with consumers' expectations of a seamless multichannel shopping experience, as well as empower employees with a faster and more intuitive point-of-service (POS) system, the retailer chose to make the significant upgrade from Oracle Retail Xstore Point-of-Service v7.1 to v18.0.

Choosing BTM Global

The national retailer chose BTM Global to take over its life-cycle support needs, manage incident and enhancements, and lead the Xstore upgrade for its U.S. retail and outlet stores. BTM was selected because of its substantial experience with Xstore, as well as its ability to transition in, help stabilize the retailer, and maximize the use of its POS solution.

BTM's scope included ensuring continued system integrations between Xstore and legacy applications, as well as integrations between the retailer's payment processor for card tender transactions and its private-label credit card acquisitions. The project was BTM Global's fifth Xstore implementation that year.

QUICK FACTS

- ▶ Oracle Retail Xstore Upgrade
- ▶ Seamless integration with legacy systems
- ▶ Successfully minimized deviations from base code
- ▶ 72% of custom modifications replaced with base capabilities



Project Results

BTM Global led the successful Xstore upgrade while closely collaborating with the retailer's internal team, meeting all of the project goals. To ensure a smooth data migration, BTM developed a script to migrate transaction data from two separate database centers in Xstore v7.1 to one database center in Xstore v18, giving the retailer better data visibility for more efficient operations and informed decision-making.

In addition, the BTM team's Xstore expertise enabled it to identify core functionality that returned the retailer to base code and reduced the need for complex and costly customizations. BTM also skillfully prioritized change requests and deferred or eliminated functionality not critical to the retailer's operations. As a result, 72 percent of the retailer's custom modifications were replaced with base capabilities and the company is better positioned to consistently take advantage of future Xstore upgrades.

The retailer's team completed the store roll-outs with minimal support from BTM, and has successfully supported the solution ever since.

Find out more at btmglobal.com
Contact us at 612-238-8800

