



Integrated System for Retail Business



The Summary

Client is a supplier of "Electronic Point of Sale" to the retailers. The business activities include Purchase, Asset Management, Sales, Technical Support and Helpdesk. Client's basic requirement was to integrate the business activities. AG Technologies developed an integrated system for the Retail business by streamlining the business process, automating, coordinating and integrating the business activities. The integration helped in reducing the communication cost, manpower, improved business performance and efficiency.

The Client

Our client is a company into business of supplying "Electronic Point of Sale" – EPOS to retail shopping stores and petrol stations.

The Business Requirement

The business activities revolve around Purchase, Asset Management, Sales, Technical Support and Helpdesk. A well integrated system was required to streamline the entire process. A brief description of the various process areas is given below.

- **Purchase Module:** The process module will maintain supplier information, pricing policies by supplier and purchase order.
- **Asset Management:** The asset management functionality will receive goods against purchase order, creation of assets and maintaining stock. It will also handle asset allocation and dispatch.
- **Sales:** The sales module will be instrumental in getting leads, creating of quotes and service level agreements. It will also take care of the creation of sales order. The system will also handle the approvals of the same.
- **Technical Support:** The client also provides its customers with after sales support like shop setup, installation and training. It also provides the customers with maintenance. The Technical module will cover all of the above activities.
- **Helpdesk:** This feature will provide support to its customers 24 / 7. The system handles their activities and movement of calls. The system will also trap the performance of the individual customer officers and helps in evaluating their efficiency in providing support.

Project Summary

Industry: Retail

Client Profile Client is a supplier of "Electronic Point of Sale"

Business Requirements:

Client wanted to automate the entire process of Leave Application and also provide a means of integrating the system with other business systems.

Solutions:

AG Technologies developed an integrated system for the clients Retail business.

Solution Benefits

- Reduction in communication costs.
- Improved time management and communication
- Improved efficiency and Business performance.



AG Technologies

The Solution

All the above modules and functionalities need to be seamlessly integrated with other global support and security functions like authentication, authorization, document management, knowledge Management and messenger functionality.

Authentication module was designed to help maintain organization hierarchy, security and access level. The document management system will maintain all the documents, which may be used for further reference by the company. Knowledge management will provide the helpdesk personnel with an easy access to the Knowledge base maintained for providing support, and a unique messenger application, which will notify the employees of any task that they might have to do or is pending.

Apart from all the above features the system will also provide a KIOSK, which will allow the customers to view call status, online and also place orders online. It also provides interface for new customers to register online.

Technical Implementation

The options considered for developing the said solution was SUN J2EE, Microsoft .net and the clear winner was the .net framework. The .net Framework was short listed on the following grounds:

- Quick development and implementation (less than 3 months)
- Powerful IDE (Integrated Development Environment) supplied by Microsoft helps rapid application development
- Robust solution and low upfront infrastructure investment
- Flexibility to develop in line with the future business needs

The Solution Benefit

- A huge reduction in communication cost
- Highly interactive and user friendly interfaces enable ease of use with minimal training
- Redirect internal resources as less man power required for the new system



- Provision for user groups allows access to various functional areas depending on user privileges
- Loss prevention due to fatalities totally nullified because of excellent data backup facilities
- Improved time management and communication with integrated email, calendaring and messenger system
- Reduction on print media expenditure