

TCS Solutions for Oracle Retail

One Partner Delivers Best Results



Each implementation of an Oracle Retail solution—point solution or full transformational suite—is configured to match the profile of the enterprise running it. Each is a unique mix of technology and process, integrated platforms, and user response. Success depends on how well the solution conforms to that profile. It depends on how well it integrates with the existing IT infrastructure. Sometimes it requires a shift in business process to rise to the capabilities of the system—like using new planning methods to take advantage of advanced space optimization tools. Other times it's the system that needs modification to support the business—to accommodate, for instance, unique international logistics processes. And ultimately, success rests on the shoulders of its users; the speed and completeness of adoption are critical to every measure of success.

A Single Partner is the Smoothest Path

When retailers search for the services and solutions partner to implement the Oracle Retail solution that matches their unique profile, they recognize that the smoothest path to a quality implementation is a single partner with the industry expertise, technology depth, and process experience to assume all the challenges. They look for one vendor to work with them through every phase of the process—design, implementation, integration and beyond. They do this because they know that a single point of planning, execution and accountability is the strongest safeguard against miscommunication, finger-pointing, increased costs and, ultimately, project delays.

And when they look for that partner, they find TCS.

- TCS delivers single-point simplicity. A multi-vendor approach to getting full expertise creates management problems, project roadblocks, and cost increases. TCS has the breadth of business knowledge and the depth of technology skills to provide you with a single point of management, execution and accountability.
- TCS understands retail. With over 30 years of retail experience, TCS will quickly understand your business needs from merchandising to planning, POS to CRM, and everything in between. Our teams use this expertise to suggest innovative designs and process changes to meet new technological capabilities.
- TCS integrates a broad range of technologies and platforms. Oracle Retail environments include a mix of legacy and third party applications and platforms. TCS has the depth of technology experience and skill to be able to implement and integrate Oracle Retail with virtually any existing IT infrastructure.

- TCS facilitates adoption across the enterprise. The success of any technology—no matter how good—rests on the acceptance of its users: how quickly and how well they adopt and adapt. TCS makes the adoption process smooth, rapid and successful using proven communication, training and change management methodologies.

TCS Services for Oracle Retail

TCS expertise in every corner of the world ensures that Oracle Retail projects are managed by the best talent cost-effectively, and in the shortest time frame. To make sure this happens consistently, we've developed and formalized a set of proven practice methodologies. Over-arching all of these is our Global Network Delivery Model™ (GNDM), which leverages our international, technical, language and domain-specific capabilities to deliver custom, quality solutions faster and in full compliance with local regulatory requirements and cultural preferences. Our global team of professionals ensures highly effective and scalable talent management. The GNDM's multi-tiered technology infrastructure and interconnected global development network provide better risk management, 24/7 coverage, a state-of-the-art telecom network and global collaboration tools.

Consulting

TCS offers end-to-end IT consulting services specifically for Oracle Retail, encompassing both advisory and implementation services.

- Advisory services span both strategy and solution. We'll work with you to build a strategic roadmap, assess and design a solution architecture, perform infrastructure investment analysis, optimize business processes, and more.



- Implementation services include installing and integrating Oracle Retail solutions and creating custom extensions that deliver specific functionality. Services reach beyond Oracle itself, encompassing retail technologies, platforms and products like E-Biz Suite, PeopleSoft, ATG, Siebel and Fusion.

Change Management

The return on any Oracle investment depends on how quickly, easily and enthusiastically people adopt it. This is an issue of great complexity in retail because new technologies and processes impact people everywhere— from corner offices to behind the registers. TCS analyzes how discrete changes impact organizational response, develops and deploys programs that improve communication and discourage misinformation, and delivers high quality training.

Program Management

TCS develops a single project plan, installs a single management team and spotlights the single point of accountability throughout the project. This creates a nimble and agile project, one that can quickly be adjusted to handle the continually shifting requirements of customers, vendors, partners and IT. TCS guides its clients through every phase of project management—analysis, validation, implementation and adoption. To do this most effectively, we bring together the worldwide expertise of TCS. This includes the unique combination of two TCS Centers of Excellence.

Maintenance and Support

When the project completes, we maintain and support the system for you. And all along the way we're transferring knowledge and best practices to you so you grow increasingly self-sufficient.

The TCS Advantage

Fully Integrate both technologies and processes.

Complete Projects Fast through efficiencies of experience and a rich portfolio of solution accelerators.

Accelerate User Adoption through a proven set of change management services designed specifically for Oracle Retail implementations.

Be Ready to Grow through a scalable and agile architecture that creates clear paths to future development.

Ensure the Perfect Fit through our ability to implement “out-of-the-box” Oracle Retail solutions, modify modules, or create new bolt-on functionalities.

Slash Project Costs through single-point, end-to-end services, and through our proven onsite/offshore development model.

Why TCS

TCS possesses the retail expertise, IT experience and project management skills that have allowed us to become the single-point vendor on Oracle Retail projects for Tier 1 and Tier 2 retailers worldwide. We provide critical thinking, guiding our clients through the strategies of integrating business process with Oracle solutions. We design, implement and support that strategy across technologies and infrastructures. And we help bring that technology to people—making learning and adopting quick and simple.

This unique combination of strategic innovation and engineering excellence has made us a strategic partner to eight of the top ten US and five of the top ten UK Retailers. The TCS Retail Industry Solutions Unit helps retailers build deeper and stronger customer relationships, reduce cost and increase efficiency through its integrated IT, BPO and infrastructure services and industry solutions.

Reimagining Retail

Bridging digital technology and
the consumer experience

Contact

To learn more, visit www.tcs.com/Retail or email us at retail.solutions@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled, infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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