

## CLOUD BASED ORDER & INVENTORY MANAGEMENT SYSTEM FOR A SPORTS RETAILER

### Abstract

Client is the world's leading manufacturer of athletic shoes, apparel, sports equipment and accessories.



## Business Challenge

- Real time inventory visibility across various fulfillment channels and locations
- Enable stores and distribution centers to fulfill orders
- Improve customer satisfaction by delivering inspirational customer service across all retail channels including improved management of merchandise, and improved speed of delivery and fulfillment
- Reducing fulfillment costs for customer orders placed online and in-store
- Improved stock visibility by site (store) allowing improvements in availability and service levels and as a result supporting sales and stock turn initiatives.



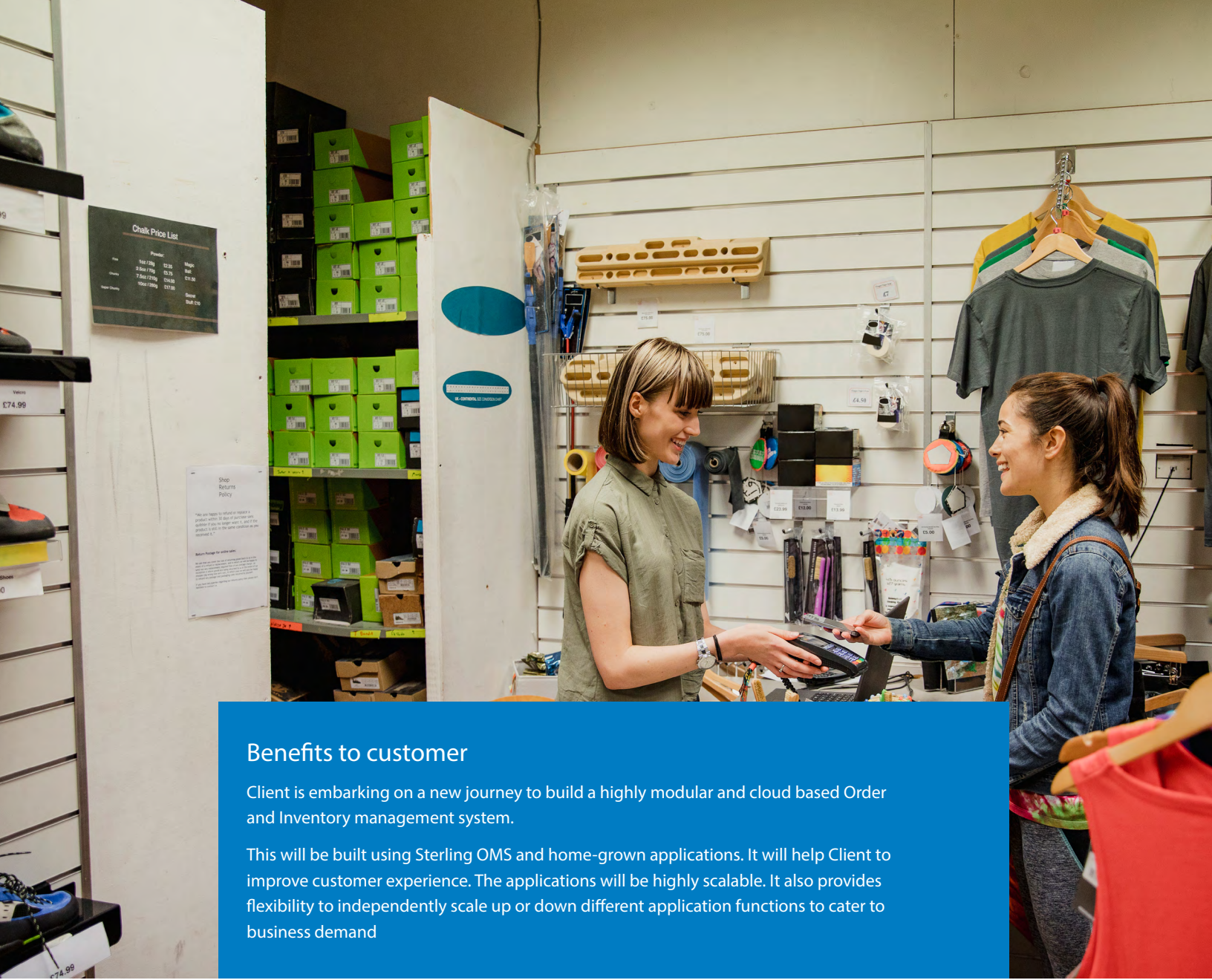


## Infosys Solution

In journey to implement micro services over AWS, Client has implemented / implementing following services

- Order repository – for querying order details – Micro services
- Promising server – for inventory availability picture and reservations – Sterling based
- Order capture hub – Entry point to ingest the orders – Micro services
- Order modification hub – for processing different order modification requests (around 20+ scenarios) – Micro services
- Thin OM – Order management / orchestration Hub – Sterling based
- Supply Hub - Source of supply information – Micro services
- Fulfilment Services – Implemented for Reserve at store – Micro services





## Benefits to customer

Client is embarking on a new journey to build a highly modular and cloud based Order and Inventory management system.

This will be built using Sterling OMS and home-grown applications. It will help Client to improve customer experience. The applications will be highly scalable. It also provides flexibility to independently scale up or down different application functions to cater to business demand

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