Global retailer transforms IT service delivery to improve visibility and agility

Abstract

An international fashion footwear retailer required flexible and future-ready IT infrastructure to respond to a rising number of user requests. The current IT service tools offered limited scalability, with no visibility into the present status of issues and incidents reported. The retailer needed to set up a stable IT environment, which would serve as the conduit for transparent and consistent IT services with reduced downtime. The footwear major decided to partner with Tata Consultancy Services (TCS), due to TCS' experience in end-to-end IT service delivery. TCS' recommendations and consulting services guided the engagement, helping the retailer set in place a transformed IT service framework.

Client
An international fashion footwear retail chain

Industry
Retail

Offering
TCS Cloud Plus

About the Client

The client is a prominent international footwear and fashion accessories retailer. Since opening its first store in the 1970s, it has progressively expanded its global footprint, and currently operates around 2,000 stores in nearly 100 countries. The retailer's workforce consists of over 20,000 employees, serving nearly 200 million shoppers annually.

Business Challenge

In the fast changing retail landscape, companies need agile, scalable, and intelligent IT infrastructure services that meet business needs and help them compete effectively. A premier global footwear retailer wanted to update its IT service management practices, procedures, software, and tools. By accelerating business performance through streamlined IT service delivery, the retailer wanted to limit operating costs and improve overall efficiency.

In the absence of a standardized enterprise-wide platform that could generate alerts and report issues in real time, the retailer did not have visibility into the pending status of reported incidents. By integrating IT service delivery with business processes, the retailer wanted to adopt a proactive approach to effective incident tracking and reporting, as well as speedy resolution.

The footwear major decided to partner with TCS to effect transformation of its IT infrastructure services. The retailer chose TCS due to its experience in delivering business aligned solutions with the help of proven delivery frameworks and methodologies.

TCS' Solution

TCS conducted an in-depth study of the retailer's requirements, and recommended replacing the retailer's existing IT service desk and application management tools with TCS' Cloud Plus technology suite. These tools are a part of the Integrated Command Center (ICC) for hosted managed services offered by TCS. The solution involved:

Transforming the IT Service Lifecycle: The retailer's IT infrastructure tools were efficiently migrated to the TCS Cloud Plus Service Manager. TCS' consulting services helped standardize process frameworks. While new tickets were created and maintained on the new platform, open tickets on the previous tool were gradually closed, so that the system could be phased out. TCS Cloud Plus Service Manager offered standardized IT Infrastructure Library (ITIL) based processes to efficiently oversee IT service management practices across the organization. Over 20 processes were defined, in line with the ITIL guidelines. Standardized workflow systems and configurable reports and dashboards were used to streamline and administer incident management, problem management, change management, knowledge management, and release management.

Updating Application Performance Management: File system and application availability were effectively tracked, with more than 200 servers and 600 processes (related to middleware) under the scanner of an agent-based monitoring framework. TCS integrated its Cloud Plus Application Performance Monitor with the Cloud Plus Service Manager, so that all events and issues which exceeded the threshold levels would be converted into alerts and automatically registered as tickets.

Setting up Knowledge Management Systems: The Known Error Database (KEDB) was set up, so that the retailer could refer to a repository of information on repeated issues. This ensures faster issue resolution and makes for greater efficiency.

Experience certainty

True certainty of success comes from working with a partner you trust to provide the insight, support and expertise that will propel your business forward. Experiencing certainty with TCS means you can count on results, partnership and leadership.

Results

- With its transformed IT service infrastructure, the retailer can now quickly respond to changing business and market needs. With faster issue resolution, service levels have improved, and both IT users and end-users have a better experience. The implementation of a flexible and responsive IT framework has helped promote organizational efficiency. With the setup of a shared support desk that utilizes shared resources—people, products, and infrastructure—the retailer has been able to reduce operating costs. Routine tasks are remotely managed through offshore teams, resulting in increased scalability and capacity for future expansion efforts.

- With IT service integration across the organization and end-to-end service assurance, the retailer has gained greater transparency in operations. Both IT teams and other employees now have real-time visibility into the status of pending tickets, with the estimated time of resolution. The number of requests taken up by the production team is also documented in the system, enabling accurate effort estimation and resulting in increased productivity.

- With the solution offering a ready-to-use environment from day one, the retailer invested minimum resources and effort in configuration and deployment. The incident workflow within the TCS Cloud Plus Service Manager has been suitably configured to handle rising process loads. The refurbished IT service delivery framework has helped support approximately 1,300 incidents and service requests generated per month by 1,400 global users. The retailer has benefitted through quicker issue resolution, with a progressive reduction in the time between which the issue is first logged in the system and its eventual resolution. .

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About TCS Cloud Plus

TCS has over four decades of extensive experience in delivering support and maintenance engagements across industries worldwide. Drawing on this rich experience, TCS has designed and developed a suite of enterprise IT Service Management (ITSM) solutions that facilitate utilization of best practices through predefined ITIL process templates. Our clients have achieved improved governance, process efficiency, and quality compliance, and can effectively manage knowledge retention and transition.

These solutions integrate key processes across IT Operations and Service Management, providing granular visibility into IT Service Management, and thereby enabling enterprise IT functions to easily demonstrate their value to the business. The solutions draw upon TCS' extensive experience in managing enterprise-wide services desks for clients across industries with varied technology landscapes. The combined expertise of our industry-trained consultants and our Centers of Excellence has been distilled into a Service Management suite that helps clients achieve their business and ITSM goals.

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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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