

Application Support and Maintenance

The Challenge

Our client is one of Australia's largest retailers with over 700 stores, operating more than 7 individual businesses nationally. This Client's complex technical environment consists of over ten applications encompassing both customer facing and back end systems that ensure critical automation of on-line orders, store replenishment, stock availability, store reporting of individual lines and overall profitability of the organisation.

With a small error potentially costing millions of dollars to this client's bottom line, they required a trusted partner who could take on this responsibility and ensure continued availability of this critical business asset.

Our Solution

InfoCentric provided 24 hour support, delivering development for business users during the day and running batches from the previous day during the night ensuring continued accurate reporting.

By establishing best practice application maintenance and support procedures the InfoCentric team were able to understand this complex environment and the potential cost a mistake could have on the business. The team quickly identified, diagnosed and resolved potential issues with no disruption.

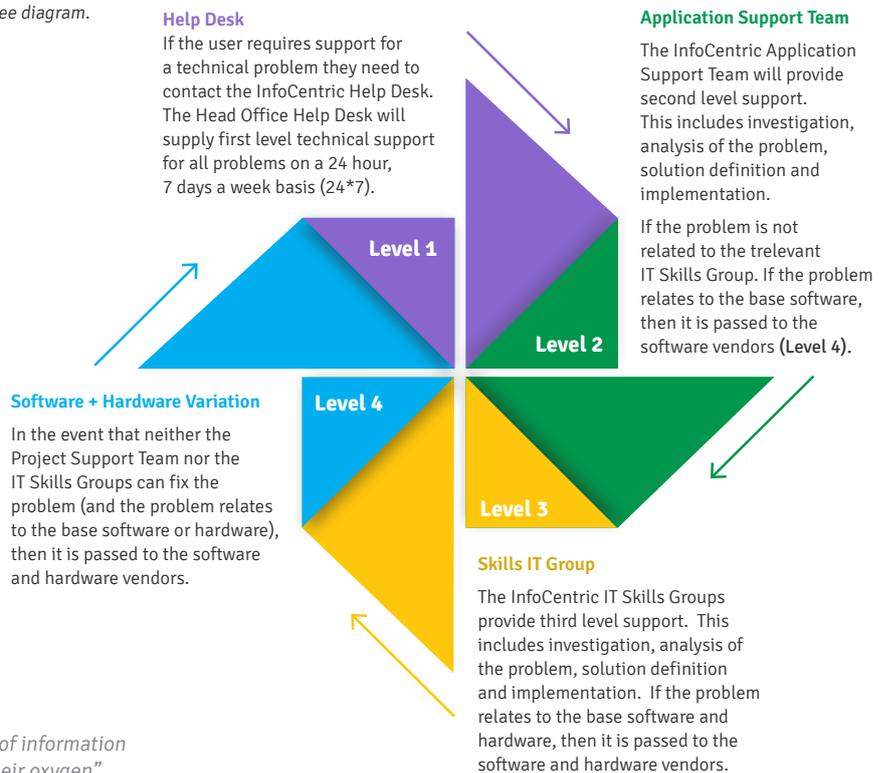
See diagram.

The Benefits

InfoCentric provides long lasting and trusted outsourcing expertise that enables clients to mitigate risks and get the highest quality of service.

Our large pool of experienced consultants offer tier 1 capability, which is cost-effective and delivered to exacting quality standards.

How will InfoCentric help enhance your organization Insight today and tomorrow?



InfoCentric Application Support Introduction

"The business tells me that if we switched off the flow of information provided by your team, it would be like switching off their oxygen"

General Manager, IT

Ideal Partner

"Your end to end knowledge of retail, information management and customer behaviour makes you the ideal partner to help drive our business into new and exciting areas."

General Manager, Store Operations

Thought Leadership

"The thought leadership you have displayed has allowed us to improve our customer understanding in ways we would never have considered. For example, retaining high value customers by stocking high loyalty products that we would normally have deleted."

General Manager, Merchandising

Engage with InfoCentric

Find out how InfoCentric can help you get more insight into your organisation's information today.

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