

The background image shows three people in a textile or fabric store. A woman with long dark hair, wearing a blue denim jacket, is leaning over a table, looking at a large open book of fabric samples. A man with short grey hair, wearing a grey long-sleeved shirt, is standing behind her, pointing at the book. Another woman with long dark hair, wearing a light blue polo shirt, is standing to the right, also looking at the book. The store is filled with various fabric samples, including rolls of fabric and hanging displays of different colors and patterns. The lighting is bright and even.

**zensar**

# Transforming In-Store Operations for **Scalable Global Growth**

 **Case Study**

An  **RPG** Company





## Overview

### Modernizing retail operations

The client, a premium home-furnishings retailer with a presence across stores, catalogs, and digital platforms, sought to modernize in-store operations to support omnichannel fulfillment, improve operational efficiency, meet rising customer expectations, and accelerate new store rollouts across North America and international markets.

**Zensar's brief:** Modernize retail operations to accelerate new store rollouts by delivering on these priorities:

- Upgrade the POS system from Xstore V16 to V19, with tailored enhancements.
- Extend paid-out transactions to support accommodation flows for store-level expense tracking.
- Integrate with external systems, including Salesforce, Certegy, Galaxy CRM, SOLink, and RESA.
- Address Xstore Office Cloud Service limitations by improving database access and configuration management.
- Migrate from Gen1 to Gen2 XOCS to access improved cloud capabilities.

**Beyond the brief:** We went beyond the initial scope to launch a POS Support Web App, empowering store teams with real-time access to data and troubleshooting tools — capabilities not enabled by the Oracle's cloud environment. Additionally, we automated repetitive tasks such as configuration

checks and patching, significantly reducing manual effort and improving operational efficiency.

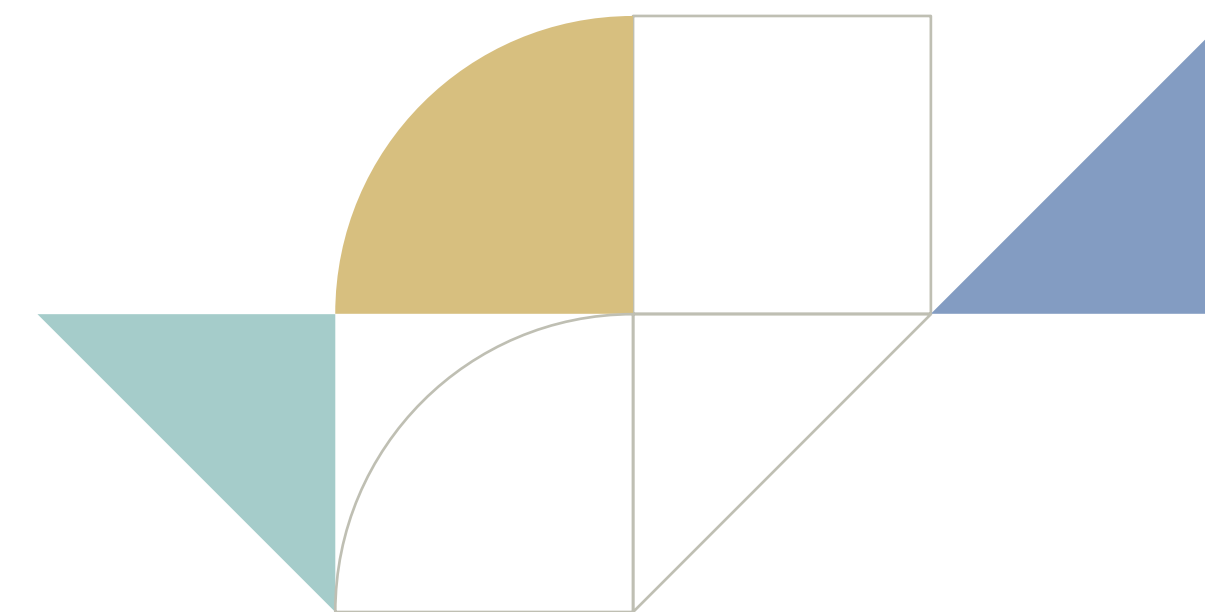


## Challenges

### Overhauling the POS system

The client's IT department decided to overhaul its POS solution to address a whole host of issues:

- **Limited flexibility** in Oracle XSTORE POS for supporting store-based fulfillment and real-time customer engagement.
- **Restricted data access** due to the cloud-based back-office system, hindering timely decision-making.
- **Inefficient store configuration management**, making it difficult to adapt quickly to operational needs.
- **Dependence on multiple integrations** (such as Certegy, RESA, Salesforce, Vertex, and CPIM), increasing system complexity and potential points of failure.





# Solution

## Boosting retail agility with POS transformation

This initiative was not just a technical upgrade — it was a strategic transformation. We empowered the business to operate with greater agility, deliver seamless omnichannel experiences, and scale efficiently across geographies. Through continuous improvements and phased store rollouts, we ensured consistent deployment, reliable support, and long-term operational success.

**Modernizing the POS solution:** Aligned the POS solution with evolving customer expectations and operational needs with these two key moves:

- Upgraded the POS system from XSTORE V16 to V19, with custom flows for fulfillment from store orders (FMSO), pickup, and delivery.
- Migrated from Gen1 to Gen2 XOCS, unlocking improved cloud capabilities.

**Enabling seamless system integration:** Ensured smooth operations and enhanced data flow and transaction accuracy across the retail ecosystem by integrating the POS with multiple external systems:

- Salesforce for customer lookup
- Certegy for check payments
- Galaxy CRM for outlet transactions
- SOLink for loss prevention
- RESA for sales audits

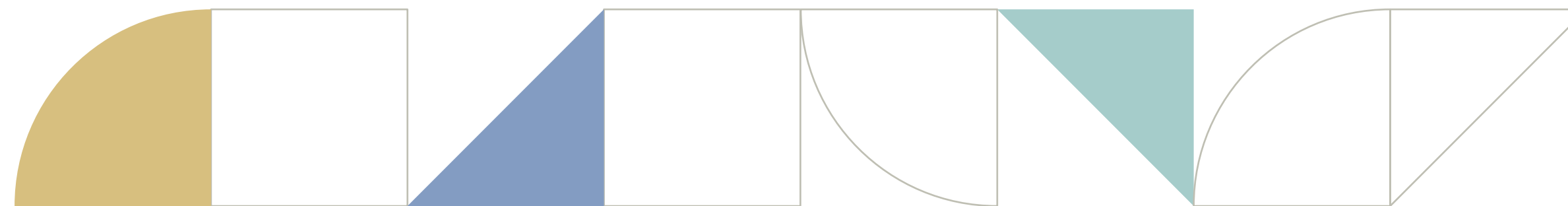
**Overcoming cloud limitations:** Developed a custom POS Support Web App, recognizing the limitations of Oracle's Xstore Office Cloud Service, particularly around database access and configuration management. The result:

- Enabled real-time query execution.
- Facilitated efficient configuration management.
- Delivered capabilities not natively supported by Oracle's cloud environment.

**Enhancing operational efficiency:** Automated several critical processes to reduce manual effort and improve consistency, including configuration checks, post-store setup verification, and POS machine database patching via batch scripts. These automations significantly improved store readiness and issue resolution times.

### Solution enablers

- **POS platform:** Oracle XSTORE V19
- **Languages:** Java, JavaScript, and SQL
- **Web app:** Spring Boot and Angular
- **Integration:** REST APIs
- **Automation:** Batch and Shell scripting
- **Database:** Oracle SQL server







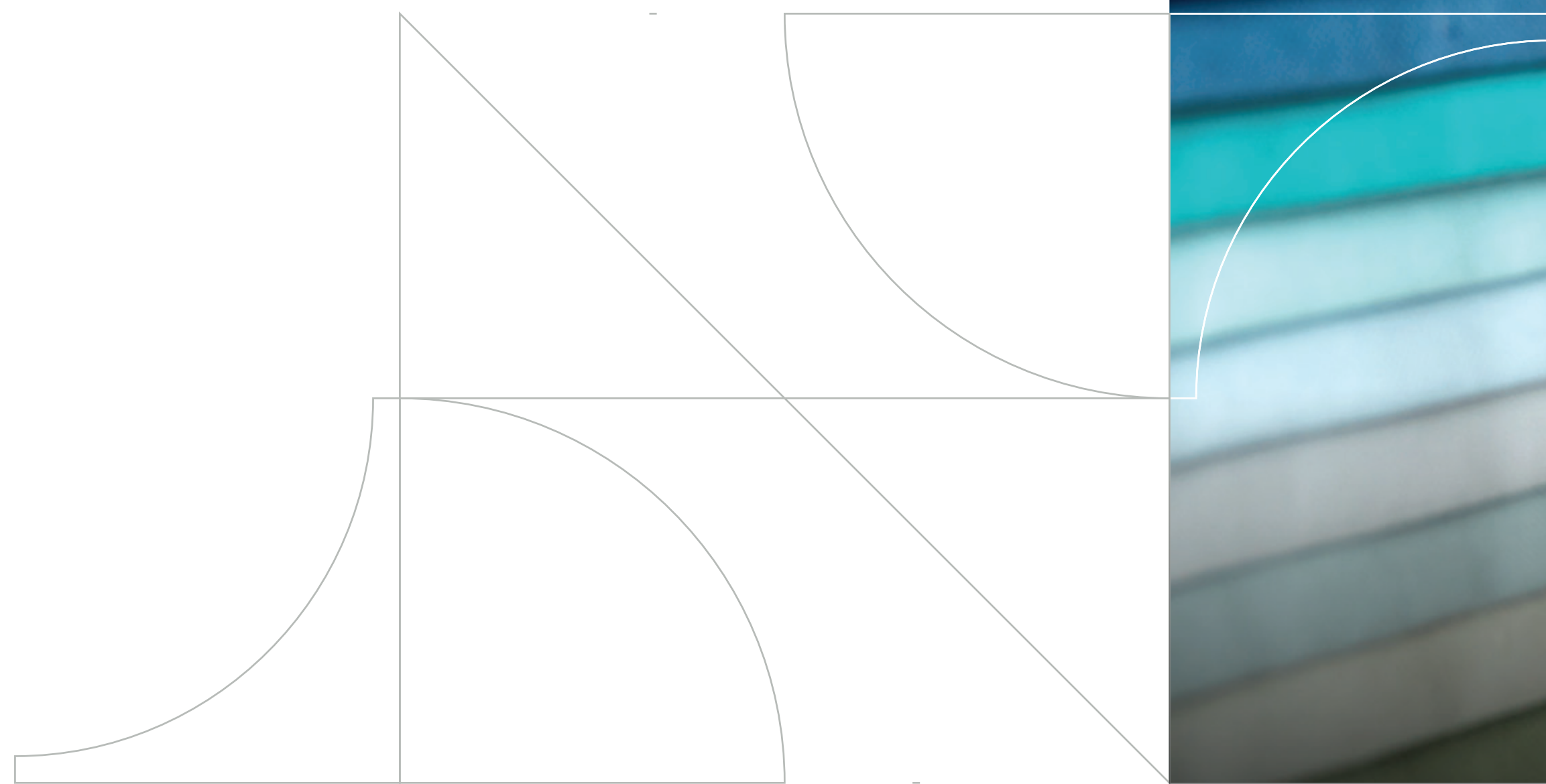
## Impact

### Accelerating retail expansion

According to internal benchmarks, these results were delivered:

- 30% automation-enabled reduction in store setup time
- 40% faster issue resolution with the POS Support Web App
- 99.9% uptime post-upgrade with minimal disruption
- 20% improvement in transaction processing speed

**Business outcomes:** The solution streamlined retail operations, driving better customer experiences, empowering staff, and enabling faster store expansion.







At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

For more information, please contact: [info@zensar.com](mailto:info@zensar.com) | [www.zensar.com](http://www.zensar.com)

