

# Success Story:



## French department store icon Galeries Lafayette successfully optimizes operations with Quickborn Consulting

A fashion and household name in France, Galeries Lafayette manages more than 500,000 square meters of store space, including the world's largest shoe department at Galeries Lafayette Paris Haussmann, across its 62 department stores in France and Berlin (Germany). Galeries Lafayette expresses contemporary trends through a constantly renewed selection of brands, ranging from the highly affordable to the most prestigious. With over 60 stores in Europe and its flagship store in Paris, Galeries Lafayette is a French department store icon.

Quickborn Consulting has worked together in close partnership with Galeries Lafayette since several years providing consulting, implementation, integration, and application maintenance and support services for Oracle Retail applications, as well as custom solution development services.

Quickborn Consulting was a key player in the successful Oracle Retail suite implementation at Galeries Lafayette France called project Program ONE by providing extensive expert services for the implementation of Oracle Retail

Merchandising, Store Inventory Management, Price Management, Invoice Matching, Sales Audit, Allocations and Data Warehouse.

As a prime partner for the GlobalONE project at Galeries Lafayette, Quickborn Consulting led the project during which the previous legacy system was replaced in Galeries Lafayette's German headquarters and in the Berlin department store by Oracle Retail applications. Quickborn led the project with Galeries Lafayette IT department and supported all the steps of this implementation from the design to the roll out in 9 months, thanks to the Quickborn Consulting Oracle Retail Fast Track Implementation Approach. All the modules of Oracle Retail ERP software were deployed.

In addition of transforming and optimizing the entire value chain of Galeries Lafayette Germany deploying the retail cost method, Quickborn Consulting succeeded in merging two different business models into one single Oracle Retail instance, unified workflow and system in a multinational environment.

"We chose to partner with Quickborn Consulting because of its highly flexible and efficient team of professionals with whom we have collaborated for several years. Our Global ONE project consisted of deploying the ensemble of Oracle Retail modules that are already in production in France in our operations center in Berlin. Quickborn Consulting respected all the functional, technical and time objectives and succeeded to support our Berlin organization transformation with a very limited impact on the day to day business workload at our Galeries Lafayette Berlin activities."

- Laurent Singer, IT Director of Galeries Lafayette

Quickborn continues to provide application maintenance and support services for all Oracle Retail applications in production at Galeries Lafayette covering 24x7 services to monitor batch, RIB and operations of all Oracle Retail applications, incident detection and recovery services, and providing system fixes and enhancements including performance enhancements.

Leading department store retailers like Galeries Lafayette are focused on achieving the right balance of long-term operational excellence and cost reduction. Utilizing Quickborn's proven Application Maintenance Outsourcing model, Quickborn Consulting provides vital services to Galeries Lafayette; having reliable technology and skilled team ensuring the reliability and performance of all their Oracle Retail applications in their department stores in France and in Germany.

"We are very happy to continue our partnership with Quickborn Consulting. We have been working with Quickborn Consulting for several years and the driving force behind this decision was to tap into their applications maintenance and support best practices and proven expertise for Oracle Retail applications. We needed a way to mitigate risk and ensure the systems would remain stable. We chose to continue partnering with Quickborn because they have a deep technical and functional understanding of Oracle Retail applications, a methodology designed to meet and exceed our existing service levels and because they have constantly proved they are willing to do what is necessary to ensure our applications are running smoothly."

- Laurent Singer, IT Director of Galeries Lafayette

Quickborn continues its close collaboration with Galeries Lafayette working on projects such as the development, implementation and integration of Depreciation Simulation solution based on the Oracle Retail Predictive Application Server (RPAS) platform, a multi-channel project delivering integration modules for Oracle Endeca and Hybris, and several upcoming Oracle Retail integration projects and custom solution developments.