



XStore POS Implementation Case Study TOG24

December 2020



Purpose

To support the realization of modern omni-channel retail capabilities and processes, TOG24 has chosen to implement new merchandising, warehouse management, commerce and store solutions.

As part of its solution transformation program, Oracle Netsuite has been chosen for merchandising and Oracle XStore solution has been chosen for point of sale to be implemented by the business.

Service

Quickborn has provided implementation and integration services to TOG24 to implement Oracle XStore point of sale solutions and integrate it with Oracle Netsuite cloud merchandising solution.

The Quickborn team has worked with TOG24 business onsite at TOG24 offices and also remotely on the design and build activities of the project. Despite COVID19 pandemic related lockdown periods, the teams continued to work together remotely to continue delivery in the project.

The implementation included use case scenario analysis workshops, solution configuration, training, build to pilot and finally: rollout.

Quickborn has delivered a robust training during the course of the project, enabling both functional and technical TOG24 personnel to take ownership of delivered solution and processes quickly and efficiently. Following the implementation, TOG24 teams are executing in house XStore solution related activities such as configuration adjustments and tests, with Quickborn teams supporting with questions that arise.

Results

TOG24 is currently in the process of rolling out its new POS store solution to all its locations in the UK.

For TOG24, choosing Oracle was a strategic step in order to compete in today's demanding retail landscape. This is a first but important step towards maintaining better customer loyalty by providing more ways for customers to interact with the brand. This important objective is achieved by leveraging the broad capabilities of the Oracle XStore solution.

After the implementation project's first phase has been completed successfully, hyper care is delivered to ensure a smooth adoption throughout the entire transition period. The first phase of the project, now complete, was just the initial step in adopting a broader set of capabilities and related processes. TOG24 is now ready to continue on its journey to further modernize its business capabilities. Quickborn is proud to have been chosen by TOG24 to be part of their journey and engage with the business in this exciting first step in serving TOG24's customers in more ways and with more efficiency than before. We look forward to continuing on this journey together!

