

# Global Luxury Retailer- AMS Production Support

Our client is a multinational corporation specialising in the mining, trading, and retail of diamonds and other precious stones. They are renowned for their influence on the global diamond market through their marketing and pricing strategies. The company was seeking AMS production support for their business operations.

## Business Requirement

- Complex global operations across stores, logistics, and product teams in EMEA, APAC, and the US
- Managing 48 integrations, including SAP, Salesforce, PoS, in-house systems, and Mulesoft
- Thorough analysis and testing of quarterly patches to ensure seamless operations
- Continuous system enhancements, such as SAP upgrades and in-house application updates

## Key Differentiators

- InspireXT's automated regression testing tool is significantly streamlining the process of regression testing after each upgrade release cycle with key benefits like Time Saving, Cost Efficiency and Consistent Result.
- BI Reports for Data Validation/ Stock Verification/Price Management to avoid downstream errors
- Licensing and usage monitoring helps customer for Cost Management, Compliance Assurance, and for Budgeting and Planning for License renewal.

## Service Scope

- Oracle Cloud
- RFSmart
- Xstore Integration
- Salesforce Integration
- Oracle Cloud Infrastructure
- Oracle Autonomous Database
- APEX based PaaS Solutions

## Regions Supported

- UK and Europe (2 Timezones)
- US (1 Timezone)
- APAC(1 Timezone)

## Support Models

- L1/L2/L3 support & enchantements
- Full Time Support
- Oracle Production Application Support and Maintenance
- Quarterly Patching

## Governance Model

- ZOHO Desk
- Monthly Support Service review

## Managed Service Highlights

500+ users (EMEA, APAC & US)

100+ tickets per month

14 Full time equivalents

Implementation of 3 new applications

13 Quarterly Patches tested

4th Year Renewed for 3 Years in May

45+ Enhancements Delivered

Zero Escalations