Convenience Store Retailer – Developed a current state assessment of systems integration tools and roadmap for implementing real-time APIs to deliver new business capability

Situation

- A convenience store retailer with 40,000+ stores globally and 5,000+ stores in the US wanted to understand the pros and cons of its existing tools and technologies for integration.
- At the start of the engagement, the retailer knew that real-time messaging capabilities existed within their IT; however, several operations between corporate systems and store Point-of-Sale remained batch driven.
- The initial desired outcome was to get a better understanding of the integration options, as well as the differentiators between the various service-based vendors in the marketplace.
- The retailer engaged Pariveda Solutions to seek this understanding, as well as to provide a real-time services architecture and evaluate the vendors for capability and fit within the existing IT organization.

Solution

- Pariveda delivered an 8-week engagement to determine the API needs, define the Architecture Strategy, and develop a Solution Roadmap; it included an effort in parallel to RFP the future state solution to multiple vendors for evaluation of implementation costs and identification of an integration partner.
- Pariveda partnered with technology and business stakeholders, as well as on-site vendors, to define the current state architecture and determine future state system requirements, taking into consideration not only the design solution but also the value proposition new features would enable for the retailer.
- The current state assessment identified a number of previously unknown factors in both store operations and backend operations that would prevent realization of benefits unless also addressed as a part of the effort.
- The vendor evaluation analyzed the capabilities of each vendor on a basis of ten factors that through a series of 50+ questions determined a weighted score; additional detailed bullets on the benefits and drawbacks of each vendor implementation were also captured as a part of the evaluation.
- At the end of the assessment, Pariveda provided the future state architecture, the vendor evaluation summary, as well as guidance on real-time service governance and implementation tailored to the organization, which the company leveraged in the go forward real-time services enablement initiative.

Benefits

- The company discovered that to implement a real-time services API layer they would need to make a larger investment to upgrade systems in both the store and on the back-end such that they could operate with the new capabilities.
- The retailer determined that the cost of an upgrade to an existing services infrastructure would be higher than transitioning those services to this new capability being developed.
- The real-time services strategy roadmap and proposed future state architecture helped drive planning and vendor implementation approach for a new API services layer across the organization.