



The idea of embracing digital technology in retail is based on 2 important things: As a retailer, how can I use emerging technologies to:

-  Meet my customer needs and expectations
-  Find new ways to drive revenue and create innovative business models.

While some have owned the ways of technology, some are still managing to cope with the same. One of our top clients also faced a technology glitch that was anchoring down their overall performance. This client of ours is a global retailer of multichannel video games, pop culture collectibles, consumer electronics, and wireless services, operating more than 5,800 stores in 14 countries across Europe, Canada, Australia, and the United States.



Let's look at the  
challenge they  
were facing

The company though was using IBM Sterling Collaboration Network (SCBN) to exchange documents electronically with its Partners and Ecosystem - they were having difficulty in onboarding new Partners onto their SCBN platform. Thereby, causing delays which in turn impacted the business with their partners. And strained their years-old relationship. This challenge though sounds small but was costing them everything - from money, time, productivity to their friendship with their partners.



Our Solutions

perfTech with its experienced EDI consultants developed templates and onboarding processes which made onboarding the partners onto the IBM Sterling Collaboration Network a breeze. Our extensive experience in dealing with similar issues earlier enabled us to pick the correct translation maps from an existing set of maps to meet the client's needs, make the necessary changes, test the same, and onboard more customers effectively and efficiently.



What did they gain  
from this solution?

The templates and the processes set up helped to complete the onboarding process faster. In fact, they were able to onboard more than x customers within a time frame of 3 months. Thereby spiking productivity, efficiency, and ROI.