

Premier fashion accessories retailer improves IT service delivery and reduces operating costs by 20% with TCS Cloud Plus Service Manager

Abstract

A global fashion accessories retailer wanted to upgrade its IT service management framework to deliver superior IT services to business users. Tata Consultancy Services (TCS) implemented TCS Cloud Plus Service Manager to enhance the IT service management capabilities of the retailer. The implementation of a flexible and responsive IT framework resulted in lower operational costs, enhanced efficiencies, and improved agility for the organization.

About the Client

Headquartered in Canada, the company is a leading fashion accessories retailer with over 1500 stores across 100 countries. Employing over 200,000 people worldwide, the retailer is committed to providing quality fashion products at affordable prices.

Business Challenge

Enterprises are grappling with the demand of managing an increasing number of applications and devices, and growing infrastructure, thanks to the rise of cloud, mobility, and the bring-your-own-device (BYOD) practice. To keep pace with these dynamic changes, there's an immediate need to upgrade IT service management (ITSM) processes. The lifestyle retailer wanted an agile and scalable IT infrastructure to effectively meet the evolving business needs in order to gain a competitive edge. To achieve this it needed to upgrade its IT service management practices, procedures, software, and tools.

The absence of a standardized enterprise-wide platform to generate alerts and report issues in real time made IT service management difficult. Moreover, the inability to view the status of reported incidents impacted issue resolution timelines considerably. The accessories retailer wanted to integrate IT service delivery with business processes to ensure effective incident tracking and reporting for quick issue resolution.

The company decided to partner with TCS to transform its IT infrastructure services, recognizing our varied industry experience in delivering business-aligned solutions using proven delivery frameworks and methodologies.

Client

International Fashion
Accessories Retailer

Industry
Retail

Offering
TCS Cloud Plus

TCS' Solution

TCS assessed the retailer's business requirements and recommended replacing the existing IT service desk and application management tools with TCS Cloud Plus Service Manager.

TCS implemented IT Infrastructure Library (ITIL) processes to efficiently monitor and control IT service management practices across the organization. Standardized workflow systems and configurable reports and dashboards were used to streamline and administer incident management, problem management, change management, knowledge management, and release management.

Additionally, TCS' consultative approach helped standardize these process frameworks.

File system and application availability were effectively tracked, with more than 200 servers and 600 processes (related to middleware) brought under the scanner of an agent-based monitoring framework. The Cloud Plus Service Manager was integrated with Cloud Plus Operations Manager—deployed in parallel—to ensure that all events and issues which exceeded the pre-determined threshold levels were notified through alerts and automatically registered as tickets.

Results

By implementing TCS Cloud Plus Service Manager, the fashion retailer has realized the following benefits:

- **Reduced operational costs:** The implementation of a shared support desk has helped the retailer reduce operating costs by 20%. Since the solution was offered a ready-to-use environment, the retailer was required to invest minimal resources for solution configuration and deployment.
- **Increased visibility into enterprise IT operations:** The integration of IT service delivery with business processes has helped the retailer gain complete visibility into IT operations. Business users now have real-time visibility into the status of pending tickets.

- **Improved productivity:** Regular documentation of requests has enabled accurate effort estimation, resulting in improved productivity. The refurbished IT service delivery framework has helped support approximately 1,300 incidents and service requests generated in a month by 1,400 global users. The retailer has also noted a 25% reduction in the issue resolution time, leading to improved service levels.
- **Enhanced organizational agility:** The implementation of a flexible and responsive IT framework has helped enhance organizational agility. Automation of routine tasks has helped the retailer focus more on core business activities.

Contact

Visit TCS' Retail unit page for more information

Email: marketing.cloudplus@tcs.com

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Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match.

TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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