

1.3.1 RETAIL CUSTOMER SPOTLIGHT

Product: ignio™ AI.ERPOps

Industry: An Australian Retail Chain

digitate

75% manual
patching effort
saved per month

ERPOPS OVERALL BENEFITS

THE CHALLENGE

- Use of multiple apps leading to order drop and data mismatch issues
- Dependency on manual patch management

THE SOLUTION

- Custom solution designed to reconcile orders from all 3 systems in store. All discrepancies auto-notified to respective stakeholders
- Automated pre- and post-patching operations with 3,700 servers supporting 5 business operations

75%

manual effort saved per month

10

order related incidents reduced daily

50%

cycle time reduction

250k

AUD saved annually
in operation costs