TEKsystems | Global Services

Elevating Virtual Grocery Shopping with Cloud

A leading grocer takes a cloud-first approach to virtual shopping and saves millions in the process.







a story of **owning change**



Mastering the Momentum of Technology in Retail

Our customer, a national grocery retail chain, understands working hard for consumers and providing products at a fair price. They wanted to help consumers save time and shop smarter through a better virtual shopping experience.

What We Did

Cloud, Digital and Data, Data Analytics

Industry

Retail

The Challenge

Virtual Shopping with Personalised Experience

Cohesive Data Ecosystem for Retail

Service-obsessed and forward-thinking, our customer took charge of building a seamless, reliable online shopping experience for consumers. They needed a modernised platform for retail operations to keep up with demand and improve data analytics, logistics networks, and advanced capabilities—advantages only found with cloud services.

The platform needed to gather meaningful data to provide insights into consumer behaviour, improve the shopping experience and expand their reach by launching new services and products into new locations.

The new ecosystem would require a failover strategy to provide continuous service despite disruptions. This strategy would allow them to:

- Handle massive amounts of data
- Provide continuous support to people and processes with adaptive technology
- Accelerate the delivery of new products, services, and customer experiences
- Adjust to economic challenges

Our customer wanted technologies that would work well together to deliver a holistic real-time view of their data. The requirements? Levelling up from their legacy platform and moving away from a data centre dependency to prevent incomplete data transfers and communication process issues, as well as a stable network architecture to hold large amounts of data for their customer requests and a pathway to transfer data quickly and efficiently.

Our customer wanted to enable a cloud-smart approach to prevent outages and keep their loyal customers coming back. Think: shopping carts filled, orders completed, errands simplified.

To power this, they needed a partner, complete with a team of experts, with the capacity and expertise to fulfil their vision. Enter TEKsystems Global Services.

> "Everything that we put in the market was going to be fully functional from the beginning. It was going to be scalable and resilient. It was going to be secure and frictionless, and the way we were going to do all that is through our cloud journey."
>
> **Executive at our customer, a large retail grocery chain**

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Our Solution

A Souped-Up Strategy

Developing a Cloud-Smart Approach for Data Management Architecture

Based on an existing relationship built on trust, shared knowledge, and past projects, we rolled up our sleeves and got to work. Together, we created a strategy focused on security, reliability, performance, and stability that could respond to a hybrid multi-cloud environment.

They invested in Microsoft Azure and modern microservices architecture to manage and save data quickly while we custom wrote, rehosted, and modernised their applications. This strategy helped reduce the costs of IT operational infrastructure, data centre operations, and licencing fees.

We implemented a new commercial scheduling automation platform to manage event-driven automation and provide unified enterprise-wide scheduling abilities based on date and time calendars. The platform contained a jobs trigger centred on events and constraints put in place before critical jobs could run.

We added an accelerator designed by our experts that sped up the conversion to this new platform and minimised the errors resulting from a manual conversion. The accelerator converted the legacy jobs and moved larger amounts of data faster through the conversion and data migration processes. By working with our customer to transform their vision into a reality, we've helped them in their next phase of business transformation. Innovation and value in the bag.

Powerful Partnership

Blending Tech with Insights

Effective Communication and Operational Planning

True value requires communication driven by deep technical and business expertise. We prioritised our customer's needs by focusing on transparency and communication. We developed a cadence by scheduling weekly calls, providing status reports, and giving access to information to all team members involved, providing the most up-to-date information to help them reach their goals.

Side by side with our customer, we worked to migrate their data efficiently without disruption. We understood their current environment and met them where they were, constructing a roadmap and strategy to build a successful technical design.

> "I'm excited to say we're two months away from being, I think, the first grocer and one of the first retailers to be 100% in the cloud, thanks to the help of TEKsystems."
>
> **Leader at our customer, a large retail grocery chain**

Real-World Results

Now Farmers Edge has the power to get their services back online faster during a downtime event. They can address resource-specific outages, avoiding previously necessary regional shutdowns.

Should an outage occur, their risk of downtime will be greatly reduced, and their data backups will be protected. Through the power of Google Cloud, we reduced their Recovery Point Objective (RPO) by implementing a process to automatically check for replication lag before database replica promotion. Their Recovery Time Objective (RTO) point is now just under nine minutes.

The result is improved reliability and greater customer satisfaction. As stewards of the agriculture industry, they can continue to collect data until the cows come home.

About TEKsystems and TEKsystems Global Services

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

Learn more at **TEKsystems.com.**

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