

CASE STUDY

The Four-Hour Turnaround That Transformed Operations

A Retailer's Journey from Outages to Efficiency



“ Implementing the recommendations of Buchanan resulted in the Smoothest Black Friday...ever.

- IT Director, Leading U.S. Outdoor Retailer

At a Glance

About the Client

Leading U.S. Outdoor Retailer

Industry

Retail & Consumer Goods

Challenge

Frequent ERP outages and slow ETL processes caused operational delays and impacted decision-making.

Solution

Performed a holistic system review, identified the root cause in 4 hours, and optimized ETL and ERP performance.

Results

- 94% reduction in ETL cycle time
- 100% elimination of unplanned outages
- 4-hour root cause diagnosis
- 63% cost savings

ERP: The Backbone of Business Operations

A leading American outdoor retailer that operates in over thirty (30) states relied heavily on its Oracle Enterprise Resource Planning (ERP) system to handle important business operations. ERP, being the backbone of any business operations including supply chain, order management, and financials, plays a major role in the efficiency and success of the business. When the customer was struggling with instability and unplanned outages related to their ERP system, Buchanan was chosen to eliminate the instability as well as further optimize the system to allow for growth and scalability.

Daily Outages: A System in Crisis

Being a prominent name in the outdoor sports industry, a retailer cannot afford to have numerous outages on a daily basis. These unplanned outages not only disrupted their critical business operations but also posed a risk to transactions, shipments, and accurate financials. Despite the company previously engaging several different vendors to help address the root cause of the instability, other vendors were not able to address the root cause of the unplanned outages. Using Buchanan's unique diagnostics methodology, the root cause of the instability was quickly identified, and remediation was implemented to resolve the issue. After implementing the recommended Buchanan solution, the unplanned outages were eliminated resulting in a massive increase in uptime.

The customer then selected Buchanan to provide managed services to further help manage and optimize their Oracle ecosystem including the Oracle ERP system. Buchanan identified further optimizations including ETL inefficiencies which hindered key financial and analytical decision-making processes. One of the key ETL flows was optimized thereby reducing the job timings from five hours to a few minutes. This significantly improved the entire business intelligence job cycle.

A Holistic Approach to Optimization

Buchanan partnered with the leading retailer to handle what other vendors couldn't: identifying the root cause of the Application instability and optimizing the ERP. Our proactive and specialized team conducted a holistic system review to quickly pinpoint the root causes of the frequent outages.

Once the root cause was identified, the recommended solution was subsequently implemented, thereby eliminating the 5-6 unplanned outages and system restarts per day. The team at Buchanan uses what we call an '80-20 Rule' where we spend 20% of our time on the discovery of the problem and 80% on the optimal and scalable solution. In addition to addressing the immediate need of the system instability, we also proactively analyzed long-running jobs including the ETL jobs. The ETL job was then reduced from over 5 hours to a few minutes, allowing the retailer to make quicker and efficient decisions. It also reduced the load on the ERP system thereby providing additional headroom for growth.



We had tried multiple vendors, but none could fix the issue. Within hours, Buchanan's team identified the problem and implemented a solution that transformed our operations.

- IT Executive
Leading U.S. Outdoor Retailer

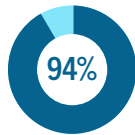
Delivering Value, Cost Savings & Efficiency

The results of our holistic and proactive approach to ERP stability and Business Intelligence (BI) job optimization were immediate and catalytic:



Reduction in Outage

The ERP system of the giant retailer faced zero unplanned outages for over a year after the fix was implemented.



Improvement in ETL cycle time

The pivotal ETL job was reduced from over 5 hours to 10 minutes.



Best Time to Resolution

Identified the root causes of the ERP outages in a few hours, compared to many months by other vendors.



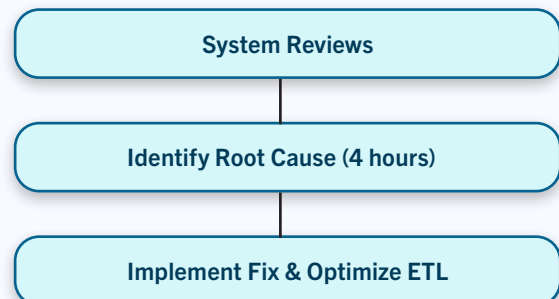
Cost Savings

Significant cost cutting due to process and decision optimization, as well zero reboots in a year.

A Foundation for Lasting Success

The transformative optimization of the ETL and ERP operations and the subsequent cost savings created a lasting impact on the fast-growing business. The real-time data access, attained by efficient ETL and maximum availability and uptime of the system, empowered operational efficiency, improved financial analytics, enhanced customer experience, and enabled faster decision-making for the company.

From Problem to Solution in Record Time



Want to optimize your ERP?

Contact us today to see how Buchanan can help your business run smoother and faster.

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