Shoppers' Stop Ltd.

Synopsis: *A large retailer in India simplifies IT administration and delivers high performance for business-critical applications while paying for only the amount of capacity it needs when it selects IBM Global Technology Services to help it upgrade to a new platform built on an IBM System i5 550 server running the IBM i5/OS operating system and utilizing LPAR technology*

Location: Mumbai

Industry: Retail

URL: http://www.shoppersstop.com/

Customer Background:

Shoppers' Stop Ltd. is one of the largest retailers in India. A fashion and lifestyle retailer for the family, Shoppers' Stop has more than 60 stores in nine locations around the country. Shoppers' Stop is the only retailer in India that is a member of the prestigious Intercontinental Group of Department Stores (IGDS).

A pioneer in the industry, Shoppers' Stop has always held a leadership position in India in terms of adopting technology and retail store solutions to support and enhance business and to improve the overall customer experience. Its most recent business venture into hypermarkets - stores that combine supermarkets and department stores - has resulted in the development of a new store, HyperCity. Shoppers' Stop also recently launched a chain of cafes and coffee shops along with its other stores.

Business Need:

Shoppers' Stop had been using an aging IBM System i platform that ran a JD Edwards enterprise resource planning (ERP) solution. Faced with an expanding business, increased transactional workloads and ventures into new markets, Shoppers' Stop's IT infrastructure could no longer support the company's business needs.

Because the success of its business depended heavily on the fast performance and high availability of business-critical applications, Shoppers' Stop wanted to upgrade to a platform that could more flexibly support its expanding requirements. The retailer began looking for a solution to:
- Provide users with better performance and faster response times
- Enable the company to become more nimble and responsive to dynamically changing business needs and customer expectations.

Solution:

With assistance from IBM Global Technology Services, Shoppers' Stop upgraded to a new environment built on an IBM System i5 550 platform running the IBM i5/OS operating system. IBM migrated the client's existing servers onto the new platform and configured three logical partitions (LPARs) on the new server to support each line of business (LOB). Now, separate ERP applications for Shoppers' Stop, Crossword and HyperCity are consolidated onto the new server. The new IBM System i5 server includes:
- Capacity on Demand, a feature that allows the retailer to scale quickly when faced with a sudden workload increase

- Self-healing, self-configuring and self-optimizing autonomic capabilities.

Benefits of the Solution:

By upgrading to the highly available IBM System i platform, Shoppers' Stop can easily accommodate the high performance requirements of its business-critical applications. Using the Capacity on Demand feature, the retailer has the flexibility to pay for only the amount of capacity it needs at any given time, with the option to scale up on the fly if workloads increase. Shoppers' Stop also enjoys simpler administration through the use of a consolidated platform.