

Case Study

Optimizing Order Fulfillment Process for a Global Educational Supplier

Revenue: \$3.2 billion



About the Client

Our client, the largest operator of campus bookstores, supplying students and faculty with textbooks and other course materials through more than 930 bookstores, is a Westchester, Illinois-based company with approximately 10,000 associates throughout the United States, Canada and other parts of the world. Founded in 1873, our client has \$3.2B in estimated revenue annually and provides 1,600-plus individually managed stores with wholesale books and related services such as entertainment, digital content and multi-media products for libraries, schools and retailers



Challenge

1. Financial Aid:

As per statistics extracted from CARP indicate, only 54% of students have the client's Campus stores account using Financial Aid. In FY14, Financial Aid available balance opportunity was over \$2BN. In FY16, expected incremental revenue generated by Financial Aid is \$5,000,000.

2. PayPal as New payment Method:

The client wants to introduce PayPal and PayPal credit as new tender to increase revenue in USA for both FMS and FVC orders. The client's applicable downstream systems should have the ability to support the new PayPal tender.

3. IMS as new Backoffice:

The client wants to replace old Win/DSS with new system called Inventory management system (IMS) back-office that will enable Store operators with hassle free, faster time to selling floor and increase in labour efficiency.

4. Modernization: IMS Back-office legacy application modernization.



Solution

Integrative Systems believes in simple and step by step solution for complex problems with high-end quality.

1. Financial Aid:

Financial Aid was big project involving several modules. Integrative Systems being an MMS/SODA expert has handled all modifications in system required to allow processing of new tender at MMS/SODA end. During the tendering process, a new "Get accounts" call from MMS/SODA to ePay to obtain all the users active Financial Aid accounts and how the order is fulfilled had been taken care by Integrative Systems.

2. PayPal as New payment Method:

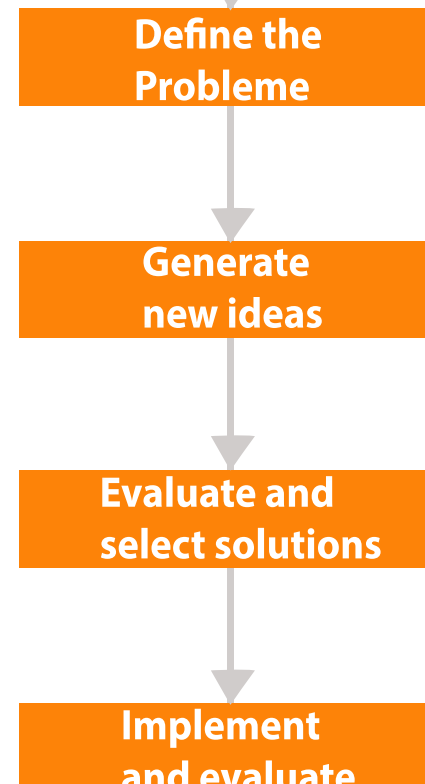
The client's e-system should be enabled to accept PayPal and PayPal Credit as new tender for order payment. The client's Applicable downstream Systems has been modified to provide ability to support the new payment method.

3. IMS as Backoffice:

Integrative systems has developed entire new Menu for IMS back-office to ease the operations of store users. Store operator has been enabled with new interface for business processes like PO receiving, LPO, Transfers, RTV, EDI ASN Receiving, PO Receiver Adjustment, Inventory Adjustment, PO reconciliation and various reports.

4. Modernization:

Modernization of legacy applications has been always awful for organizations. Integrative Systems has modernized interface without changing existing programs using Websmart Php, Webservices, API calls, Jscript and Presto. Architecture is devised in way that new graphical pages leveraged power of existing programs to execute business functions



Business Outcomes Delivered:

Financial Aid:

The client is successfully using Financial Aids and drawing expected revenue growth in each successive year.

PayPal as new payment method:

By accepting PayPal as a payment method on the client's websites, there is an expected incremental revenue increase of \$3M-\$9M..

IMS as new Backoffice:

New IMS Back-office has lots of advantage over traditional Win/DSS. Ease of operation has helped store operators work more efficiently and handle rush time more smoothly.

Modernization:

Modernizing the legacy green screen to attractive GUI, provide many operating benefits in term of less operations time, increased labour efficiency and motivated staff. Successful modernization of IMS proven to be pioneer for other IMS related reports like Price & Inventory which really helped store operator to check price & details of SKU in just a few clicks. It was a big help to ease and grow store sales.



Tools & Technology Used

JDA MMS ERP, IBM AS400, RPGLE, CLLE, DB2/400, Websmart Php, Presto, Javascript, Webservices, Microsoft .Net



About Integrative Systems

Headquartered in Chicago, IL – Integrative Systems is a 25-year-old software development and back-office services company with our Offshore Dedicated Center (ODC) in Pune, India. Our mission is to help our customers leverage "Best-in-Class" IT capabilities to drive innovation and enhance business value – resulting in increased top line revenues and better bottom line profits.

We are unique in our ability to implement transformative business solutions through the alignment of company's strategy, objectives, business capabilities, processes and technology stack. Integrative Systems has broad experience in industries such as software, technology, eCommerce, logistics, retail, education and manufacturing. Solving technological challenges for our startup clients as well as enterprise companies is the essence of our approach when it comes to custom application development services. With our expertise, we have served clients from the range of \$6 billion to \$100 billion.



Disclaimer

Integrative Systems case studies are borne by a confidentiality agreement between Integrative Systems and its client. If you wish to know more about the client, feel free to contact us.