Streamlining Franchisee Reporting

Systemware Boosts Efficiency for a Leading 24/7 Convenience Retailer

In a groundbreaking collaboration, Systemware's cutting-edge technology, expertly implemented and managed by Cabnit, has revolutionized revenue reporting for a prominent 24/7 convenience retailer. Through this powerful partnership, the VP of IT perfectly depicted the challenges faced before the transformation, stating, "Imagine 14,000 people trying to drink from the same garden hose, that was essentially where we were at before." This case study highlights the innovative solutions implemented and the remarkable outcomes achieved by Systemware and Cabnit, providing end-to-end managed services and streamlining franchisee accessibility to crucial business content.

CHALLENGE

Overwhelmed Legacy Infrastructure and Cumbersome Reporting

Before the implementation of Systemware and Cabnit's transformative solution, the convenience retailer encountered significant hurdles in managing store reports for all store operations – including corporate administration, field management, store managers and franchisees. The release of these reports on the 7th and 8th business days of each month resulted in an immense surge in demand, overwhelming the existing mainframe infrastructure. They needed timely and secure access to the relevant information while adapting to rapid growth, and evolving user requirements. The retailer also required the ability to extract information into various formats for analysis. The capacity and functionality limitations posed a considerable challenge to the retailer's day-to-day operations.

SOLUTION

Systemware's Cutting-Edge Software and Cabnit's Expert Content Management

In response to the formidable challenges faced, Systemware's powerful technology, expertly managed by Cabnit, presented the ideal solution. Cabnit, as the dedicated managed services provider for Systemware's content services platform, seamlessly scaled up the retailer's capacity on demand through Systemware's node-based architecture and elastic scalability. This eliminated bottlenecks and ensured unparalleled performance, even during peak usage periods. Furthermore, when peak usage periods end, capacity is scaled back down to normal, allowing for optimal system functionality. In addition, a new

Store Portal became their single source of truth for all operations. The solution enabled daily reporting and compilation of information across multiple stores and regions. The retailer was previously limited to searching one report at a time, but they now have the ability to access all documents across any repository. They now utilize rolling upgrades for maximum system availability and 24/7 support. Cabnit's comprehensive managed services provided streamlined content management, bolstering the retailer's operational efficiency and ensuring compliance. The flexibility of the Systemware platform allowed the company to create a modern, tailored user interface specific to the user's needs.

Empowering Franchisees and Painless Acquisitions

Upon the retailer's major acquisition of a competing retail chain, Systemware had the opportunity to demonstrate a core strength. The consolidation of legacy reporting systems made the acquisition process seamless and painless. They also ingest and manage content in any format from all upstream applications. With Systemware's innovative technology and Cabnit's complete managed services, the retailer now promptly and securely fulfills franchisees' requests, offering remote access to crucial business content.

The visionary partnership between Systemware's software platform and Cabnit's managed services has revolutionized reporting for the 24/7 convenience retailer. By effectively addressing legacy infrastructure issues and cumbersome reporting, the retailer has experienced remarkable operational improvements and expanded franchisee accessibility to vital franchise content. With this solid foundation, the retailer now explores opportunities for further system consolidation, including imaging solutions, with unwavering confidence in Systemware and Cabnit's capabilities.

About Systemware

Systemware helps the world's largest and most highly regulated organizations simplify infrastructure, optimize cost, create workflow efficiencies, reduce risk, and meet information governance requirements. Our intelligent content services platform enables users to find and extract information wherever it is stored and transform and deliver it in the exact context needed for each business line. The Systemware platform delivers optimized performance in public, private, hybrid, and IBM zSystems environments, as well as a fully hosted SaaS offering. Let us talk about what we can do for you.

Give us a call. 866.533.1514   www.systemware.com