



Industry: Retail & Wholesale Primary project

Key Results: Higher customer engagement and retention rate through seamless support

Country: USA

About the Company:

Krish Compusoft Services Inc. (KCS), a Google Cloud Premium partner located in the Bay Area has collaborated with a leading enterprise retail client to provide end-to-end tech solutions and services. The company deployed Google Cloud Platform and its major components like Big Query, Data Studio, Google Data Flow, Cloud Functions, etc. in three stages of solution viz. Data Analytics consulting, development and managed services to help the patron in business development.

Challenges:

Our client is one of the largest furniture manufacturers with almost 1000 retail stores all across the globe wherein 600 enterprise managed and 400 license managed stores are established in the US only.

- The client already adopted the Customer 360° view platform to implement a centralized approach in all the stores. But they lacked a reliable support system due to which they were deprived of long-term business benefits.
- Lack of proper guidance for using and maintaining the web platform at different store locations.
- The need for expert training to streamline data or sustain all kinds of technical glitches like low database, storage issues, uploading database with inappropriate coding, etc.

“We created data ingestion pipelines to move streaming data and batched data from pre-existing databases and data warehouses to a data lake. We also enabled a daily notification via mail to get informed about the success or failure of the operations.”

Solution:

The entire solution roadmap had a 3 phased journey. This is the final phase of the solution wherein the individual components of the GCP platform and web frontend was monitored and managed.

KCS rendered high-end support to the entire project to carry out various operations. We structured an entire suite of managed services rendered the following solution:

Data Ingestion Support and Managed Service: We created data ingestion pipelines to move streaming data and batched data from pre-existing databases and data warehouses to a data lake. We also enabled a daily notification via mail to get informed about the success or failure of the operations.

Cloud Monitoring: Our cloud monitoring solution helped the client avoid technical glitches in the database that could occur due to storage issues, link updations, problems while uploading a new database, malfunctioned web portal links, inappropriate coding and much more.

Implementation & Training Support: Our team seamlessly implemented the entire solution into the client's enterprise and licensee store while cross-checking everything. KCS provided in-depth guidance, systematic training, and off-site support to help the client sustain adverse conditions while ensuring 0% data loss or data corruption.

About the customer:

The furniture retail giant is an American home home furnishings manufacturer and retailer based in Wisconsin. It manufactures and distributes home furniture products all across the world through its different stores, independently owned and located in US, Canada, Mexico, Japan, etc.

About the partner:


Krish CompuSoft Services Inc.

KCS is an august tech consulting and services based company with experience of almost two decades in the industry. The company is renowned for its digital transformation solutions across various industry niches. Being a Google cloud premium partner it enables the clients with various data analytics tools which ultimately helps in their enterprise endeavors. Connect at www.kcsitglobal.com

Result:

- Our separate teams for data ingestion support, cloud monitoring, and training support deployed best-in-class solutions that enabled a high adoption rate.
- Greater progress in key marketing & Campaigning goals, business analytics, productivity, and profitability.
- Higher customer engagement and retention rate.
- Centralized approach on spend as per regional segments, product segments, etc.
- Amplified Brand Reputation.



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