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# End to End IT Services and Solutions for Retail



- Improved store efficiency
- More productive space
- Increased uptime
- Uniformity and standardization
- Enhanced customer experience

## Overview

The retail sector keeps reinventing itself as it moves with the times and matches ever increasing customer demands for efficient services and best prices. Retailers around the world now realize that sustainable competitive advantage will be gained only by a deep understanding of consumer demands and comprehensive supply chain planning and execution workflows. This has raised considerable challenges for your retail merchandizing business as you strive to achieve cost optimization with the best processes in place. The critical challenges that the retail industry is facing today are:

- Managing multi-channel operations
- High demand volatility
- Extended supply chains
- Production off shoring
- Increasing lead times
- Pricing pressures
- Lost sales and brand erosion due to stock outs
- Highly competitive and margin sensitive industry

To succeed in such a competitive environment, retailers worldwide need to transform their merchandising and supply chain operations to get more in sync with real-time consumer demand across every channel. Leveraging years of experience in this sector, Xavient Retail practice provides focused solutions and services for this sector and helps you achieve strategic business targets in a competitive market.

## Service Offerings

Xavient's services for Retail Industry delivers an end-to-end array of services across the retail value chain from vendor management planning, supply chain activities to store and multi-channel offerings.

**Application Development & Maintenance:** Our Application Development services help you address evolving business and technology challenges by defining, designing and building applications tailored to meet your business requirements.

**Infrastructure Services:** We have range of Infrastructure Management services to meet your retail organization's technology challenges including architecture and design, enterprise computing and optimization, helpdesk services, to name a few.

**Quality Assurance & Testing:** Xavient's Testing and Assurance practice helps retailers improve quality of their IT applications. Our rich experience in Testing services across e-commerce, POS, merchandize and inventory management combines with excellence in Quality Assurance practice to deliver wide range of QA services for retail industry.

**Engineering Services:** At Xavient, we provide our clients with engineering and technology services to support their entire offering lifecycle and transform the way they engineer these offerings to deliver distinctive solutions and ensure measurable business value.

### Xavient's Services for Retail Functions





## Why Xavient

Xavient combines its expertise in technology with a profound understanding of the retail industry to provide innovative solutions and versatile support systems to retailers. Our solutions help retailers implement omni-channel commerce strategies and collaborate better with their stores and supply chain partners.

Xavient's global delivery platform supports an onsite-offshore model that meets client's needs 365X24X7. Our global delivery model helps our clients reduce time-to-market for new services and overall cost of engagement and thereby improve their competitive efficacy.

## Xavient – A Long Term and Strategic IT Partner

- Our in-depth domain knowledge enables to offer customized solutions in the CRM, ERP, Data warehousing, Store Operations Management, Merchandising and Business Intelligence space
- Our specialization in building Enterprise Online Retail Solutions for entertainment & media segments
- Our dynamic, strong and focused horizontal groups, CoEs serves as the backbone of our retail practice
- Our stack of services provided so far in the retail space: Business Requirement Analysis, Application Development & Maintenance, Helpdesk Services, UI Design, Testing and Quality Assurance
- Our partnerships with enterprise product and smarter commerce vendors such as Oracle, SAP allows us to extend channel management best practices

### Our Technology Partnerships







## Advantage Xavient

Our services help our clients to offer competitive and value-added services to their customers, reduce response time, maximize revenue, and most importantly enhanced customer experience. Key value that you can benefit from by engaging with Xavient :

- Enhanced consumer experience by offering pertinent new services
- Enhanced service quality and optimized resource allocation
- Realization of higher sales revenue through quicker time to market of new services and features
- On demand solutions built on novel and innovative technologies
- Strategic alliances to ensure technology leadership

- ISO 27001 Certified
- CMMI Level 5 Compliant
- ITIL Aligned
- External Industry Certifications
- Mandatory Certification on Domain and Technology
- Active Member of Industry and Partner Technology Forums
- Xavient Academy to Deliver Continuous Learning / Training Programs

## About Xavient Digital, powered by TELUS International -

- Headquartered in Simi Valley, CA, Xavient Digital, powered by TELUS International (Formerly Xavient Information Systems), is a leading provider of global IT and engineering services and solutions. Since its inception in 2002, Xavient has grown to be a tier-one IT Professional Services and Solutions provider for telecommunication, broadcasting, manufacturing, retail, and healthcare companies.
- It is the preferred transformation partner across product and vendor evaluation; business process re-engineering; outsourcing and off-shoring; product implementation; custom solution development and IT professional services for several Fortune 1000 companies.
- Xavient leverages its proven expertise in Global Delivery Models with centers of excellence in Application Development, QA & Testing, Managed IT Infrastructure services and IT Application & Production environment.

## Our Global Locations

### Headquarters

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