



## Stitching Success with Elevated Operations, Robust Monitoring and Support for a US Retail Brand

*How a prominent fashion label experienced greater efficiency through continuous monitoring and integration support*

Our client, a leading U.S. retail fashion label, sought to ensure the uninterrupted functionality of their integration layer, especially during peak demand, in order to avoid business disruptions.

### Challenges

The client aimed to promptly address integration layer problems using Standard Operating Procedures (SOPs) to minimize their impact on business operations.

Maintain uninterrupted operation of the integration layer

Follow SOPs to minimize impact on business processes

Get complete visibility on unresolved issues occurring daily

### Delivered

To address the client's requirements, Xoriant proposed a comprehensive strategy leveraging its deep domain knowledge and technical expertise in Microsoft Azure integration. We ensured a solution that not only met the immediate needs but also positioned the client for long-term success in their operations.

#### Established

Round-the-clock monitoring of the integration layer, following a predefined checklist, to detect real-time anomalies or failures

#### Conducted

A thorough root cause analysis (RCA) and provided detailed reports to the client team for further action on observed failures

#### Reported

Recurrent integration issues at periodic intervals to prioritize quick resolutions based on issues criticality

#### Generated

Daily, weekly, and monthly dashboards displaying data flow through integration layer, with error counts for better insights

### Business Value



#### Empowered

The client with quick notifications on order creation success or failure to respond faster



#### Delivered

Detailed RCA to craft action plans for faster resolutions with a stable bug-free system



#### Enhanced

Customer satisfaction through successful order processing and fulfillment

### Technology Stack

**Dynamics 365 (D365) | Azure Integrations | Salesforce Commerce Cloud | DevOps**

Xoriant provides advanced technology solutions and software development services for global banks, software product companies and F500 market leaders. Based in the U.S. with 18 global offices and 5000+ engineering professionals, Xoriant demonstrates exceptional experience in banking and finance infrastructure modernization and cloud migration. We deliver expert digital engineering, as well as offsite and offshore services, across high tech, healthcare, pharma, industrial manufacturing, telecom, and automotive sectors. Customers credit technological innovation and delivery excellence for our shared success over three decades.