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Company



Next-Gen Buyer Portal for Enhanced Retail Operations

A modern buyer portal streamlining purchasing decisions, improving user experience, and enhancing operational agility for a leading US discount closeout retailer.

Overview

QBurst modernized the client's procurement functions by developing a new buyer portal that integrates seamlessly with core enterprise systems.

- **Legacy Replacement:** Successfully replaced the outdated system with a modern, user-centric portal built on .NET and leveraging Azure DevOps.
- **Streamlined Operations:** Improved workflows allowed the client to seamlessly manage purchasing decisions, monitor inventory, and interact actively with suppliers.
- **Enhanced Visibility:** Provided real-time inventory and pricing visibility, which significantly improved sourcing, order accuracy, and stock management.



Client Profile

A leading US-based discount closeout retailer with supermarkets that offer discounted, overstocked, and closeout products from name-brand and private-label suppliers.

Challenges: Critical Roadblocks to Modernization

- **System Silos and Integration Delays:** The portal struggled to seamlessly connect with core enterprise systems like SAP and MSTR, causing delays in data syncing that disrupted core operations.
- **Data Integrity Issues:** Incorrect or unsynchronized data flow between misaligned systems led to frequent and costly pricing and inventory errors.
- **Poor User Experience (UX):** A clunky, outdated portal experience resulted in frustrated buyers, leading to missed orders and lost sales opportunities.
- **Business Continuity Risk:** Delays or errors in system integration posed a direct risk to business continuity and operational stability.

QBurst Solution: An Intuitive Buyer Portal

We utilized an iterative design process and robust API architecture to replace the existing system with an intuitive, next-generation buyer portal built on .NET. The enhanced portal provides a streamlined, centralized environment for all purchasing and supplier interaction functions.

Key Solution Components

- **User-Centric Design:** Focused on simplifying workflows and processes to improve buyer engagement and ensure easier creation and editing of purchase orders. The portal was optimized for mobile use, allowing buyers to make quick decisions on the go.
- **Robust API Integration:** Developed a standardized API architecture to ensure seamless, real-time data flow between the portal, SAP S/4HANA, MSTR, and other systems, supporting large transaction volumes.
- **Data Processing and APIs:** Implemented Talend Jobs to extract data from the SAP HANA Sidecar and load it into a local MongoDB instance for fast application display. Dedicated APIs handle both read operations (from SAP) and write operations (pushing data back to SAP S/4HANA).

Technical Highlights

Our implementation focused on data integrity, integration, and user-centricity

- **Real-Time Data Synchronization:** Talend jobs execute at varying frequencies (from every five minutes to once a day) to ensure the local application display data is nearly live.
- **Comprehensive Data Flow:** Developed both read APIs (data fetching from SAP HANA) and write APIs (data pushing back to SAP S/4HANA) to maintain system consistency.
- **Continuous Improvement:** Regular testing and validation of integration points were performed to preemptively resolve issues before impacting business operations.

Impact: Strategic Value and Operational Excellence

The new buyer portal delivered significant operational efficiency and strategic advantages

- **Increased Productivity:** Simplified workflows and consolidated features enabled buyers to complete tasks 35% faster with fewer clicks, freeing time for strategic sourcing.
- **Improved Order Accuracy:** Automation and better data visibility reduced errors, ensuring consistency and increasing order accuracy by 40%.
- **Optimized Inventory:** Live data and forecasting capabilities improved sourcing and stock management, leading to inventory optimization and increased operational efficiency.
- **Enhanced Visibility:** Better visibility into inventory and orders improved sourcing, order accuracy, and stock management.
- **Automation of Tasks:** Automation ensured consistency, reduced manual errors, and freed buyer time for strategic work.