

## POS Legacy Modernization for a Retailer in the U.S.

### BUSINESS GOALS

The client is a leading furniture manufacturer and retailer with over 400 stores globally. They wanted a solution to overcome the following challenges:

- Legacy POS systems with limited features and support for business rules
- Disconnected POS systems from supply chain and backend systems
- No order visibility and updates to customer



### BUSINESS BENEFITS

70% reduction in checkout time

60% reduction in customer call volume at call center

90% reduction in time spent on manual payment reconciliation

### SOLUTION

- Modernized legacy POS
- Integrated POS system with supply chain, payments and delivery systems, resulting in seamless operations
- Automated payment integration and reconciliation process for quick checkout and auto reconciliation

### About Us

Atos Syntel is a leading global provider of integrated information technology and knowledge process services. Atos Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Our digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Our "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

To learn more, visit us at: [www.atos-syntel.net](http://www.atos-syntel.net)