



Azha **Systems** Case Study



GSA Enhanced Check-Out (GECO)

Background

GSA (General Service Administration) required a point of service application that would allow customer service representatives in GSA managed stores to quickly checkout. Each GSA managed store typically has 3 checkout lanes.

This application also supports a Fourth Party Logistics (4PL) supply chain process and distribution model. 4PL supports a full and customized supply chain management to Federal Agencies. USMC (US Marine Corp) is the flagship customer of the 4PL program.

Project Requirements

The GSA needed to improve efficiency and customer service in their GSA managed stores. This system supports the Fourth Party Logistics (4PL) model for supply chain process and distribution in the areas of centralized management, effective management of GSA and VM (Vendor Managed) inventory in stores, improved visibility, referral order process, store autonomy, system availability and walk-in/walk-out process

In addition the COTS (commercial off the shelf) software addressed the requirements for a scalable solution that provides a Point of Sale product with an easy and intuitive interface, inventory and purchasing management capabilities, a flexible reporting system with a MS SQL data management system. GSA also required multi-store capabilities, centralized data management, reporting and custom data synchronization that synchronizes GSA data between the retail stores and GSA computer systems.

The current main frame based system was not designed to handle the operational or technical challenges of the current operating environment. Instabilities of base networks caused point of sale down time. The architecture needed to be built around proven COTS software to address the improvements in operational efficiency and customer service.

The system also needed to provide the structure for improved visibility, inventory management and future needs to operate more like a traditional brick and mortar point of sale transaction.

The Azha Systems Solution

The Azha Systems solution included the following responsibilities:

- Identified the system requirements to address current and future needs of the 4PL program.
- Re-evaluate their supply chain processes and distribution models.

- Designed a system with architecture built around proven commercial off the shelf software (COTS)
- Developed a end to end comprehensive solution
- Developed an easy and intuitive user interface
- Developed an inventory and purchasing management capability
- Developed a flexible reporting system
- Developed a powerful MS SQL data management system
- Provided a framework for improved visibility, inventory management and future growth.
- Technical user support, including a toll free number that intelligently cycled to engineers during off hours and cycled until the call was answered.

Azha Systems designed a technology solution using Microsoft Dynamics Retail Management System (RMS) with multi-store capabilities handled by a combination of RMS Headquarters, an add on to RMS POS (Point of Sale) and a custom data synchronization solution to synchronize data between retail stores and GSA's computer systems.

Heavy emphasis was placed on system availability and centralized and replicated data. This allowed the retail locations to complete transactions during network failures and synchronized appropriate information.