UCS SOLUTIONS' CLOUD OFFERING

ASSISTS RETAILERS IN BEING FULLY CUSTOMER-CENTRIC WHILE STILL GROWING AND OPERATING COST EFFECTIVELY

Edward Evans, Managing Executive of Cloud Operations at UCS Solutions, talks Cloud for retail.

Retail is the new front line when it comes to new technology, disruption and delivery to the consumer. My observations in the space are that customer expectations in retail are at an all-time high and this has placed pressure on retailers, who have to ensure that their customers receive the best, quickest and most consistent service.

With this in mind, retailers are looking at IT service providers who will pro-actively enhance their ability in decision-making, customer service and centricity, inventory management and data warehousing. At the same time, consumers want online capabilities, loyalty and rewards schemes, shorter queues and quicker transaction times, and consistent service delivery from retailers.

To be successful in meeting these requirements, the retailer has to operate at lower costs, while enabling and delivering growth and empowering retail employees. In the macroeconomic context this means examining three key areas: the competitors' offerings, customers' needs and an understanding of the competitive value proposition. The sweet spot is found on the boundaries where these overlap and this gives us a retailer's distinctive competing space.

When establishing UCS Solutions, our vision was to create a business that could provide leveraged infrastructure and high retail IP SAP application services to multiple retailers across South Africa. Today this vision is still true – and it is what we accomplish daily as we work to harness the art and science of retail, through smart technology. Our Private Cloud Services help retailers to exceed their customers' expectations, such as being fully customer-centric, delivering growth while operating for less, empowering employees and reinventing the store.

Private Cloud is the technology that runs behind the scenes to enable millions of transactions and activities in the retail arena. We have built our own Private Cloud, proudly South African, and leveraging world-class technology – hosted on a fully certified cloud services platform. Therefore, what we offer retailers is unique as we provide customers with industry expertise, SAP implementations and consulting, mature business processes, hosting and cloud, and a command centre.

UCS Solutions is recognised as one of only 10 global service providers who are certified as "Recognised Experts in Retail" by SAP in Waldorf, an achievement we have worked towards since our inception in 1998.

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