Supply Chain

U.S. specialty apparel · Manhattan Active® upgrade

U.S. Specialty Apparel Retailer Accelerates Omnichannel Upgrade Across Three Brands with Manhattan Active®

- Completed upgrade for three brands in one year
- Previous implementation for one brand took two years with a different vendor
- Successful delivery despite frequent infrastructure changes, unstable environments, and complex third-party integrations

AT A GLANCE

Engagement Snapshot

Industry
Apparel & Retail

Practice area
Supply Chain

Outcomes tracked
6

The challenge

The customer aimed to upgrade an existing on-premises omnichannel fulfillment system to a cloud-based, microservices-driven unified solution with all omnichannel modules integrated into a single application.

The key challenge was to implement the Manhattan Active® Omnichannel upgrade for three customer brands within one year, while the team was still upskilling on the new platform. Additionally, the project required planning and delivering for all three brands in parallel, while managing evolving code changes, unstable environments, and complex third-party integrations.

What Everest delivered

Everest supported the upgrade through a structured quality engineering and delivery approach, focusing on upskilling, scalability, validation, and end-to-end ownership. The team delivered the upgrade for three brands in one year, compared to the previous two-year timeline for one brand with a different vendor.

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EVEREST Technologies

Solution components

- **Technical upskilling and early validation**
  QA team reviewed design documents and validated system flows
  Coordinated for early Dev environment access

- **Resource ramp-up with 10+ additional onboarded resources and structured knowledge transition**

- **Reusability and proactive configuration testing**
  Early defect detection
  Validation of configurations, system logs, and Manhattan customizations

- **Deep integration and validation**
  47 integrations and 33 Manhattan custom modules
  50+ field-level mappings with complex transformation logic

- **End-to-end data migration assurance**
  XML to JSON migration with data integrity, schema accuracy, and interoperability validation

- **4,722 test scenarios executed and 2,970 defects identified (1 defect per 2 test cases discovery rate)**

Impact & outcomes

- Completed upgrade for three brands in one year

- Previous implementation for one brand took two years with a different vendor

- Successful delivery despite frequent infrastructure changes, unstable environments, and complex third-party integrations

  Achieved high solution stability and quality before go-live

- Faster resolution cycles and improved product quality

- Established a benchmark for speed, stability, and high-quality releases

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Book a Meeting