

Retail Applications

Specialty beverage retail • SAP Hybris

Specialty Beverage Retailer Establishes Scalable L2/L3 Support Model to Improve Omnichannel Retail Operations Stability

- ✓ Significant reduction in recurring incidents through structured problem management
- ✓ Improved system stability and uptime across digital and store platforms
- ✓ Faster incident resolution with strong L2/L3 ownership

AT A GLANCE Engagement Snapshot



Industry
Retail



Practice area
Retail Applications



Outcomes tracked
7

The challenge

The customer operates a highly integrated retail ecosystem powered by SAP Hybris, with dependencies across OMS, WMS, store systems, and enterprise data platforms. The organization required 24x7 Level 2 and Level 3 support across mission-critical platforms. Increasing complexity in order lifecycle, promotions, fulfillment flows, and marketplace integrations led to frequent integration issues and recurring production incidents. Store operations processes such as store open/close and polling required high reliability, while data consistency across reporting platforms remained critical. The business needed a partner who could move beyond reactive support and proactively address recurring issues while improving overall system health.

What Everest delivered

Everest implemented a comprehensive L2/L3 managed support model with end-to-end ownership across the retail technology landscape, including 24x7 monitoring, structured problem management, and continuous improvement cycles.

| Solution components

- **Digital commerce L2/L3 support for SAP Hybris**
Customer order lifecycle and promotions
Pricing and fulfillment orchestration
- **Backend integration support across Hybris, OMS, and WMS**
Order failures and fulfillment mismatches
Inventory synchronization
Integration latency
- **Store operations support**
Store open/close processes
Store polling for inventory, pricing, and transactions
- **Marketplace integration support across major third-party channels**
Order ingestion and routing
Fulfillment updates and tracking
Inventory sync
- **Data warehousing and reporting support**
ETL pipeline reliability
Data accuracy and discrepancy resolution
- **Active problem management framework**
Structured RCA and permanent fixes
Proactive monitoring to eliminate recurring incidents
- **24x7 monitoring with defined SLAs, KPIs, and operational metrics for continuous improvement**

| Impact & outcomes

- Significant reduction in recurring incidents through structured problem management
- Improved system stability and uptime across digital and store platforms
- Faster incident resolution with strong L2/L3 ownership
- Seamless omnichannel and marketplace operations
- Reliable order processing and fulfillment flows
- Improved data accuracy and reporting reliability
- Enhanced customer experience across all channels