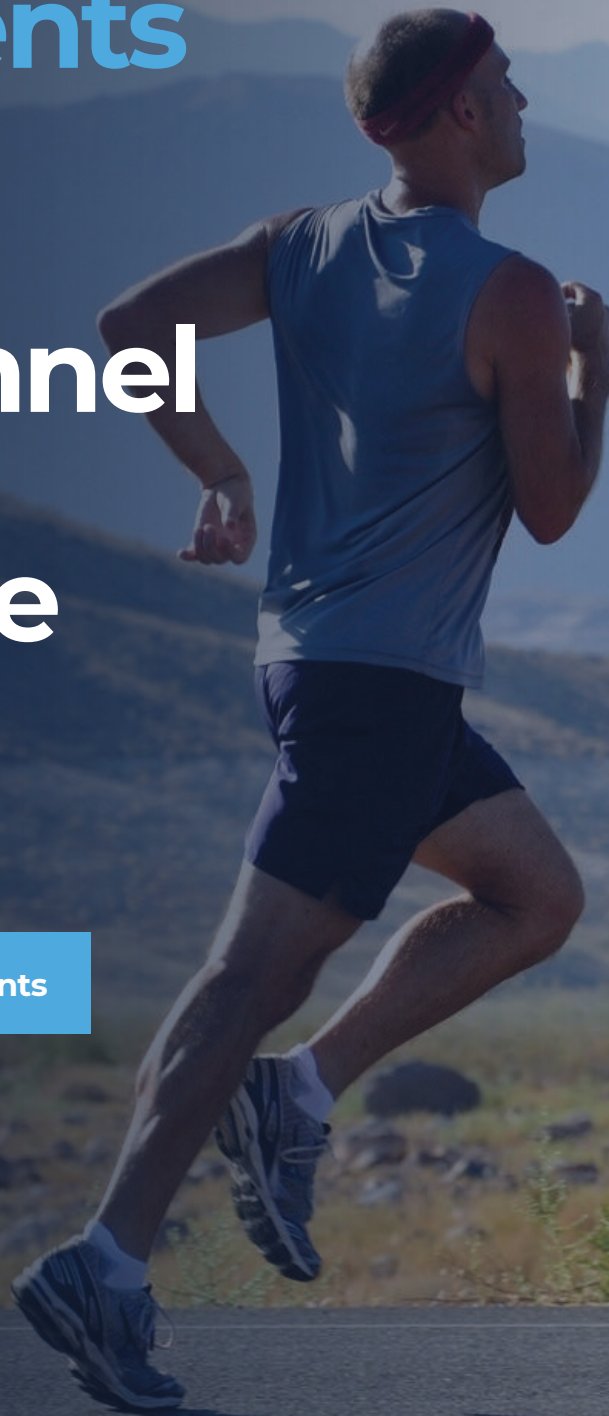


Global Health Supplements Retailer Enables Omnichannel Customer Experience

Vitamins and Nutritional Supplements

systems



Challenge

Our client is a global retailer of vitamins and nutritional supplements that operates over 300 stores across the US. They required a streamlined and mobile-friendly eCommerce experience with fully integrated omnichannel capabilities.

Solution




Using a carefully crafted digital strategy, Systems Limited delivered an omnichannel customer experience in record time. We implemented and unified their eCommerce and ERP platforms to create a seamless, consistent, and personalized experience across their eCommerce platform and call center.

We unified the client's online store and call center information, and enabled in-store pickup by streamlining their processes, customer and transaction data, supply chain management, merchandising, and customer service operations.

Technologies

Services

 Requirements and architecture planning	 Program and project management
 Implementation, migration, and integration	

Results



Consistent, personalized customer experience



Improved operational efficiency



Higher customer satisfaction

About Systems Limited

Founded in 1977, Systems Limited is a leading global technology and business process outsourcing service provider. With over 4,000 employees globally, we create specialized solutions that help its clients around the world drive business results.

Systems Limited applies its business acumen and industry insights to help its clients achieve and sustain high ROI. We offer mission-critical digital enterprise solutions and a deep, technology-agnostic skill set that remains unmatched in the industry. By delivering on hundreds of projects, we have developed industry-specific and cross-industry services, products, and accelerators that enable our clients to realize business benefits faster with increased efficiency and lower overall IT costs.