



Streamline retail performance, growth, and CX with Softtek's Oracle capabilities



We turn Oracle obstacles into opportunities...

Scaling systems with retail business growth



Integrating with other systems for data accuracy and consistency



Promoting operational efficiency and retail best practices



Ensuring reliable, high-uptime, secure operations



CRO

- Increased revenue
- Consistent omnichannel experience
- End-to-end visibility, single source of truth

CIO/CTO

- Technology, support, and ITOps cost reduction
- Unify all data and processes through integrations
- Cloud system uptime & availability

COO

- Inventory accuracy & sales performance
- Omnichannel integration
- Operational cost reduction

CISO

- Data security & compliance
- Vulnerability management
- Data protection controls

...across the retail value chain with a customer-centric approach.

Manufacturing

- Execution
- Discrete & process manufacturing

Supply chain planning

- Demand forecasting
- Advanced inventory planning
- Replenishment optimization
- Allocation
- Sales and operations planning

Supply chain execution

- Distribution
- Supplier relationship management
- Category management
- Warehouse management

Finances

- Accounting
- Consolidation & reporting
- Merchandising financial planning
- Treasury

Retail & omnichannel sales

- Merchandise management
- Price optimization
- Offer optimization
- Sales audit
- Fiscal management
- Store management

Customer experience

- Customer relationship management
- Services
- B2C marketing
- Insights
- Loyalty
- After-sales services

Corporate management

- HR
- IT (DB and cloud)

Our services:

We're the trusted partner of Oracle adopters who seek to leverage deep retail expertise, unlock the full potential of their investment, and focus resources on anything but Oracle support.

Consulting

- Process assessment
- Module selection
- Transformation roadmap
- New process definition
- KPI definition
- Analytics

Implementations

- Greenfield
- Add new modules
- Enhancements
- Testing and QA
- Multi-country rollouts and localizations

Integrations

- POS
- ERP
- Legacy
- Multiple sources of demand
- Digital platforms
- Omnichannel

Standard support

- 24/7 incident and problem management
- 24/7 on-call monitoring
- Root cause analysis
- Onshore, nearshore, and offshore models

Technical support & maintenance

- Special releases support
- Upgrades support
- Security
- Cloud
- System administration
- Database administration

Business support

- Customizations
- Reports
- Monthly, quarterly, and year-end closing activities
- BPO

Why Softtek?

PARTNER

- Oracle Partner since 2000
- Oracle co-development partner
- Architecture & integration co-development partner
- Oracle University Partner, India



PEOPLE

- 1100+ Oracle specialists globally
- 1200+ specialized retail professionals

EXPERIENCE

- Trusted by 400+ Fortune Global 2000 clients, including 50+ Fortune 500



DELIVERY

- Near Shore® & offshore global footprint for flexible delivery, collaboration, and cost

RETAIL CENTER OF EXCELLENCE

- Industry process understanding, architecture design, and subject matter experts



Softtek

Founded in 1982, Softtek is a global company and the largest IT services provider from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.