

# Major Retailer Adopts SOA

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## Overview

### Description

- ✓ SOA and Web Services Application with a Java Point-of-Sale Client

### Software

- ✓ IBM WebSphere Business Integration Server Foundation
- ✓ IBM WebSphere Process Choreographer

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## Benefits

- ✓ Improves inventory control and customer service
- ✓ Simplifies the application and system
- ✓ Provides a componentized, scalable and standards-based solution
- ✓ Ability to easily work with business partners

## Client Background

This major retailer specializes in selling more than 24,000 brand-name and private-label automotive parts and accessories as well as offering on-site automotive service facilities. The company operates 595 stores and service centers in the United States, including Puerto Rico, and supports 21,000 employees and \$2B in annual sales.

## Business Problem

This retailer needed to replace a mainframe character mode Point-of-Sale (POS) system which accessed many disparate merchandise, catalog, and sales audit systems. Wanting to grow their business, this retailer wanted a solution that would give them better control of their inventory and expenses and allow them to

improve on the quality and speed of their customer service while providing the necessary integration to their legacy systems.

## Solution

Searching for a flexible IT strategy, with minimal business risk, this retailer adopted SOA as an architecture that offered the componentization, interoperability and scalability needed to achieve their business goals. By using standardized interfaces in an SOA solution, they were also able to significantly reduce the application and system complexity.

Prolifics experts built a JCA (Java Connector Architecture) foundation for accessing disparate back-end systems as well as providing a more robust capability to source products from neighboring stores, warehouses, and business partners easily and effectively. By use of this any-to any connectivity, the Web services foundation opens up their business processes to other established business trading networks.

With IBM WebSphere being used to host the Web services, the Web services handled POS retail processes such as item lookup, price lookup, tax code lookup and customer lookup. WebSphere Business Integration Server Foundation and Process Choreographer were used to generate a BPEL microflow that handled all the post-sales retail activities such as updating inventory and interfacing with appropriate enterprise systems using Message Broker.

The JPOS (Java Point-of-Sale) client utilizes the Web services foundation to serve up specific vehicle and previous sales information of each customer from different sources, thereby improving store personnel productivity and customer service.



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The 'Shopper's Express' application with its modular, service-oriented architecture utilizes Web services as a way to decouple and integrate disparate systems. Built upon WebSphere, the agnostic architecture can utilize any front-end application, but leverage all existing business processes and assets, thereby increasing development productivity, scalability, and interoperability. The new network is now used as a trading network and greatly improves sourcing products between stores, warehouses, and business partners while increasing revenue.

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## About Prolifics, a SemanticSpace Company

Prolifics is the largest systems integrator specializing in IBM technologies. Having garnered awards for its solutions and technical excellence across IBM's entire software portfolio, Prolifics provides expert services including architectural advisement, design, development and deployment of end-to-end SOA, Portal and Security solutions. SemanticSpace, Prolifics' parent company, is a global IT services firm providing application development, testing, application maintenance and outsourcing services. Bringing over 30 years of experience and a strong global presence across the US, Europe and Asia, the SemanticSpace companies offer clients end-to-end services combined with the market's most seasoned and skilled consultants and the dedicated care and attention that comes from a highly-specialized, boutique company. By combining application frameworks, prebuilt components, custom development expertise, a governance framework and a blended shore model, we help organizations decrease risk in complex software development and deployment investments, improve time to market and increase success of business strategy execution.



SEMANTICSPACE

e: [solutions@prolifics.com](mailto:solutions@prolifics.com)    [www.prolifics.com](http://www.prolifics.com)  
u.s. headquarters: 114 west 47th street    new york    new york    10036 USA    t: 212.267.7722    or    800.458.3313    f: 212.608.6753  
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