

Conducting an SAP and Point of Sale Integration Analysis for an Apparel Retailer

The client – a high-end design company and retailer specializing in outdoor apparel and equipment – is in the process of transforming their enterprise and retail technology. The foundation of their technology transformation has been a recent implementation of an SAP S/4HANA platform. As part of this broader transformation, the client was in the final selection stages for a new point of sale (POS) software to serve their retail store customers with a best-in-class unified retail platform. Their current endless aisle experience was fragmented and didn't enable their store associates to serve all customer inquiries with real-time, accurate information on products and inventory, nor support a seamless unified experience across commerce channels.

As part of the design for the POS project, the client needed to analyze how the new POS would integrate with their SAP S/4 platform, including SAP's Customer Activity Repository (CAR) as their Order Management System (OMS). This analysis would support their determination if they could achieve their business requirements with their planned architecture or if they required alternative solutions or modifications.

The client engaged Clarkston Consulting to provide advisory services and subject matter knowledge to assist in the SAP/POS integration analysis. Clarkston was engaged to review the POS design and integrations to SAP S/4HANA, assess risks (both technical and functional), and recommend the integration architecture landscape. In parallel, Clarkston was also engaged to support the POS Project Management with baseline project and implementation planning.

Retail Case Study

PROJECT OVERVIEW

INDUSTRY:



Retail

PRODUCT AND SERVICES:



Outdoor Apparel and Equipment

PRIMARY OBJECTIVES:

- Provide subject matter expertise and advisory services to support integration analysis phase of the POS project
- Review the technical design and recommend solution architecture design
- Identify risks or areas of opportunity with current strategy
- Assess integrations and develop level of effort estimations
- Develop high-level timeline and approach to achieve omnichannel goals
- Incorporate technical estimates into comprehensive POS implementation project plan

RESOLUTION:

- Reviewed business requirements and client-provided documentation
- Conducted “As Is Workshops” to understand current technical landscape
- Conducted “To Be Workshops” to understand future proposed design and assess feasibility
- Reviewed both current and planned future state technology, enterprise integration strategy, and data infrastructure/flows
- Evaluated ability of current and planned future state to achieve stated business requirements and desired omnichannel use cases
- Assessed risks, both technical and functional, identifying impact and perspectives on mitigation
- Determined gaps in future functionality, risks, or opportunities for improvement
- Assessed interfaces and evaluated complexity
- Evaluated need for and discussed dedicated test environment
- Quantified transactional volumes through SAP’s Business Technology Platform (BTP) for budgeting purposes
- Designed a resource model to estimate resources and timing for final business case development
- Created detailed project plan with implementation timelines and integration estimates to achieve omnichannel goals

KEY BENEFITS:

- The client received a fully quantified assessment of the integration architecture that confirmed the feasibility to meet business requirements
- Clarkston’s assessment was incorporated into a broader business case that ultimately led to the Steering Committee formally approving the project



KPIs

- **Design recommendations with summary risks and effort**
- **Recommended Integration Architecture**
- **Integration/SAP Development Resource Estimation based on object complexity**
- **Detailed Project Plan with implementation timelines**
- **Quantified transactional volumes through SAP BTP**

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