Woolworths Group takes a fresh approach to data-driven retailing

TCS as a transformation partner helped Woolworths Group improve its decision making across the retail value chain, deliver enhanced shopping experiences, transform its data capabilities, and meet the future needs of the business.

The challenge

Woolworths Group wanted to digitally transform their outdated legacy systems as company data held in siloed warehouses was needed to support mission-critical reporting and analytics functions. This challenge was coupled with higher operational and maintenance costs. This retailer needed an agile data platform to deliver long-term scalability across its business to meet customer expectations.

The solution

TCS partnered with Woolworths Group to establish the foundations of a common data platform, leveraging Google Cloud to onboard key company data from its sales, finance, and supply chain business units. The platform enabled a company-wide data lake, which provided a single source of truth, with self-service analytics to empower team members in different business units to create new value.

The results

With 90 percent of the company-wide data onboarded onto Google Cloud, the conversion reduced time to market and aligned with the agile demands of the business. As a result of the transformation, self-serve analytics are three times faster, and advanced analytics use cases are completed in a third of the time. Disaster recovery time has been reduced from five days to just two hours.

> " TCS helped us build a central data capability, leveraging the power of the Google Cloud Platform, to empower our business to make quicker decisions based on insights and evidence. Delivering a transformation like this in such a short time span takes a deep understanding of the retail space and our business. TCS has helped us meet the needs of our customers. "
>
> John Hunt, CIO and Director of Group Enablement for Woolworths Group

About Woolworths Group Limited

Woolworths Group is Australia and New Zealand's largest food and everyday needs retailer with more than 1,400 stores. It is also Australia's largest private sector employer, with more than 180,000 team members located across its stores, distribution centers and support offices, all aiming to deliver superior customer experiences.
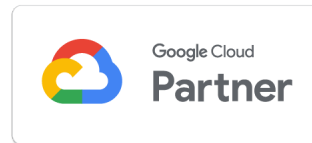
Industry: Retail & Wholesale

Primary project location: Australia

About Tata Consultancy Services Limited

TCS, an IT service, consulting, and business solutions organization, has partnered with global businesses in their transformation for over 50 years.

Products
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