CASE REFERENCE · RETAIL & SUPPLY CHAIN

A South African retailer

Microsoft

A South African retailer	Retail & Supply Chain	Operate · Optimise	
CLIENT	INDUSTRY	DELIVERED AS	• BizTalk Server • Integration Services

APPLICATION INNOVATION

Stabilising a retailer's BizTalk integration layer

An agile, structured rescue of a retailer's BizTalk environment that cleared recurring integration errors and lifted system performance by a third.

01

THE CHALLENGE

Our client's BizTalk environment was throwing recurring integration endpoint errors that disrupted operations and slowed transaction processing. They needed a partner who could come in, analyse the problems and bring stability, while respecting the governance around fixes and deployments. They also wanted strong vendor collaboration, clear stakeholder communication and early wins to build confidence.

02

THE APPROACH

We worked through it in four steps: investigate and analyse the errors, prioritise the fixes with the client by business value, design and implement the solutions, then engage stakeholders and report transparently. The whole effort was agile and collaborative, with fixes and deployments following the client's governance, and visible progress delivered early to build trust.

03

THE OUTCOME

We cleared the BizTalk integration errors and improved system performance by 33%, with higher transaction success rates and a more stable platform going forward. Stronger collaboration with vendors and stakeholders, and those early wins, gave the client visible business value quickly.

04

SUMMARY & BENEFITS

- ✓ System performance improved by 33%.
- ✓ Higher transaction success rates and a more stable integration layer.
- ✓ Early wins and transparent reporting that built stakeholder confidence.

Want a result like this?
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