



Australian plumbing pioneer goes from legacy to cutting-edge for swift store replenishments

300% enhancement in performance optimization and improved efficiency with the new product



Revamping IT infrastructure for future-proof operations

Operating globally, with a presence at over 700 sites, the client, a prominent Australian distributor and premium provider of plumbing and bathroom products, is relentlessly expanding into new markets, making significant technology investments, and developing novel technologies and systems for cutting-edge products.

As a customer-centric organization, the client unwaveringly pursues quality, constantly searching for new avenues to save customer time and enhance business success. Having been in business for over a century, the client faced several operational challenges, particularly in-store replenishment, due to their reliance on legacy systems.

In their quest to enable around-the-clock operational uptime for stores with minimal assistance, the client was looking for a digital partner to drive comprehensive IT modernization and streamline business operations and core processes to address the time and cost inefficiencies associated with prolonged store replenishments.

With a track record of success in modernizing legacy systems and a comprehensive portfolio of best-in-class teams, services, and solutions, Brillio emerged as the ideal partner to drive the transformation initiative for the client.

Revolutionizing business processes with advanced deployment workflows

Embarking on the endeavour to eliminate dependence on legacy technologies, a phased approach was formulated. This strategy aimed to provide a holistic understanding of the client's as-is pain points, enabling the identification, validation, and execution of necessary actions to attain the end goal.

Through the meticulous reverse-engineering of legacy code to recreate replenishment requirements and key business rules, the combined teams established robust build and deployment workflows. Brillio, through its agile teams, integrated advanced features such as automatic deployment to non-production environments, scaling based on business hours,

and application monitoring using an in-house Java utility solution. After a thorough User Acceptance Testing (UAT) phase, the solution was deployed to five branches. Subsequently, a phased rollout strategy expanded the implementation to the remaining 722 branches, with a notable improvement in replenishment processing times for stores.

In a bid to streamline the testing process, a Compare Utility (CU) Java-based standalone application was developed for automated output validation, ushering in a paradigm shift from the conventional Develop-UAT approach and effectively reducing the testing and UAT workloads.

The entire system underwent a comprehensive realignment to seamlessly adhere to the client's work methods and engineering processes.

Efficiency Redefined: 300% Performance Optimization

In less than six months, a fully functional Minimum Viable Product (MVP) was achieved. Following this comprehensive transformation, the client experienced significant benefits, including a remarkable reduction in processing time and a substantial improvement in overall performance, with the initial processing time of 10 hours efficiently streamlined to an impressive 1.6 hours.

Furthermore, process automation was achieved through the implementation of an Event-Based Microservices Architecture on the AWS cloud, facilitating not only faster replenishment execution across multiple branches but also contributing to an overarching optimization of operational efficiency.

The solution was seamlessly deployed across 727 branches spanning Australia and New Zealand. To bolster resilience, a robust "Retry Mechanism" was

implemented, designed to proactively address network issues and ensure reliable processing even in the face of potential challenges.

Moreover, monitoring became both easy and reliable as continuous monitoring efforts by the support team were reduced to zero.

300% enhancement in performance optimization

Zero monitoring

10-1.6 hours processing time reduction

The client achieved a noteworthy 300% enhancement in the performance optimization and efficiency of event-driven processes.



ABOUT BRILLIO

At Brillio, our customers are at the heart of everything we do. We were founded on the philosophy that to be great at something, you need to be unreasonably focused. That's why we are relentless about delivering the technology-enabled solutions our customers need to thrive in today's digital economy. Simply put, we help our customers accelerate what matters to their business by leveraging our expertise in agile engineering to bring human-centric products to market at warp speed. Born in the digital age, we embrace the four superpowers of technology, enabling our customers to not only improve their current performance but to rethink their business in entirely new ways. Headquartered in Silicon Valley, Brillio has exceptional employees worldwide and is trusted by hundreds of Fortune 2000 organizations across the globe.



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