Pradeep IT™

A Kou-Chan Company

UPGRADING SAP COMMERCE CLOUD FROM 2005 TO 2211 FOR OPTIMIZED PERFORMANCE AND SCALABILITY

SAP Commerce Cloud

SAP

Company Information

Industry | Retail
Technology | SAP Commerce Cloud
Location | Saudi Arabia

The client, a leading home improvement retailer based in Riyadh, Saudi Arabia, offers a diverse range of products, including electrical appliances, furniture, and home improvement solutions. With a strong online presence and a network of physical stores, the client provides customers with a seamless shopping experience for hardware and other household essentials.

Challenges

The client sought to enhance their eCommerce platform by upgrading to SAP Commerce Cloud version 2211, with the goal of delivering proactive, personalized experiences that cater to the unique needs of their customers.

The team conducted a comprehensive review of every functionality and page within the client's application to gather the essential information required for a smooth and effective upgrade process.

A key objective was to capitalize on the latest features of the SAP Commerce Cloud Upgrade, such as enhanced performance, scalability, improved security, and regulatory compliance, to boost connectivity, efficiency, and overall support from SAP.

Additionally, the project required multiple integrations with third-party tools, some of which were not functioning as expected, leading to a detailed investigation to identify and resolve the issues.

Solutions

Despite facing several challenges, Royal Cyber successfully completed the upgrade from SAP Commerce Cloud version 2005 to 2211, ensuring enhanced functionality and performance for the client.

Furthermore, we recommended implementing a Spartacus composable storefront with a unified codebase across the entire application to improve consistency, streamline development, and boost efficiency.

During the upgrade, we addressed several critical issues, including search engine optimization, localization, promotions, pricing adjustments, PLP synchronization, and bundle product concerns, ensuring a smoother and more efficient user experience.

Throughout the upgrade process, we identified several gaps in the application. We collaborated closely with the client, presenting tailored solutions and conducting brainstorming sessions, ultimately advising them to initiate an application revamp for enhanced performance and functionality.

Key Outcomes

- **Revamped:** Desktop and mobile app versions for seamless user experiences.
- **Implemented:** Google Master, leading to a 40% increase in sales.
- **Enhanced:** Stock availability with real-time updates.
- **Migrated:** From Appex to Xeno for more cost-effective management of loyalty points.