

# CASE STUDY: RETAIL GROCERY

Deployment of Oracle Service and Field Service Cloud to modernize customer interaction and internal store operations

## Business Overview

- True homegrown store for over 60 year
- 100+ Stores across the Southeast US

## Business Challenges

- Legacy Customer Service system
- Legacy Work Order system
- No customer self-service

## Oracle Solution

**ORACLE**  
ENTERPRISE RESOURCE  
PLANNING CLOUD

**ORACLE**  
FIELD SERVICE  
CLOUD

**ORACLE**  
SERVICE CLOUD

- Cloud Transformation in less than 4 months
- Reduction in Outside Services
- Increased Equipment Up-time & Utilization by 1/8 of a day
- Seamless customer interaction