

A woman with dark hair and glasses, wearing a light blue button-down shirt, stands in a warehouse. She is holding a silver tablet and looking upwards and to the right. The background shows high industrial shelving units filled with cardboard boxes. The image is overlaid with large, diagonal geometric shapes in blue and light blue.

How Zuci transformed merchandising for  
a **Leading Hospital Gift Solutions Retailer**

## ABOUT THE COMPANY

Our client is the nation's largest provider of hospital gift shop outsourcing solutions and currently operates 375+ gift shops across 39 states. Originally founded in 1981, our client's exclusive focus has been on creating exceptional hospital gift shop solutions supported by open communication and responsive service.



## NEED

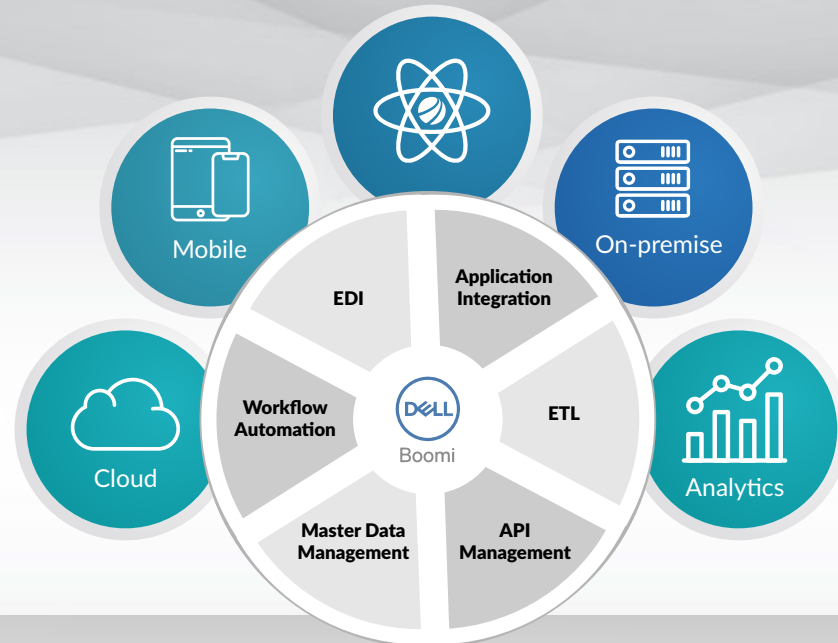
The engagement is an Omnichannel one that required a seamless user experience for customers. Our client upgraded their enterprise resource planning (ERP) system to the Oracle NetSuite cloud platform. The integration needs were quite complex, including multiple Enterprise Resource Planning Systems for Financials, E-commerce, Inventory, Order management, Warehousing, Supply Chain and other systems such as SFTP/FTP, Email, Databases and Retail.

## KEY CHALLENGES

- With a significant number of physical stores and minimal online presence, they had to manage a lot of systems internally to have a real time check on the performance and inventory management.
- To design a cloud-based Data warehouse with Microsoft Azure SQL to generate better, faster business insights.
- To move NetSuite transactional data into the analytics platform was a challenge with custom development and limitations in speed, flexibility and scalability.

## SOLUTION

Zuci specifically designed an infrastructure using Dell Boomi's low-code integration platform which offers cloud-native integration that works with an on-premise configuration in a variety of real-world healthcare retail scenarios. Zuci's architecture provided real time understanding on the sales performance and inventory control. Zuci with Dell Boomi's low code integration platform securely and cost-effectively built the following process.



- Interface General Ledger
- Interface AP
- Load Files from SFTP/FTP and so on
- Production Vendor Feed from Mi9
- Dashboard with sales performance and inventory control

**This allows the customer to facilitate healthcare retail interoperability and furtherance business operations.**

## KEY IMPROVEMENTS

- Low-code development for quicker time to market
- Prebuilt connectors, with full support for customization
- Real-time analytics to drive better insights, apparently leading to improved efficiency
- Equips executives and managers with the data they need to make informed decisions
- Ease-of-use, scalability and cost-effectiveness

## TECH STACK



“ We had a challenge to quickly build a dashboard for inventory comparison across 200+ stores by Category and SKU. Zuci was able to successfully implement the tools and meet our aggressive timelines. Since then they helped with multiple other key needs including Business Objects reporting, development of a knowledge base for support, and building an internal website to track the IT setup in our stores. Their continuous assistance makes it a valuable partnership for us. ”



- Mike Kriesman,  
CIO at Loris Gifts



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