



Case Study | MS Mode

40% lower operating costs through omni-channel platform

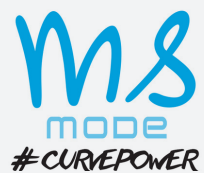
The European fashion chain MS Mode, established a transparent and universally applicable omni-channel platform with the help of Scheer PAS. Most of the existing IT systems will continue to be used and will be designed for omni-channel operation. New marketplaces can now be connected and implemented during ongoing operations within weeks instead of months in complex projects.

Challenge

- Sales channels are not integrated and IT systems are not ready for omni-channel
- Web shop not connected to other IT systems
- No flexibility for the connection of further external sales channels

Solution

- Flexible architecture for future requirements
- Scheer PAS as a central platform for integration and monitoring
- Replacement of the external integrator to unite management of the omni-channel landscape



As an international fashion chain, MS Mode has over 400 shops in the Netherlands, Belgium, Luxembourg, Germany, France, and Spain, as well as its own web shop in each of these countries. In total, MS Mode employs around 2,500 people. The international service office is located in the Netherlands.

This is where the business policy for the individual countries is determined and the collection is put together. Each country has its own administration and management team that adapts the international business policy to its own market.

Results

- Reduction of operating costs by 40%
- A central and holistic solution architecture
- Transparent omni-channel landscape
- Connection of systems that are not omni-channel-capable
- Fast and simple connection of further sales channels

„Thanks to Scheer PAS, we have new highly flexible systems up and running faster. At the same time, our operating costs have been reduced by 40%.“

Linda Hoebe | CFO | MS Mode

No consistent processes and lack of flexibility

In order to continue to operate successfully in the market and to develop the customer experience positively, something had to change at MS Mode. The company decided to use other sales platforms such as Amazon.de in Germany in addition to the web shops active in five countries (Netherlands, Great Britain, France, Spain and Germany). The transformation from a chain store to an internationally positioned professional unified commerce was to be achieved by setting up a corresponding architecture, the linking of the individual channels and the seamless exchange of data between all the IT systems involved.

The individually developed previous connection of the systems could not be used anymore, as they were not capable of modernization, did not offer transparency over the e-commerce landscape, and did not allow data exchange between web shop, CRM and retail shops. In addition, there was an incomplete and outdated documentation, costly point-to-point connections and extensive interventions in the SAP system.



Flexibility through holistic information architecture

The basis for achieving the growth strategy and the omni-channel platform is a new and holistic information architecture. Sustainability and flexibility ensure that MS Mode remains competitive. Implementation and operation are completely covered by Scheer PAS. Systems only carry out the processes and tasks they were designed for.

Scheer PAS manages the collection and distribution of data, ensuring that even outdated systems can continue to operate without issues. Intelligent caching and data reduction techniques further enhance this capability. With Scheer PAS, business functions are created and operated in a model-based environment, eliminating the need for traditional programming in the SAP system.

Future-proof, fast, cost-saving

Thanks to the model-based approach, the integration models serve as documentation and remain up-to-date automatically. With Scheer PAS as the central solution and its associated dashboards, you can easily monitor and evaluate all relevant data and key figures.

With Scheer PAS, new marketplaces can be connected and implemented within weeks, even during ongoing operations, instead of requiring time-consuming projects that can take months. The integration is achieved through pre-configured interfaces and reusable process templates, which not only ensures speed, but also allows MS Mode to control their budget.

About Scheer PAS

Scheer PAS is the first Application Composition Platform designed to enable enterprises to become a Composable Enterprise. Today, existing monolithic business applications no longer meet the requirements that companies face. With digital transformation, market disruption, and increasingly demanding customers, enterprises require innovative business applications that meet the new expectations in the digital age.

Scheer PAS is a unique new platform that offers pre-built business functions and building blocks for a variety of business needs, including low-code application development, integration and API management, and process automation. With these tools, enterprises can create flexible, future-proof, and resilient processes and become a Composable Enterprise.