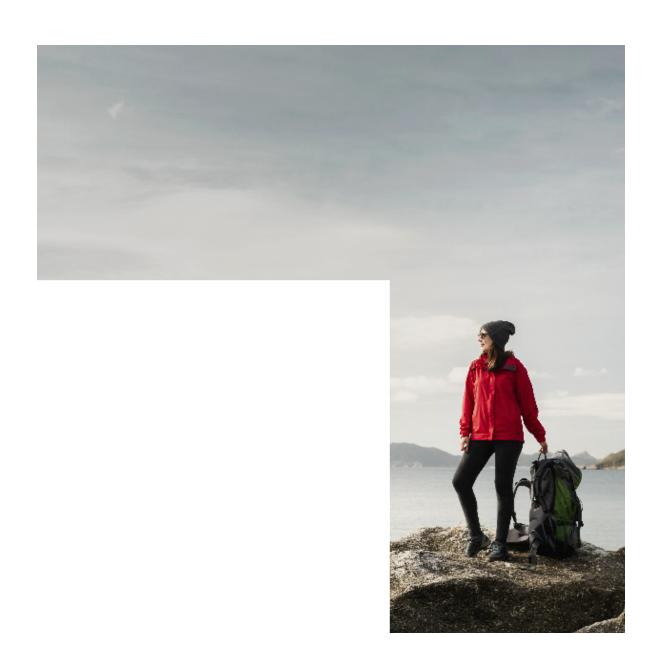
## EVA Implementation Project Approach



CGI

### Unified Commerce Services

Our worldwide network of locally field services enables us to perform implementations and rollouts for our customers cost-efficiently and quickly. This allows you to realize an omnichannel / unified commerce framework.



## Typical New Black EVA implementation, phasing, tasks and value

#### **Configuration & Development**

- Commitment of all stakeholders
- Definition of scope and business processes, in workshop sessions
- Alignment on MVP
- User Stories & Acceptance Criteria
- Team roles & responsibilities

#### **Configuration & Development**

- Organization units, roles, permissions, employees, stock labels, stock count
- POS processes (day opening, sale, returns, promotions etc.)
- Order orchestration rules
- Financial settings and stencils
- Internal testing of config and New Black custom development

#### **Testing**

- Build up acceptance environment
- UAT of standard and edge cases (both happy and unhappy paths)
- Refinement
- Build up production environment for integral End-to-End Testing

#### **Rollout & Hypercare**

- Mutual rollout planning with hardware implementation partner
- Hypercare support for rollout teams
- Support definition of Operating Model



#### **Master Data**

- **Data Model** Products, Prices, Customers, Suppliers etc.
- Product hierarchy, Content & Barcodes
- Mapping with EVA attributes
- Data upload and / or API-transfer

#### Integration

- Support APIs to ERP, Finance, PIM, BI & Online shop
- Data lake exports for Reporting
- Configuration of Sentinel Box and integration in Cloud
- Integration of hardware (Apple devices, printers, scanners etc.)

#### **Training**

- Support with documentation and training plan
- Train the trainers
- Support the training of the key and final users

#### Handover & Ops. Support

- Definition of SLAs and Escalation steps
- · Quality Gate for new releases
- Global Support Model
- Follow Up on Backlog topics

Project Management: Roadmap, Backlog, Governance, Stakeholder Alignment in dailies, weeklies and Steerco meetings, Documentation (Confluence, Jira), Escalation

# CGI Unified Commerce Team - our Set Up and Disciplines



Retail Business Consultants

#### Connecting the dots

Business & Stores
Operations & IT and
Change Management
moving to Unified
Commerce



CX/UX Business
Consultants

Driving next level customer and user experience



BPM specialists

Tuning process flows against Unified Commerce process model



Data specialists

Driving value from (realtime) Unified Commerce data



ERP Business
Consultants

With overall overview of the landscape, interfaces and processes





**EVA Product Owner** 

For configuration



**EVA** Developer

For cookbook & stencil development



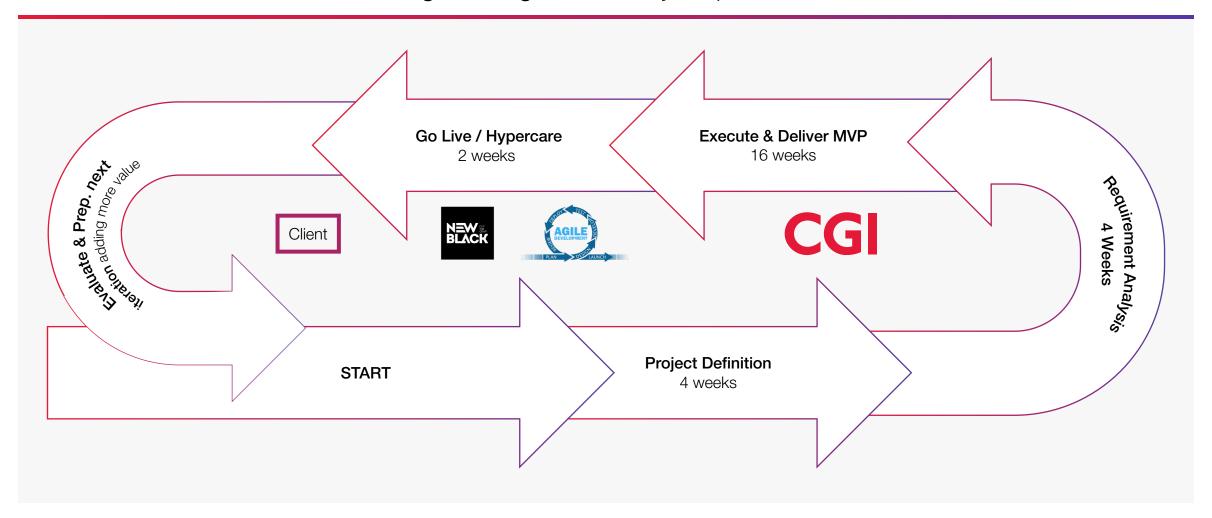
EVA / end to end Test
Management Team



**EVA Test Automation** 

### The agile highway to Unified Commerce

Start with MVP and accelerate through adding functionality in sprints



#### **About CGI**

#### Insights you can act on

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 90,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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