

ENSURING AGILITY AND RESILIENCE WITH A HYBRID CLOUD INTERCONNECTION SOLUTION

Today's fast-changing customer behavior—both online and offline—demands that retailers enable quicker transactions, offer shorter queues and deliver a more consistent customer experience. Digital disruption and the need to streamline logistics are driving retailers to re-architect IT infrastructure and business processes to better meet heightened demands. This requires businesses to look for new ways to gain holistic visibility from its headquarters to its retail network, while ensuring better control and faster agility to remain competitive.

To get and maintain a competitive advantage in the industry, retailers need to streamline inventory management and ensure the availability of items for sale. Retail businesses require more agility to ensure superior in-store and omnichannel experience and faster responsiveness to customers' queries regarding stock availability. As retailers consider new ways to reinvent, reinvigorate and refresh their offerings and customer experience, they face an increasing need for an integrated solution and agile infrastructure that empowers:

- Holistic visibility across the chain—from headquarters to retail storefronts.
- Access to tools such as analytics to understand trends, customer buying behavior, seasonality, store performance, etc.
- Reliability, consistency of support and service availability in a mission-critical environment where services cannot afford to go down or risk losing sales, time or credibility.

Solution

To meet these objectives, Equinix and CyanSYS have partnered to provide a robust interconnection solution that integrates a reliable, cloud-enabled infrastructure with advanced retail management tools. CyanSYS LS Retail Solution offers an end-to-end integrated retail enterprise resource planning (ERP) solution, encompassing a complete retail management system that seamlessly integrates analytics capabilities and mobile services. The solution is hosted on Platform Equinix®, a global interconnection platform that spans 200 data centers in 52 markets, to help retailers establish a future-ready IT infrastructure for the digital edge—closest to data, users and networks.

As a complete suite of retail management solutions, CyanSYS LS Retail Solution is easy to use and fast to implement, while flawlessly integrating all business processes from the back to the front office. This helps retailers track all transactions from purchase orders to the general ledger, giving them total control across all channels—in stores, on e-commerce platforms and on mobile.

With Platform Equinix®, the solution offers retailers:

- Resiliency and uptime essential to mission-critical retail business.
- Ease in deployment of hybrid architecture to empower agility and seamless responsiveness across both online and offline channels.
- Ability to leverage tools such as analytics, ML and other new tools and technologies that are widely available in the Equinix Cloud Exchange Fabric™ (ECX Fabric™) ecosystem to future-proof systems. For example, ECX Fabric provides the ability to integrate AI, which is a game-changer for retailers in the future.
- Retain 100% control and data ownership with servers located in Equinix data centers and managed by CyanSYS.

By leveraging Equinix International Business Exchange™ (IBX®) Tier 3 data centers, CyanSYS is now able to provide strong offerings to retailers looking for resilient hybrid hosting of their databases, while scaling their businesses with cloud-enabled applications.



Use case

Customer: Bengawan Solo

Home-grown bakery empire offering premium quality cakes, pastries, tarts and other delicacies. Bengawan Solo implemented the Equinix and CyanSYS joint solution to:

- Streamline efficiencies, speed up everyday operations, and integrate head office to front-end point-of-sales (POS).
- Migrate network of more than 40 outlets in Singapore from local data center to Equinix IBX data centers for resiliency, superior uptime, flexibility and scalability.
- Retain complete control over their business-critical data for business analytics and data mining.

With Equinix, CyanSYS can now extend analytics, machine learning (ML) and artificial intelligence (AI) capabilities to Bengawan Solo, providing the retailer greater insights into their customers at each store.

Benefits

Deep domain knowledge

Acquire a strong team of consultants who offer extensive expertise across end-to-end retail technology from back-end ERP to front-end POS.

Familiarity with local practices

Gain in-depth knowledge of local retail culture, practices, preferences and regulatory requirements, with the backing of a local team of consultants across Singapore, Australia, Hong Kong, Indonesia, Malaysia and the Philippines.

Superior connectivity from anywhere to everywhere

Enable single deployment from anywhere* to consume CyanSYS LS Retail Solution in Singapore. Lower total cost of ownership, while empowering agility in customer responsiveness and flexibility to expand into the region.

Flexibility and scalability

Gain flexibility and choice of preferred network service providers available within Equinix to connect to CyanSYS LS Retail Solution at optimized costs. With the ability to scale across the region or globally with 200 Equinix data centers in 52 markets across 5 continents, it eases expansion of the retail network across new markets and regions.

Resiliency and uptime track record

Minimize disruption to mission-critical retail business with industry-leading resiliency, backed by a 99.9999% uptime track record from Equinix.

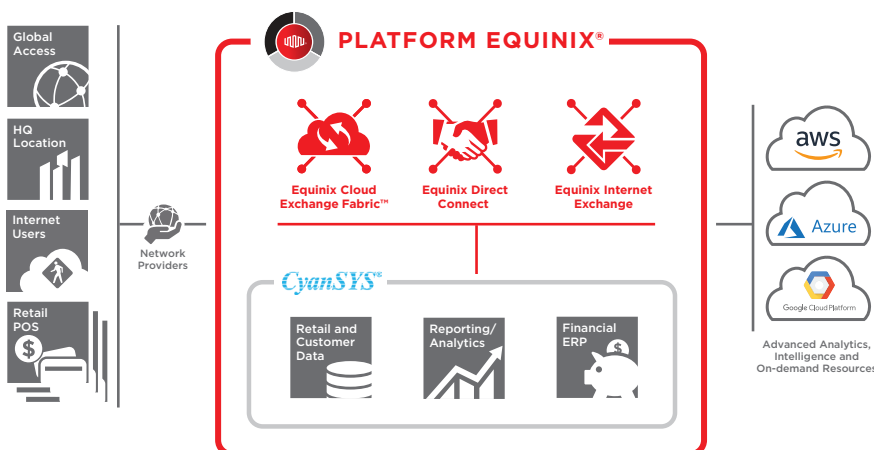
Retain control over business-critical data

Give retailers 100% control and ownership over data by hosting with Equinix cloud-enabled data centers. This offers real-time access to critical business and customer data, while ensuring data integrity.

Future-proof solution

Achieve a future-proof solution that provides agility to leverage available tools on the public cloud via ECX Fabric. These tools include analytics, ML and AI, which will help retailers better understand customer preferences and buying behavior in real time. This empowers better responsiveness in the face of fast-changing customer buying behavior with more demands for quicker transactions, shorter queues and a more consistent omnichannel customer experience.

*Where ECX Fabric nodes are present



About Equinix

Equinix, Inc. (Nasdaq: EQIX) connects the world's leading businesses to their customers, employees and partners inside the most-interconnected data centers. In 52 markets across five continents, Equinix is where companies come together to realize new opportunities and accelerate their business, IT and cloud strategies.

In a digital economy where enterprise business models are increasingly interdependent, interconnection is essential to success. Equinix operates the only global interconnection platform, sparking new opportunities that are only possible when companies come together.

[Equinix.com](https://www.equinix.com)

About CyanSYS

Founded in 1996, CyanSYS started out as an IBM custom software developer. In 1999, CyanSYS became the first in Southeast Asia to represent NAVISION, which is currently known as Microsoft Dynamics NAV. A pioneer in the NAVISION Solution Centre, CyanSYS is the oldest Microsoft Dynamics NAV partner in Southeast Asia.

The company's vision is to be a reputable leader, offering professional technological services and integrated solutions to specified business communities with three key competencies: independent software, information processing and integrated solutions. Its mission is to provide scalable, quality solutions to small- and medium-sized companies, enabling them to compete and grow through information technology.

[CyanSYS.com](https://www.cyansys.com)