

Furniture retailer updates global infrastructure



1. Problem

A furniture retailer began a multi-year program to update global e-commerce, warehouse, and stock infrastructure to meet the growing demand for online shopping, which was exacerbated by COVID-19.

They needed to eliminate the risk of system outages during critical and frequent software updates which, if they went wrong, could significantly impact their revenues and reputation.

Preparations for each software release or update event took multiple weeks when it needed to be done in days or hours, and there was a high level of risk during live operations.

2. Solution

The retailer used Cutover to deliver **three major releases covering two test locations** before rolling the program out globally through groups of **15 country clusters**.

Cutover provided visibility through dashboards and real-time analytics, reporting, and automation across all the deployment planning and management of the program. Cutover is also fully integrated with the retailer's communication systems to make comms seamless and ensure no one misses an alert.

3. Outcome

The retailer is continuing to use Cutover for phases of activity and deployment twice a year. Increased transparency is making it easier to trace and remediate any errors and constantly refine the process, driving continuous operational improvement.