



XKS Limited – Case Study

Support Services & Software Development for Somerfield

The Retailer

Somerfield Stores Ltd has in excess of 1,300 stores, 550 trading as Somerfield and 730 as Kwik Save. The group has 12 million customer visits per week and has a turnover of over £4.5 billion.

The Problem

When the merger of the Somerfield and Kwik Save business was announced in 1997, a number of issues came to light which needed to be resolved as smoothly and as cost effectively as possible. The two main hurdles faced within the IT division was how could the business ensure the successful integration of two major IT systems with limited impact to the business and how could the integration process be successful with the loss of key Kwik Save IT staff.

This is where XKS was able to play a crucial role in the integration of two major supermarket chains. Having worked within the Kwik Save headquarters for over 10 years, the XKS team was in an ideal position to assist in the integration process of the two businesses.

The Solution

XKS has now been providing Somerfield Stores with AS/400 Application Support for over four years. The services provided to the Somerfield business includes Remote Support 24x7 365 days a week, support of polling processes running on the AS/400 system and support of the AS/400 depot systems.

Project Work

Since the commencement of the contract, XKS has also completed over 1,500 days of development work to assist in the integration of the Kwik Save applications into the Somerfield business.

A recent project completed was to automate the process of sending cash sheets from stores to central systems via e-mail eliminating the need for paper based transfers. Cash sheets are now processed through the AS/400 and are e-mailed on a weekly basis.

This project has resulted in a dramatic reduction in failures by the cash sheet-processing department and ensures a more reliable and speedier system in which to receive and process data.

The XPOLL Data Management System



Somerfield were using the original release of the XPOLL software for transferring data between Somerfield central systems and Kwik Save stores. In order to improve their scheduling capabilities and performance analysis, version 2 of the software with additional enhancements was implemented.

Benefits of XPOLL

The implementation of XPOLL into the Somerfield business has resulted in clear benefits to the business and to the users that make use of the data collected on a daily basis. Some of the prominent benefits include:

- ❑ XPOLL is largely self-sufficient requiring minimal intervention and daily management.
- ❑ There is no requirement for regular monitoring of XPOLL due to its reliability and robustness.
- ❑ Manages critical data, driving replenishment by tight deadlines with exceptional success rates.

Server Proven Solution



XPOLL is now an IBM Server Proven Solution.

When you see the IBM ServerProven emblem, you'll know that the software application you are looking for is part of a complete business solution that has been identified, validated, optimized and documented to run reliably on IBM servers. That allows you to concentrate on running your business not implementation problems.

Quality of Service

At XKS we pride ourselves in providing a quality service to all of our customers, Somerfield has recognised the importance of using an IT supplier like ourselves to retain and improve its own high standards. We are proud of the strong relationship we have formed with Somerfield over the years and we are committed to building on the trust we have worked hard to earn.

