

# Transforming Retail with Intelligent Orchestration & Seamless Automation



## Retail Overview

With more than 35 years of retail industry experience, OSI Digital delivers end-to-end transformation for retailers across the globe. Our Global Retail Practice spans 15 time zones and is supported by four Centers of Excellence (CoEs) in the United States, Europe, India, and the Philippines, providing scalable delivery, responsive support, and specialized expertise wherever our clients operate.

As a trusted strategic partner, OSI Digital aligns technology investments with business objectives to improve operational efficiency, accelerate growth, and deliver measurable business outcomes. Our comprehensive portfolio of retail solutions helps organizations modernize operations, unify customer experiences, and harness data for smarter decision-making. From unified commerce, point of sale, pricing and promotions, systems integration, and data architecture to seamless automation and customer experience transformation, we enable retailers to operate more efficiently, adapt more quickly to changing market demands, and create a foundation for long-term growth.

## Faster, Smarter Document Processing at Enterprise Scale

OSI Digital's Intelligent Document Processing (IDP) solution transforms document-intensive processes through AI-powered automation. By combining artificial intelligence (AI) with optical character recognition (OCR), the platform extracts data from unstructured documents, automates end-to-end workflows, and integrates seamlessly with enterprise ERP systems.

Real-time operational dashboards provide complete visibility into document processing, enabling faster decisions, greater process transparency, and continuous performance monitoring. By eliminating manual, repetitive tasks, organizations improve processing speed, increase data accuracy, strengthen compliance, reduce operational costs, and free employees to focus on higher-value work. The result is a faster, more efficient, and intelligent document management process that scales with the needs of modern retail enterprises.

*"OSI Digital helped us modernize our retail ecosystem and create a more connected customer experience across every touchpoint. By integrating our systems and streamlining operations, we improved agility, empowered associates, and delivered measurable business value across our organization."*

— Retail Technology Executive

*"I highly recommend OSI Digital for their ability to deliver results on time, on budget and exactly what you asked for. They are very courteous and professional. One of the best companies I have ever worked with."*

— Troy Wesselius, Operational Controller, Barnes & Noble College



## Seamless Retail Platform Integration and Multi-Tenant Storefront Architecture

OSI Digital is a leading partner for best-in-class integration and orchestration solutions, helping retailers eliminate manual processes, reduce errors, and automate operations with a technology-agnostic approach. Our solutions provide real-time inventory visibility, improve order fulfillment, streamline product introductions and returns, and deliver a consistent customer experience across every channel.

Our EDI expertise includes AI-powered accelerators that simplify the exchange of business documents with suppliers and partners. Custom EDI dashboards improve visibility, reduce errors, minimize order delays, optimize inventory, and help ensure products reach shelves and customers on time. Our EDI-as-a Service (EDlaaS) offering enables retailers to efficiently manage and scale their trading partner ecosystem.

## Unlock Data to Drive Smarter Retail Decisions

OSI Digital helps retailers uncover the full value of their data by developing tailored strategies that align technology investments with business goals. We unify fragmented data across enterprise systems to deliver real-time operational visibility, executive reporting, and data-driven insights. Our expertise in data architecture, monetization, and analytics enables retailers to improve demand forecasting, optimize inventory, strengthen supply chain performance, increase promotion effectiveness, and gain deeper customer insights. We don't just help retailers keep pace—we help them stay ahead of the competition.

## Modernize Your ERP to Accelerate Retail Growth

A modern ERP is the operational backbone of every successful retail organization. OSI Digital helps retailers evaluate whether technologies such as Oracle Fusion Cloud ERP, NetSuite, or Salesforce best align with their business objectives, operational complexity, and growth strategy. Our assessments consider business processes, integration requirements, scalability, reporting, AI readiness, and total cost of ownership to develop a roadmap for long-term success. From implementation through managed services, we help retailers maximize their ERP investment while driving operational excellence and measurable business outcomes.

## Why Retailers Choose OSI Digital

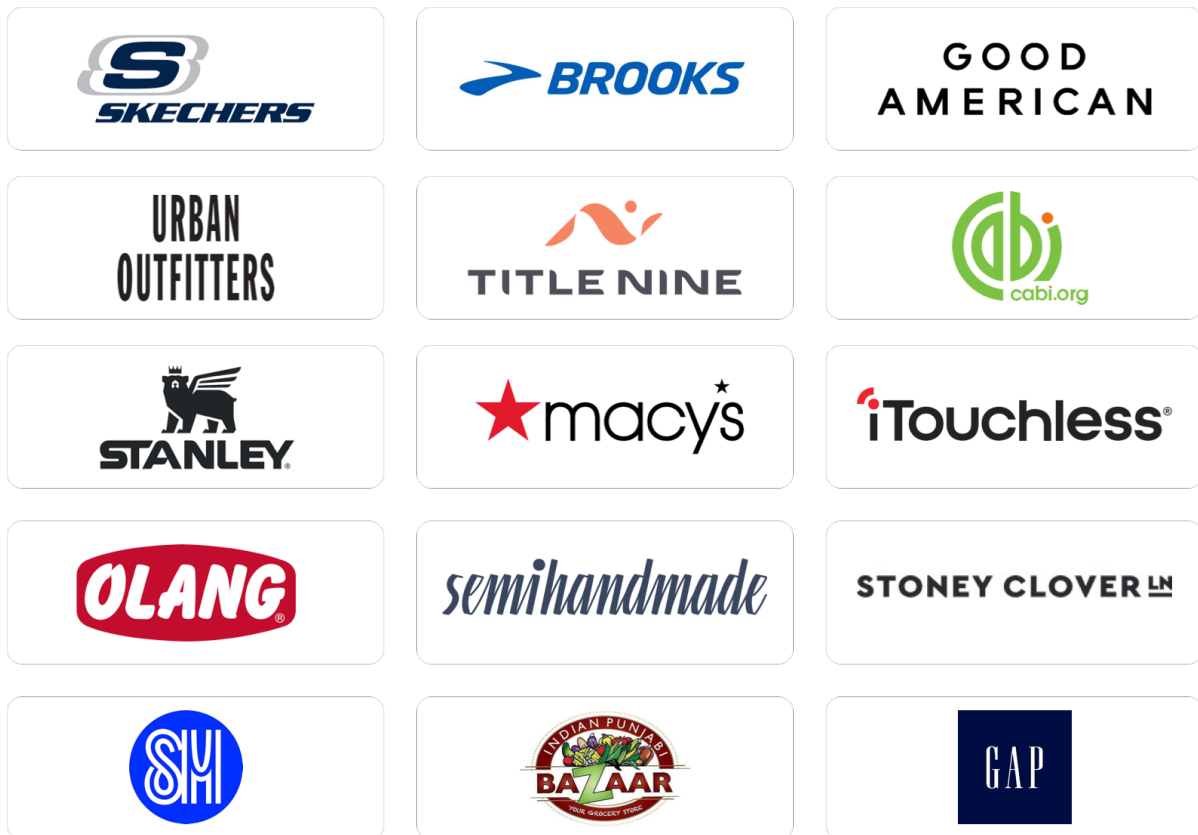
- › Trusted by 80+ retail customers across five lines of business.
- › Led by retail industry executives with deep domain expertise.
- › Proven leadership in intelligent automation, and digital transformation.
- › Proprietary solutions that drive operational excellence.
- › Deep expertise in cloud, data, analytics, and integration.
- › Global delivery capabilities backed by managed services.
- › Proven success delivering outcomes for enterprise retail organizations.



## Partner with OSI Digital to Transform your Retail Business

As a trusted strategic partner, OSI Digital aligns technology investments with business objectives to improve operational efficiency, accelerate growth, and deliver measurable business outcomes. Our comprehensive portfolio of retail solutions **and proprietary products** helps organizations modernize operations, unify customer experiences, and harness data for smarter decision-making. From **unified commerce, point of sale and pricing and promotions solutions**, to systems integration, data architecture and seamless automation for a customer experience transformation, we enable retailers to operate more efficiently, adapt more quickly to changing market demands, and create a foundation for long-term growth.

### Our Customers:



Let's Get Started

Contact our sales team at 818.992.2700 to learn more about our solutions





# OSI Digital



## About OSI Digital

OSI Digital, Inc., provides purpose-built business and technology solutions that optimize performance to enable data-driven outcomes for our customers. OSI accelerates digital transformation by offering integrated solutions that capture, secure, integrate, analyze, and optimize data. Our services include the design, development, and implementation of new solutions as well as the ongoing management, enhancement, and support of our customers' existing business systems.

OSI Digital was founded in 1993, in California and has since expanded to a global team of employees worldwide. We have offices in the US, Canada, India, Philippines, Dubai, Australia, Malaysia, UK and Ireland. Our main offshore delivery center of excellence is located at our state-of-the-art campus in Hyderabad, India, with additional locations in Chennai, Delhi, and Bangalore. For over 30 years and counting, we have supported a diverse portfolio of customers across various industries, including: Software & Business Services, Financial Services, Life Sciences & Healthcare, Manufacturing, Energy, Retail, Agriculture, and the Public Sector.

Our client base ranges from start-ups to Fortune 500 corporations, including: Hyundai AutoEver America, Hyundai Capital America, Moderna, Virgin Galactic, Uni Uni, Jones Logistics, Stanley, Skechers, US News & World Report, and World Oil.

OSI Digital has developed strong partner alliances with the world's leading technology providers such as Best Buy Business, Shift4, BigCommerce, Oracle NetSuite, Boomi, Salesforce, Tableau, Power BI, Databricks, Microsoft, Amazon Web Services, Snowflake, Workato and Celigo.

## Contact Us

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