CASE REFERENCE · RETAIL & SUPPLY CHAIN

Pharmacy & Retail Group

Microsoft

Pharmacy & Retail Group	Retail & Supply Chain	Engage · Operate	
CLIENT	INDUSTRY	DELIVERED AS	• BizTalk Server • Enterprise Service Bus • Orchestration • API enablement

APPLICATION INNOVATION

Modernising a complex retail integration landscape through a structured BizTalk uplift

A phased BizTalk uplift that stabilised a national retailer's legacy integration estate across point-of-sale, warehouse, finance and supplier systems, without disrupting daily trade.

01

THE CHALLENGE

The client relied on a legacy BizTalk 2013 environment to support critical integrations across point-of-sale, warehouse, finance and supplier systems. Over time those integrations had become tightly coupled and hard to maintain, with thin documentation and rising operational risk. The platform no longer reflected modern integration practice, which held back scalability, supportability and business agility. What they needed was a structured way to stabilise and modernise the estate without disrupting daily operations.

02

THE APPROACH

We ran a phased uplift, starting with a detailed assessment of the integration services and their dependencies across the estate. From there we identified the priority integrations and executed a stabilisation plan to improve reliability and monitoring. We standardised integration patterns to make the platform more maintainable, and modernised the critical services incrementally so nothing had to come down at once. Throughout, we balanced immediate operational stability against the longer-term modernisation goals, keeping the business trading seamlessly through the transition.

03

THE OUTCOME

The BizTalk environment is stable, with better monitoring, governance and maintainability across the integration services. The client has far more control over its integration landscape, with fewer operational incidents and more predictable support and delivery cycles. The uplift also laid down a clear path for the next round of integration modernisation.

04

SUMMARY & BENEFITS

- ✓ Stabilised a legacy BizTalk environment with improved reliability.
- ✓ Reduced operational risk and support overhead.
- ✓ Enhanced monitoring and visibility across integration services.
- ✓ Established a foundation for future integration modernisation.

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