

Komax Taps SkillNet and Oracle Cloud for Retail to Overhaul its Inventory and In-store Tech

SkillNet and Oracle help Latin American retailer scale with rapid growth and improve in-store shopping outings for customers.

Campbell, California Jun 24, 2022 ([Issuewire.com](https://www.issuewire.com)) - Retail Group, Komax is committed to bringing the latest clothing, shoes, and accessories from a roster of famous brands, including Gap, Banana Republic, and UGG, to consumers across Latin America. After years of rapid growth and multi-national expansion, Komax needed a single retail platform to manage multiple countries and brands for the modern omnichannel retail. Komax chose the Oracle Retail suite of services deployed on Oracle Cloud Infrastructure (OCI) and partnered with SkillNet to achieve its goals.

“Komax has scaled quickly to nearly 150 locations. It was imperative to migrate our systems to an upgraded cloud-based infrastructure and reduce operational overhead,” said Jorge Figueroa Rubio, CFO at Komax. “We wanted a technology partner who could prepare our business for the now and equip our stores and teams for the future. Oracle’s retail platform readied us for the current state of retail and prepared us to tackle what is ahead.”

The suite of services deployed in all Komax brick-and-mortar stores across Chile and Peru include [Oracle Retail Xstore Point-of-Service \(POS\)](#), [Oracle Retail Xstore Office](#), [Oracle Retail Customer Engagement](#), and [Oracle Retail Order Broker](#). In the back office, the retailer deployed Oracle Retail Merchandising System, Retail Price Management, Retail Sales Audit, Retail Invoice Matching, and Retail Trade Management to build a foundation for the complex operations and inventory management.

Combining its integration and monitoring retail solutions with Oracle technologies, Oracle PartnerNetwork (OPN) member SkillNet strategically led the cross-border implementation and replacement of the retired system across all Komax locations. SkillNet’s transition capabilities and support network streamlined the process and limited operational disruptions. They allowed all Komax locations to begin utilizing Oracle Retail’s technology suite within less than 24 hours after the implementation cycle.

“With the ongoing retail evolution, companies are shifting, expanding, and enhancing the resiliency of their operations, all while remaining committed to their values at the heart of their business – the shopper’s experience,” said Mike Webster, senior vice president, and general manager, Oracle Retail. “We’re committed to enabling retailers such as Komax to deliver great customer service and prioritize their guests throughout their growth journey.”

Along with the recent success and growth, Komax needed to ensure its retail technology stack could also help its teams maintain and enhance the consistent, personalized customer experience they have delivered for decades. Furthermore, Komax and SkillNet worked together to ensure the integration of a new retail POS system matched the benefits from the rest of the Oracle Retail suite to improve guest service directly and behind the scenes.

“Our understanding of the LatAm market combined with [Oracle Cloud and Retail Suite expertise](#) helped design and implement a complete solution responding to Komax requirements,” said Anurag Mehta, CEO, SkillNet Solutions Inc. “The transformation of Komax systems will enable seamless omnichannel experiences and strengthen operational excellence to support their growing demands in multiple

countries and brands.”

About Komax

Founded in 1990 in Chile, Komax is a regional apparel, footwear, and accessories retailer, with operations in Chile, Peru, and Uruguay. Holds the representation of an attractive portfolio of 12 global premium brands, which is complemented by a strong array of 7 proprietary brands and concept stores. Has an omnichannel strategy levered on a robust ecommerce platform, operating flexibility and a customer-centric approach? Learn more about Komax at www.komax.cl.

About SkillNet

SkillNet Solutions, Makers of Modern Commerce provides consulting and technology services to companies that are digitally transforming their retail business to modern commerce. Located in Campbell, CA, our services enable clients to rapidly anticipate and respond to changing consumer behavior. Since 1996, we have partnered with hundreds of retailers across 53 countries to enable rich customer experiences leading to solid growth. Our award-winning solutions have also enabled global brands in traditional retail, CPG, automotive, apparel, liquor, healthcare, hospitality, telecom, and F&B industries to become more agile and efficient in harnessing technology. Visit us at <https://www.skillnetinc.com>.

About Oracle Retail

Oracle provides retailers with a complete, open, and integrated suite of best-of-breed business applications, cloud services, and hardware that are engineered to work together and empower commerce. Leading fashion, grocery, and specialty retailers use Oracle solutions to anticipate market changes, simplify operations and inspire authentic brand interactions. For more information, visit our website at www.oracle.com/retail.

About Oracle

Oracle offers integrated suites of applications plus secure, autonomous infrastructure in the Oracle Cloud. For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.com.

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