

Case Study:

How AlphaCare Professional IT Services Increased Agility for a Leading Superstore & Hypermarket



A large superstore and hypermarket needed to modernize its IT infrastructure to keep up with fast-changing consumer demands and regulatory requirements. With thousands of daily customers and complex operations, agility, scalability, and reliability were top priorities. To address these needs, the company partnered with **Alphamatic Systems** through its **AlphaCare IT Services**, leveraging **Microsoft Azure** and **BOSSCloud** for a complete transformation.

CHALLENGES:

The client faced several operational and compliance hurdles:

- Meeting **Japan's strict data security regulations**.
- Achieving **99.9% or higher system uptime** for uninterrupted business.
- Transitioning to a **consumption-based OPEX model** to optimize costs.
- Ensuring **reliability, performance, scalability, and security** at all times.

SOLUTION:

We implemented a tailored solution using **Microsoft Azure PaaS** with **Windows Servers** for **IIS** and **SQL**, while migrating to **BOSSCloud** for streamlined management. Key elements included:

- Subscription to **Microsoft Azure PaaS** for simplified deployment and scalability.
- **BOSSCloud integration** to enhance cost-effectiveness and management efficiency.
- Optimized **RPO/RTO for data backup and recovery**, ensuring business continuity.
- An end-to-end **AlphaCare Managed Service model**, covering design, planning, deployment, management, and operations.

RESULTS:

The transformation delivered measurable business outcomes:

- **No upfront capital investment** with a flexible, consumption-based cost model.
- **Faster application and service deployment** using Microsoft Azure.
- **Scalable infrastructure** that adapts seamlessly to peak user demands.
- **Reduced administration time** for data center management.
- **Improved user experience** through high system availability, stability, and performance.



By leveraging **AlphaCare IT Services**, **BOSSCloud**, and **Microsoft Azure**, the superstore & hypermarket successfully enhanced its agility, reliability, and compliance. The shift not only modernized its IT backbone but also empowered the business to deliver a faster, more secure, and customer-centric retail experience.

ALPHAMATIC SYSTEMS SDN BHD

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