Teams at RELEX

1. 24/7 Support

- **Job Description:** Provides continuous support for critical issues, ensuring service availability and quick resolution of incidents at any time of day. This team monitors systems, responds to alerts, and troubleshoots issues to minimize downtime and maintain service levels.

2. Azure Kubernetes

- **Job Description:** Manages Kubernetes clusters on Azure, ensuring applications are scalable, reliable, and efficiently orchestrated. This team handles the deployment, scaling, and management of containerized applications, ensuring they run smoothly in the cloud environment.

3. Backend

- **Job Description:** Develops and maintains the server-side logic, databases, and APIs that power RELEX applications. This team ensures robust and efficient backend systems, focusing on performance, security, and scalability.

4. BL Capacity & Network

- **Job Description:** Optimizes business logistics capacity and network planning to improve efficiency, reduce costs, and ensure timely delivery of goods. This team uses data analytics and modeling to design and manage supply chain networks.

5. BL Forecasting

- **Job Description:** Develops advanced forecasting models and tools to predict future business needs, helping companies plan and prepare for demand fluctuations. This team uses statistical methods and machine learning to improve forecast accuracy.

6. BL Purchase Optimisation

- **Job Description:** Works on optimizing purchasing processes to ensure cost-effective procurement, reducing excess inventory and improving supplier relationships. This team analyzes purchasing data and develops strategies to streamline procurement.

7. BL Replenishment

- **Job Description:** Ensures timely and efficient replenishment of stock to meet customer demand, minimizing stockouts and overstock situations. This team uses algorithms and data analysis to optimize inventory levels and order quantities.

8. Build Engineering

- **Job Description:** Manages the build and deployment processes, ensuring smooth and efficient software releases through continuous integration and delivery pipelines. This team automates build processes, manages version control, and ensures code quality.

9. Business Continuity

- **Job Description:** Develops and implements strategies to ensure business operations can continue during and after a disaster, minimizing downtime and data loss. This team creates and tests disaster recovery plans and ensures critical systems are resilient.

10. Business Rules

- **Job Description:** Defines and manages the business rules that govern RELEX applications and processes, ensuring they align with organizational goals and compliance requirements. This team works closely with stakeholders to define and implement rules.

11. RELEX Plan Support

- **Job Description:**

The RELEX Plan Support team is responsible for providing second-level support, focusing on solving complex and unique customer issues related to RELEX Plan. Their primary responsibilities include managing incident tickets, assisting with

major incidents, and supporting handovers for new customers entering the continuous service phase. They also share the responsibility of keeping documentation up-to-date and creating new documentation when needed. Additionally, the team provides training and guidance for new members.

The types of issues they handle include:

1. Incident Ticket Management: Addressing technically challenging incidents that require further investigation and knowledge of RELEX Plan.

2. Problem Ticket Governance: Following up on problem tickets generated by Support to Service teams.

3. Major Incidents: Assisting with major incidents managed by Central Service Delivery.

4. Support Handovers: Checking new customers transitioning into continuous services' support phase.

5. Documentation Upkeep: Maintaining and creating documentation related to 24/7 and Technical Support.

6. Training and Guidance: Providing training for new team members and ensuring they are capable of handling tasks independently.

The team aims to support RELEX customers and staff with technical issues, keep all parties informed about ongoing incidents, improve processes for smooth operation, and maintain comprehensive documentation for both new and experienced support agents. Their top priorities include customer satisfaction, meeting SLA targets, and continuous process improvement.

12. Category Management

- **Job Description:** Manages product categories to optimize sales, profitability, and customer satisfaction, using data-driven insights to make strategic decisions. This team analyzes market trends, manages product assortments, and develops category strategies.

13. Central Test Team

- **Job Description:** Conducts centralized testing of RELEX products to ensure they meet quality standards and function as intended across different

environments. This team performs functional, regression, and performance testing.

14. Cloud Governance

- **Job Description:** Oversees cloud infrastructure and ensures compliance with security and governance policies, managing risks and optimizing cloud resource usage. This team implements cloud policies, monitors usage, and ensures data security.

15. Common Components

- **Job Description:** Develops and maintains shared components and libraries used across RELEX applications, promoting code reuse and consistency. This team creates reusable modules, ensures compatibility, and maintains documentation.

16. Compute Site Reliability Engineering

- **Job Description:** Ensures the reliability and performance of compute resources and infrastructure, implementing best practices for monitoring and maintenance. This team manages servers, optimizes performance, and ensures high availability.

17. Connect and Transform

- **Job Description:** Manages data integration and transformation processes to ensure seamless data flow across systems, enabling accurate and timely data analysis. This team develops ETL processes, manages data pipelines, and ensures data quality.

18. Data Products

- **Job Description:** Develops and maintains data-driven products and services, leveraging big data technologies to provide valuable insights and solutions. This team creates data models, develops analytics tools, and provides data services.

19. Database

- **Job Description:** Manages database systems, ensuring data integrity, performance, and availability, and optimizing database operations for efficiency. This team handles database design, tuning, backup, and recovery.

20. DevOps S&A EU/UK/US

- **Job Description:** Implements DevOps practices to streamline software development and operations in different regions, promoting collaboration and automation. This team manages CI/CD pipelines, automates infrastructure, and ensures smooth deployments.

21. Distributed System

- **Job Description:** Develops and maintains distributed systems to ensure scalability and reliability, handling large-scale data processing and storage. This team designs distributed architectures, manages data replication, and ensures fault tolerance.

22. File Services

- **Job Description:** Manages file storage and retrieval services, ensuring secure and efficient access to data across the organization. This team handles file system management, data encryption, and access control.

23. Floor Planning

- **Job Description:** Optimizes store layouts and floor plans to enhance customer experience and sales, using data analytics to inform design decisions. This team creates planograms, analyzes traffic patterns, and improves store layouts.

24. Graphics Team

- **Job Description:** Creates visual content and graphics for RELEX products and marketing materials, ensuring a consistent and appealing visual identity. This team designs UI elements, marketing collateral, and visualizations.

25. Identity Service

- **Job Description:** Manages user authentication and authorization services, ensuring secure access to RELEX applications and data. This team implements identity management solutions, handles user provisioning, and ensures compliance.

26. Integrations & UAT Support Testing

- **Job Description:** Supports integration projects and conducts user acceptance testing to ensure seamless integration and functionality of new features. This team manages integration testing, coordinates with stakeholders, and ensures user requirements are met.

27. Knowledge Management

- **Job Description:** Manages the creation, sharing, and utilization of knowledge within the organization, promoting continuous learning and improvement. This team develops knowledge bases, conducts training sessions, and facilitates information sharing.

28. Labs CPG/F&R/P&P/S&A

- **Job Description:** Conducts research and development in various areas such as Consumer Packaged Goods, Forecasting & Replenishment, Pricing & Promotions, and Space & Assortment, driving innovation and improvement. This team experiments with new technologies, develops prototypes, and tests new concepts.

29. Message Bus

- **Job Description:** Manages the messaging infrastructure that enables communication between different systems, ensuring reliable and efficient message delivery. This team implements message brokers, manages queues, and ensures message integrity.

30. Network Operations Center

- **Job Description:** Monitors and manages network operations to ensure connectivity and performance, quickly addressing any issues that arise. This

team monitors network traffic, troubleshoots connectivity issues, and ensures network security.

31. Observability

- **Job Description:** Implements monitoring and observability tools to gain insights into system performance and health, enabling proactive issue resolution. This team sets up monitoring dashboards, collects metrics, and analyzes logs.

32. On-the-Go

- **Job Description:** Develops mobile solutions for RELEX products, ensuring users can access and interact with applications on the go. This team designs mobile interfaces, optimizes performance, and ensures cross-platform compatibility.

33. Ops Tooling - Lithlad/Núrn

- **Job Description:** Develops and maintains operational tools to support various processes, improving efficiency and automation. This team creates scripts, develops internal tools, and automates repetitive tasks.

34. OTG Replenishment

- **Job Description:** Focuses on replenishment processes for on-the-go solutions, ensuring timely and efficient stock management. This team develops algorithms, manages inventory levels, and optimizes order quantities.

35. Performance

- **Job Description:** Ensures the performance and scalability of RELEX applications, conducting performance testing and optimization. This team identifies bottlenecks, optimizes code, and ensures applications can handle high loads.

36. Performance, Site and Capability Engineering

- **Job Description:** Focuses on performance engineering, site reliability, and capability development, ensuring robust and efficient systems. This team implements best practices, conducts capacity planning, and ensures system resilience.

37. Plan Observability

- **Job Description:** Monitors and analyzes planning processes to ensure efficiency and accuracy, providing insights for continuous improvement. This team tracks planning metrics, identifies issues, and suggests improvements.

38. Planogram Editor

- **Job Description:** Develops and maintains tools for creating and editing planograms, helping retailers optimize product placement. This team designs user-friendly interfaces, integrates data sources, and ensures accurate planogram generation.

39. Private Cloud Engineering

- **Job Description:** Manages private cloud infrastructure and services, ensuring secure and efficient cloud operations. This team handles cloud provisioning, manages resources, and ensures compliance with security policies.

40. Private Cloud Engineering US

- **Job Description:** Manages private cloud infrastructure and services specifically for the US region, addressing regional requirements and challenges. This team ensures compliance with local regulations, optimizes performance, and supports regional users.

41. Private Cloud Kubernetes

- **Job Description:** Manages Kubernetes clusters in private cloud environments, ensuring efficient orchestration and scalability. This team deploys and manages containerized applications, ensures high availability, and optimizes resource usage.

42. Private Cloud Service Management

- **Job Description:** Oversees service management for private cloud environments, ensuring high availability and performance. This team manages service requests, monitors service levels, and ensures customer satisfaction.

43. Release Factory - Ares/Gaia

- **Job Description:** Manages the release processes for different product lines, ensuring smooth and timely software releases. This team coordinates release schedules, manages dependencies, and ensures quality.

44. RELEX Plan Integrations

- **Job Description:** Manages integrations related to RELEX Plan products, ensuring seamless data flow and functionality. This team develops integration solutions, tests interfaces, and ensures data consistency.

45. REST API

- **Job Description:** Develops and maintains RESTful APIs for RELEX products, enabling integration and interaction with other systems. This team designs API endpoints, ensures security, and maintains documentation.

46. Robotic Process Automation

- **Job Description:** Implements automation solutions to streamline business processes, reducing manual effort and improving efficiency. This team develops RPA bots, automates workflows, and monitors performance.

47. Service Management Office

- **Job Description:** Manages service delivery and support processes, ensuring high-quality service and customer satisfaction. This team handles service requests, manages incidents, and ensures compliance with service level agreements.

48. Service Stack Site Reliability Engineering

- **Job Description:** Ensures the reliability and performance of service stack components, implementing best practices for monitoring and maintenance.

This team manages infrastructure, optimizes performance, and ensures high availability.

49. Space Data & Automation

- **Job Description:** Manages space data and automation processes, optimizing space utilization and efficiency. This team collects and analyzes space data, develops automation solutions, and ensures data accuracy.

50. Storage Site Reliability Engineering

- **Job Description:** Ensures the reliability and performance of storage systems, implementing best practices for data management. This team manages storage infrastructure, optimizes performance, and ensures data availability.

51. System QA

- **Job Description:** Conducts quality assurance testing for RELEX systems, ensuring they meet quality standards and function as intended. This team develops test plans, executes tests, and reports defects.

52. Technical service APAC

- **Job Description:** Provides technical support and services for the APAC region, addressing regional requirements and challenges. This team handles customer queries, resolves issues, and ensures customer satisfaction.

53. Technical service Plan – Achilles/Heracles/Odysseus

- **Job Description:** Provides technical support and services for different planning products, ensuring they meet customer needs and function as intended. This team manages product configurations, supports implementations, and resolves technical issues.

54. Technical service S&A and Work

- **Job Description:** Provides technical support and services for Space & Assortment and Work products, ensuring they meet customer needs and function as intended. This team handles product configurations, supports implementations, and resolves technical issues.

55. Technical Support

- **Job Description:** Provides technical support to customers and internal teams, addressing issues and ensuring smooth operation of RELEX products. This team handles support tickets, troubleshoots problems, and provides solutions.

56. Workspace

- **Job Description:** Manages workspace solutions and services, ensuring efficient and effective work environments for RELEX employees. This team handles office setups, manages facilities, and ensures a productive work environment.

57. People Team

- **Job Description:** Supports the organization's employees and fosters a positive work environment. Key roles include:

  - **Director, US People (Erin Glynn):** Leads the People Team in the US, overseeing all HR functions and ensuring alignment with company goals. Manages talent acquisition, employee relations, performance management, and organizational development.

  - **Senior Specialist, People and Culture (Kristen Hennessey):** Enhances company culture, employee engagement, and development programs. Works on initiatives to improve employee satisfaction and retention.

  - **Senior People Operations Specialist (Alyssa Sibilia):** Manages HR operations, including payroll, benefits administration, and compliance. Ensures efficient and effective HR processes and systems.

  - **People and Culture Specialist (Ashley Ricketts):** Supports the development and implementation of culture and engagement initiatives. Works closely with employees to address concerns and promote a positive work environment.

  - **Training and Onboarding Coordinator (Olivia Melko):** Manages the onboarding process for new hires, ensuring they have a smooth transition into the company. Develops and coordinates training programs to support employee development.

- **Talent Acquisition Manager - North Americas (Taylor Gianakos - Deactivated):** Oversees the recruitment process for the North Americas region, ensuring the company attracts and hires top talent. Develops strategies to improve the hiring process and candidate experience.
- **Talent Acquisition Specialist (Kenna Rogers):** Focuses on sourcing, interviewing, and hiring candidates for various roles within the company. Works closely with hiring managers to understand their needs and find the best fit for the team.

58. Internal IT

- The Internal IT team at RELEX is responsible for maintaining most of the internal systems and tools. They provide support for any IT-related challenges faced by RELEX employees, ensuring smooth operations even during transitions such as the shift to 100% remote work. The team is known for their quick and professional responses to requests, their friendly and helpful attitude, and their ability to manage a high volume of inquiries while maintaining security guidelines. They are considered the backbone of the company's internal IT, always ready to assist with both significant and minor issues.

59. RELEX Make Support

- The RELEX Make Support team specializes in providing comprehensive support for the RELEX Make product, formerly known as Optimity. Their primary responsibilities include managing incident tickets related to both technical and business processes, offering internal guidance via Slack, validating and reporting bugs, and implementing minor changes. Additionally, the team is responsible for granting access to Optimity/RELEX environments, including user interfaces and servers. They handle technical issues such as scheduled jobs, server issues, performance, data synchronization, and user access, as well as business logic issues related to modules like Demand Forecaster, Supply Chain Optimizer, and Production Scheduler. The team also

deals with potential bugs, minor changes such as dashboard modifications and small SQL query adjustments, and internal access requests.