

Meeting · Jena · 16.11.2016

Zamro – Intershop F2F meeting

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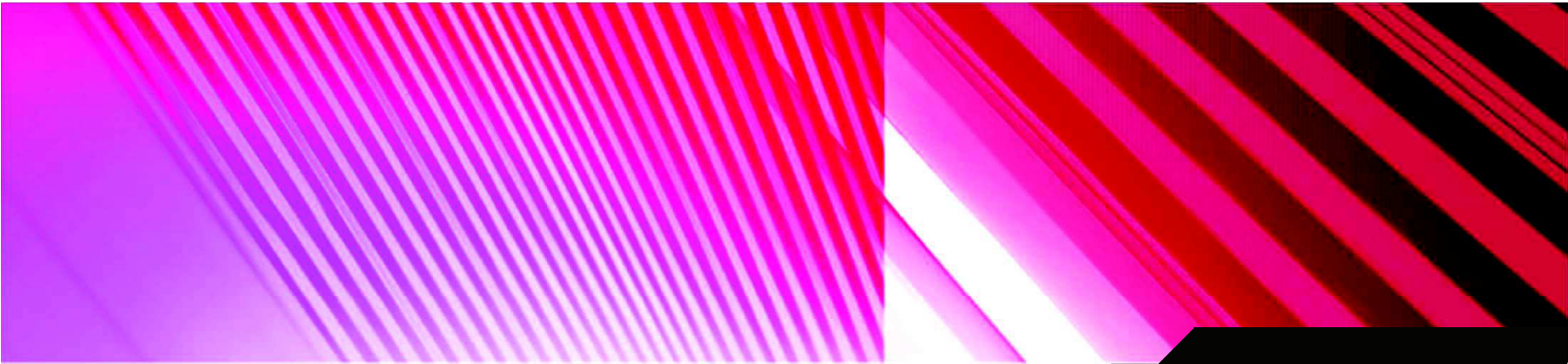
Thomas Arnhold Steffen Tschakert

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Agenda

- ▶ Retro and feedback from Zamro about the project
- ▶ SLA / Application Management
- ▶ Zamro plan for 2016 / additional resources from Intershop and daily rates (incl. Team development; what has Zamro planned in 2017)
- ▶ OMS enablement / route to develop and/or configure OMS by Zamro
- ▶ Product data load: import duration



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Zamro ICM/OMS Project - Lessons Learned

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Retrospective

Live in less than 6 months!!!

...despite the following main hurdles

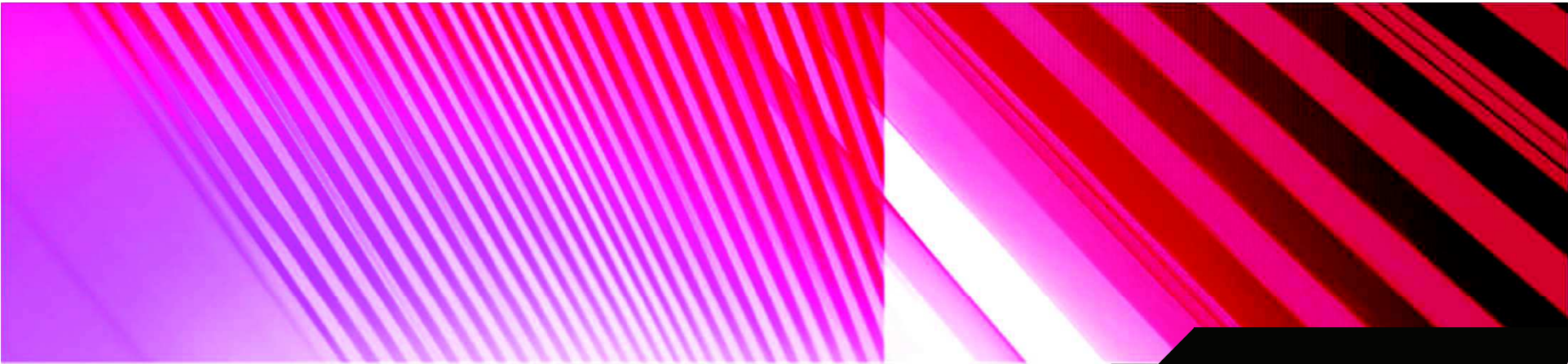
- ▶ Late delivery of Product Data while ongoing Product data changes
- ▶ Late delivery of too small sized Infrastructure
- ▶ Higher ICM Coaching and System Admin (Coaching) efforts
- ▶ Several changes (Exact instead of ByD, B2C customer, Interfaces, ..., milestones)
- ▶ Summer holiday season ;-)

... leads to overrun of 250 SD

Effort Consumption

Reasons:

- ▶ Late delivery of Product Data with numerous iterations (test and feedback cycles concerning PIM data validation) & non availability of agreed Delta Import → additional efforts, BE data not ready for Go-Live on Oct 3rd.
- ▶ More ICM coaching, ramp-up effort was required → additional efforts
- ▶ More system setup and system administration efforts → additional efforts
- ▶ OMS Scope Change “Launch without ERP” after most of SAP ByD Interfaces specified and implemented → delay + additional efforts
- ▶ Late Hardware delivery with reduced Setup → additional efforts
- ▶ Scope Changes – IOM and ICM
 - ▶ ICM: B2C customer, Solr Filtering, Assortments, Unit of measure, Pack size, ...
 - ▶ OMS: Cut Off Time, Pref. Supplier, Many iterations templates, BI Queries, ...



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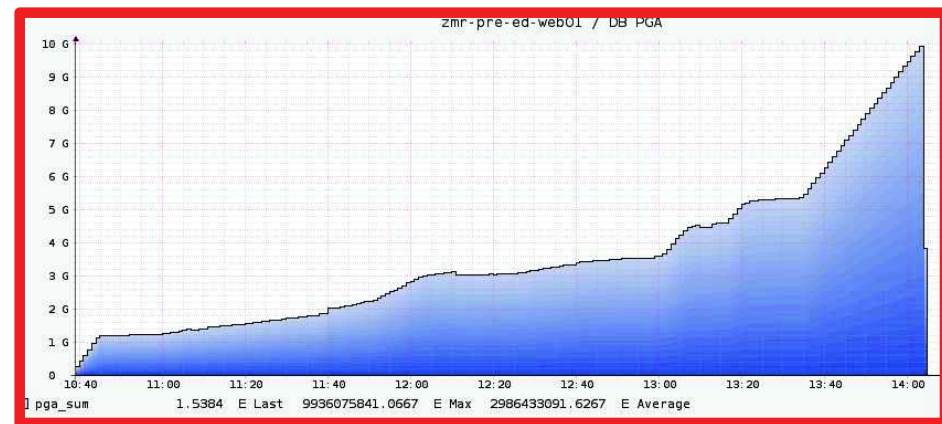
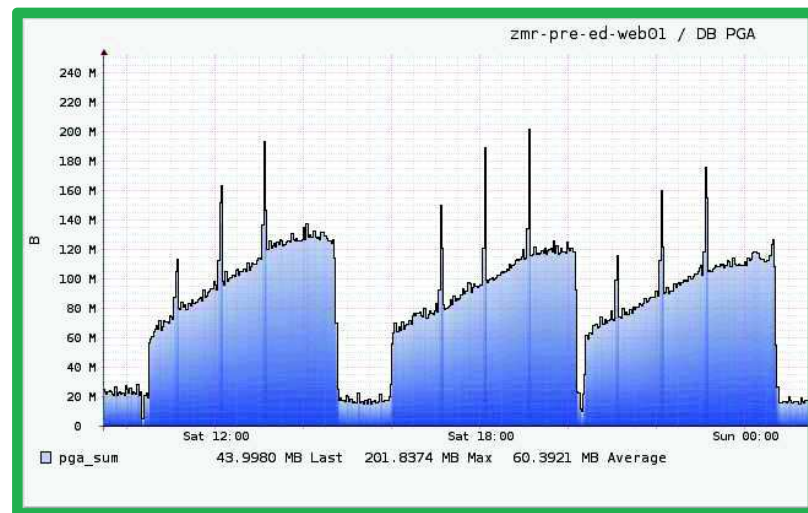
Product import and Product upload runtime – Status and Next Steps

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Product Import – status (1/2)

- ▶ Non-deterministic increase of Oracle PGA memory consumption during product data import process.
- ▶ „PGA_AGGREGATE_LIMIT“ limits the consumptions and kills the (import) process when the limit (12GB) was achieved



Product Import – status (2/2)

- ▶ „PGA_AGGREGATE_LIMIT“ has been currently disabled to do investigations and to be able to run imports of BE channel data, etc. successfully
- ▶ It might be hitting Oracle bug 20365187 or bug 17817258. It seems like a perfect match for this problem. As long as no patch is available and proved, there is at least a workaround (using BASICFILES for the context index in question).
- ▶ Carrenza was requested to open a ticket at Oracle support
- ▶ Still not reproducible by Karsten from ISH DB Expert team using Zamro Dev VM on ISH internal Oracle 12c instance
- ▶ Karsten provided a script to Zamro/Carrenza to help with the switch from using SECUREFILES to BASICFILES

Product Import – Next Steps

- ▶ Clear responsibilities in team and work towards joint goal (issue resolution and BE channel Go-Live)
- ▶ Finalize work to set BE-Channel live ASAP.
Please be aware that disabled „PGA-limit“ can have negativ impact on system stability!!

- ▶ Apply and test Oracle patches. Try to reproduce the PGA memory issue.

OR

- ▶ Switch from using SECUREFILES to BASICFILES on acceptance first. Try to reproduce the PGA memory issue. Switch from using SECUREFILES to BASICFILES on Production

Product upload runtime – Status

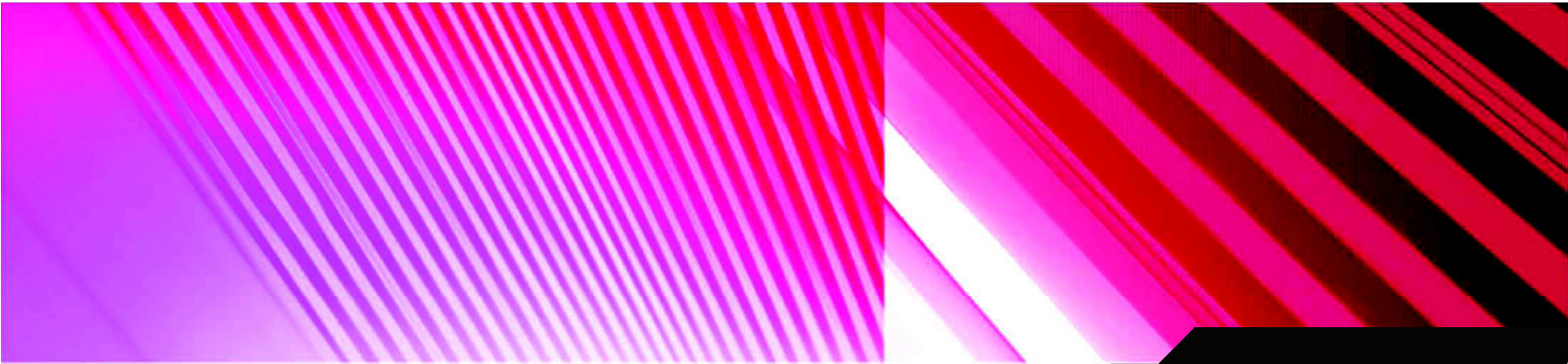
Task and file (Acceptance Edit)	Mode	Duration in Hours/ Channel	Remarks	improv. Candidates	Sharing (must for 2+ channels)
Product Import <productNoLink_BE_1.xml>	REPLACE	1,19	<ul style="list-style-type: none"> Only one import via Backoffice at the time DataSplit into several import files Import all in one is faster 	Delta, parallelization, automation	X
Product Import <productNoLink_BE_2.xml>	REPLACE	0,69			
Product Import <productNoLink_BE_3.xml>	REPLACE	0,62			
Product Import <productNoLink_BE_4.xml>	REPLACE	0,90			
Product Import <productNoLink_BE_5.xml>	REPLACE	0,85			
Product Import <product_BE_1.xml>	REPLACE	0,27			
Product Import <master_BE.xml>	REPLACE	0,98			
Sum for all Products		5,49			
Price List Import <productPricing_BE.xml>	REPLACE	7,08	Includes Solr Update	remove Solr update, parallelization, automation	
Rebuild Search Index 'product-search-idx-nl_BE'	REBUILD	3,05		use update mode for small amount of changes	
Replication		1,1			X
		Total: 16,72			
Product Import <DeleteOnIntershop.csv>	DELETE	3,21	Delete Products		

Product upload runtime – next steps

- ▶ Clear responsibilities in team and work towards (name a SME)
- ▶ Run Imports in parallel (when Oracle PGA Memory Issue resolved)
- ▶ Switch to import of deltas instead of full data set
- ▶ Design an appropriate update process schedule (what, when, how many, how often, ...)
- ▶ Improve runtimes with automation via job chains instead of using Backoffice
- ▶ Consider using Product Sharing not to import all Products in all channels

Benchmark Questions ...

Customer	Zamro	INDI	Bijenkorf	COOP
Hoster	Carrenza	AWS/Eperium	Carrenza	?
Oracle Version	12.1.0.2.0	12.1.0.2.	11g	11g
ICM Version	7.7.2.4	7.5.3	7.3	7.6.2.2
# products	500k Products 80k Masters 4 Locales	450K products 30K product groups 200K products related to product groups. No Masters No Locales	30k	10k
Notes	large and powerfull data set. Pros: customer experience and ISH standard conform Cons: import steps for Masters needed	not really comparable due to different data mapping model used. No master import steps needed. Larger imports will be done over weekends	outsourced Database monitoring to Solarwinds. Not comparable	Not comparable



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Further engagement and rates

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Recommendations and Next Steps (1/2)

Harding and optimization :

- ▶ Operational processes (clear responsibilities, reporting and escalation lines)
- ▶ Development team organization (Zamro Architect/Lead, Domain Experts, ...), skill development
- ▶ Development, build and deployment processes
- ▶ Optimization of processes (Delta updates, automation, ...)
- ▶ Review and optimize current Org/Channel structure (e.g. Product Sharing)
- ▶ Load Test of the overall system and optimization
- ▶ Consume “remaining/missed” ISH7 Programming training (ICS-118) and ISH 7 Advanced Programming training (ICS-218)
- ▶ ...

Recommendations and Next Steps (2/2)

Implement Functionality that is required going forward:

- ▶ 2 additional country roll-outs to Germany and France.
- ▶ 1 or more additional suppliers either drop-shipment or purchase process
- ▶ Integration to new SAP system, probably ECC S4 (or maybe finish the SAP by design implementation they already started)
- ▶ Extended Solr implementation?
- ▶ Additional Shipping options (Overnight, Parcel Shops, same day delivery)
- ▶ ...

Next Steps:

- ▶ Workshop to Detail Requirements to be able to do Estimation
- ▶ Planning Session - Timeline, dependencies between involved parties,...
- ▶ Decide on Project Setup & Staffing

Further engagement model and rates for 2017 (1)

Questions:

- ▶ Zamro's next steps and timing related to OMS and ICM activities
- ▶ Zamro's next steps and timing related to your (planned) Development team organization (Zamro Architect/Lead, Domain Experts, ...), Resourcing, planned skill development
- ▶ We also need to understand and align, what "incidental" means and whether it works

=> Question about capacity, skill, availability, rates