

PET SMART



Industry :

Retail & Services

Client:

Leading Specialty Pet Retailer in North America

Overview:

Our client is a premier specialty pet retailer with over 1,660 locations across the United States and Canada. As the largest specialty pet retailer in North America, the company offers a comprehensive range of pet products—including food, treats, toys, and apparel—along with essential pet services such as training, grooming, boarding, and veterinary care. Committed to delivering a seamless omnichannel experience, the client integrates its extensive product offerings with high-quality pet care services to support the lifetime needs of pets and their owners.

Engagement Scope:

We provided technical and professional support to enhance the client's enterprise solutions, including:

SAP® Customer Activity Repository (CAR) – Improving real-time inventory visibility and enabling advanced sales data analytics.

SAP® SuccessFactors – Optimizing human capital management and workforce operations for streamlined talent and organizational development.

Our expertise helped the client enhance operational efficiency, improve decision-making, and strengthen its ability to deliver exceptional products and services to pet owners across North America.