

Modernizing the legacy applications and embracing the digital technologies with ignio

North American retail store chain

ABOUT CUSTOMER

Founded in 1919, the customer is the largest food and pharmacy retailer in Canada with 2,000+ stores, 26 distribution centers (DCs) and annual revenue of over \$46 billion. They have five operating divisions, three popular brands, employ 200K+ employees making them the largest private employer in Canada, and they run the largest loyalty program in Canada.

BUSINESS CHALLENGE

While the customer has been successful for more than a century in the Canadian grocery market, it is under relentless competition and must continue to invest in its digital capabilities to stay ahead. They have an extensive IT ecosystem in place which consists of 38,000 servers and network devices spread across two data centers, over 2,000 stores and 26 distribution centers. The steep growth in the number of stores, contributed by a merger with a pharmaceutical stores chain, and with modernization of legacy stores integrating the digital technologies, it was imperative for the customer to adopt the latest technologies to catch up with the explosion of technology.

BUSINESS CONTEXT

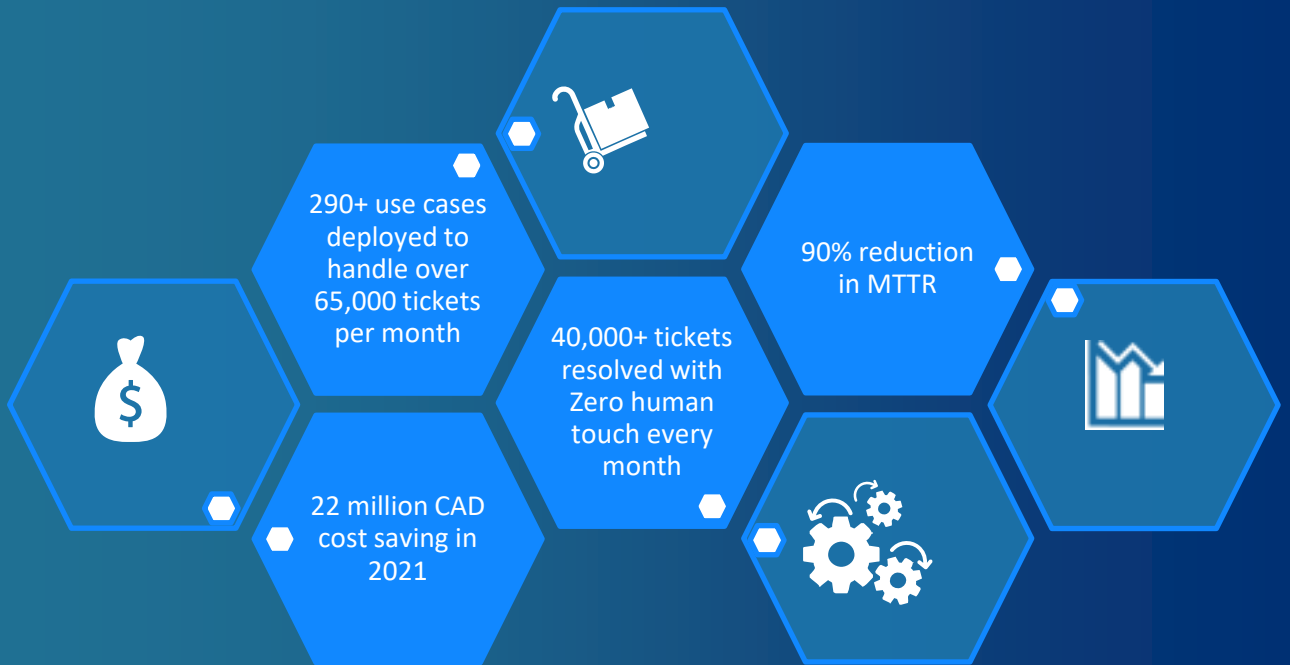
Retailers globally are under immense stress to counter the aggressive competition from behemoths such as Amazon. This has resulted in retailers having to rethink and reinvent their businesses, which includes ensuring top-notch customer experience along with reduction of operating costs to sustain and retain customers. The best way retailers can achieve that is by imbibing AI and Automation in their operations to keep costs low and maintain continuity in their operations.

The grocer, in the midst of a multi-year transformational journey hinged on three vital areas, digital payments, loyalty and rewards, and connected healthcare. They relied on Artificial Intelligence (AI) as a key enabler in their journey towards modernization of their IT Operations to overcome the following business challenges:

1. Shift from legacy IT Operations which contributed to substantial manual efforts to handle 100,000 tickets per month.
2. High MTTD and MTTR – resulting in loss of business/revenue.
3. Adopt futuristic technology into their ITOps.

Snapshot Read

The customer aimed to shift from legacy ITOps to AI and Automation based business operations. With ignio, the grocery behemoth achieved:



Customer Testimonial

“We chose ignio™ for its ready-to-use features and pre-built knowledge of IT and SAP operations. This enabled quick adoption of ignio within the company and laid the foundation for self-healing, machine-managed IT operations. ignio is the linchpin of our IT operations transformation program.”

-Vice President, IT Operations

“ignio has brought in process efficiencies, optimizing the work, scale the EPG applications. ignio is a game changer.”

- Senior Director, EPG



THE PROBLEM – Document lock resolution via ignio AI.ERPOps

Dormant SAP document locks impact the store logistics operations, causing delays across multiple stores.

THE SOLUTION

ignio simplifies and eliminates the document lock by performing proactive Health Check followed by selfheal to identify dormant locks and proactively resolve them. ignio identifies the lock based on Store type and document processing time through the configuration file. Model based incident Management helps identify the root cause and self-heals the issue proactively.

ignio BENEFITS



350+ tickets resolved by ignio every month



4000+ tickets eliminated from L1 queue every year



720+ effort hours saved every year for SAP BASIS team



90% improvement in MTTR

KEY VALUES DELIVERED

- Uninterrupted store logistics operations
- Proactive identification of locks
- Enhanced end user experience



THE PROBLEM - Networks Alert Automation via ignio AIOps

Over 2,500 network devices in the customer's stores generate more than 8,000 alerts every month. Most alerts are false positives, creating unnecessary noise and identifying the false positives is a tedious process in which at times a genuine critical alert can be missed which impacts the business.

THE SOLUTION

ignio identifies the types of issues and based on pattern recognition algorithms used in logs content, it identifies and discards the false positives. For business-critical issues, ignio enriches the ticket for the Network SME with detailed logs of the issue for accurate and immediate resolution.

ignio BENEFITS



~100% elimination of false positive alerts



8,000+ tickets handled per month



500+ hours saved of L1 team



90% MTTR reduction

KEY VALUES DELIVERED

- Eliminated system noise by discarding false positives
- Reduced incidents and averted business loss
- Reduced effort and cost saving by automating alert recognition and ticket classification



THE PROBLEM - Pharmacy App Transaction Lock Issue in Pharmacy Application

The customer operated multiple stores with varied line of businesses within each shop, resulting in concurrent attempts to access the same transaction. This causes the transactions to lock to avoid misuse where users are unable to edit or process the transaction further. This impacts the end user customer experience.

THE SOLUTION

ignio has helped resolve this issue by automating the transaction lock in the delta application and restarting the server using an amalgamation of ignio DB2 and Linux capabilities. ignio performs data analytics on DB servers and proactively analyzes the transaction lock issues. This enables the delta application to release the transaction lock within five minutes from the initial 60 minutes to meet the critical pharma application needs.

KEY VALUES DELIVERED

- Enhanced end user experience with transaction availability
- Increased store pharmacy technician productivity by reducing transaction unlock wait time

ignio BENEFITS



1000+ tickets resolved by ignio per month



~1000 effort hours saved by ignio for L1 support



95% improvement in MTTR



THE PROBLEM – SAP Ariba User Provisioning

User provisioning process at the customer's stores was manually handled from verification, provisioning in SAP Ariba, maintenance of user information and synchronization between their store application, Ariba applications and ITSM tool.

THE SOLUTION

ignio simplified the end-to-end process and drastically reduced the new user provision time into the SAP Ariba system when onboarded into the store application.

Using service request management, ignio performs end-to-end provisioning of users with activities such as extracting the user information from ITSM, fetching validation rules from Ariba and updating activity logs back to the ITSM.

KEY VALUES DELIVERED

- Reduced time consumption for user provisioning in SAP Ariba
- Reduced repetitive manual tasks for user provisioning
- Eliminated the need for manual intervention for missed hierarchy updates

ignio BENEFITS



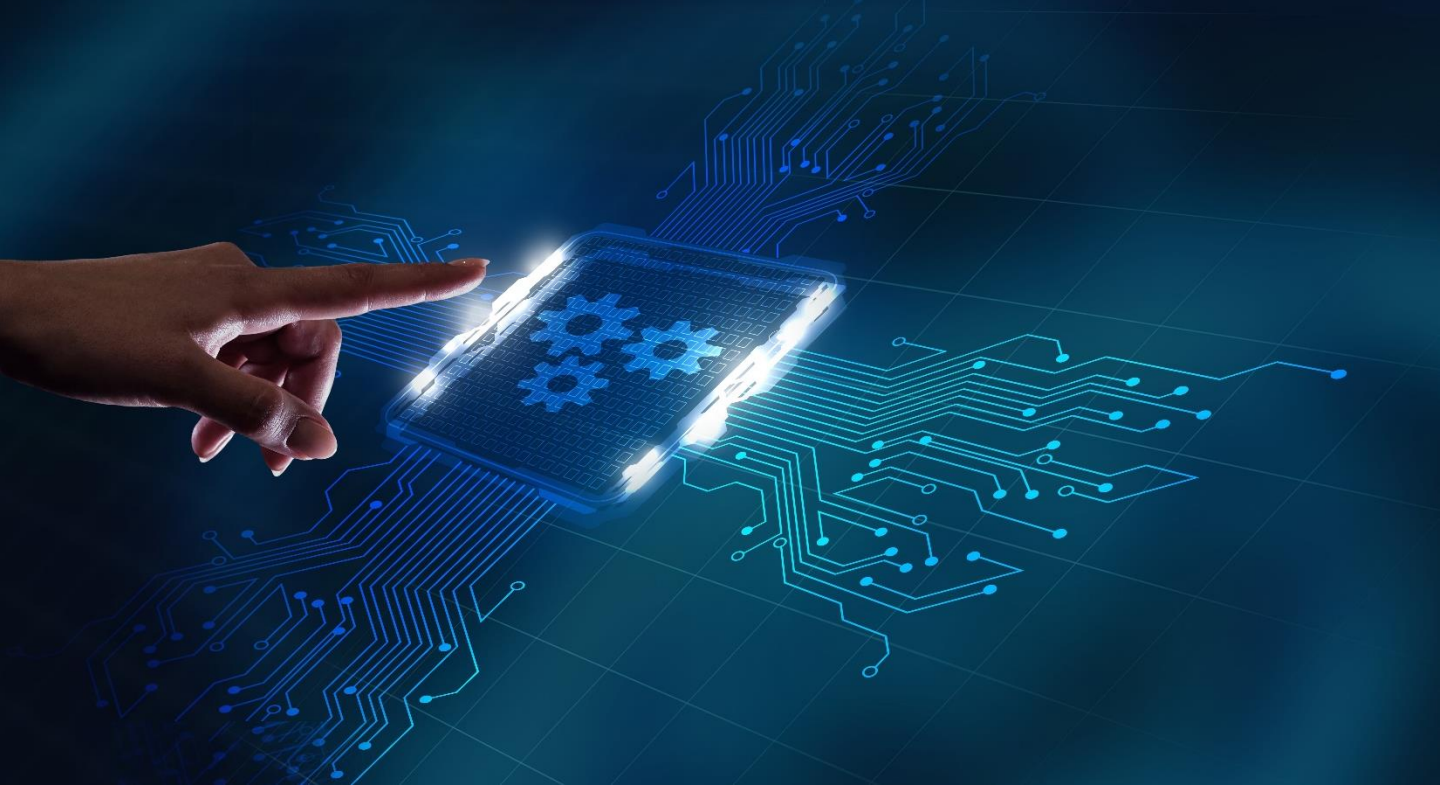
80% reduction
in manual efforts



~25 service requests
automated by ignio daily



95% reduction
in MTTR



THE PROBLEM – User Onboarding/Off-boarding via ignio AI.ERPOps

The customer works with a lot of short-term contractors during peak seasons across multiple stores. This results in over 12,000 onboarding and off-boarding requests every year across 13 SAP production landscapes. Each request would, on an average, consume 3-5 days resulting in workers being unproductive, compounded with frustration of having to spend a week chasing for approvals and accesses.

THE SOLUTION

ignio simplified and accelerated the fulfillment of requests by automating a straight through process with ignio User Management across 13 SAP production landscapes. ignio's User Management Capability is configured with multiple composite operations that include Create user, Change roles, Extend validity, validation in AD and so on.. ignio reduced the user onboarding/off-boarding time from 3-5 days to 10 minutes.

ignio BENEFITS



1000+ tickets resolved by ignio monthly



12,000+ tickets eliminated from L1 queue annually



95% improvement in MTTR

KEY VALUES DELIVERED

- Enhanced end user experience with productive staff
- Audit compliance records with quick onboarding/off-boarding
- Eliminated short-term worker unproductivity and frustration with quick access and authorization