Coop Denmark

Achieves near-100% Workload Automation by Switching to Stonebranch solution

The leading Danish supermarket chain replaces BMC Control-M with Stonebranch Universal Automation Center as a strategic workload automation tool.

Background

With 1,200 stores and 38,000 employees, Coop Denmark has a 38 percent market share of the Danish grocery trade.

The company uses a mainframe and many distributed, open systems to process its data. As it grew, it acquired smaller grocery chains. The need to integrate their IT systems resulted in an increasingly complex IT infrastructure.

The company's BMC Control-M application struggled to accommodate workloads as the variety of systems continued to increase.

Challenges

Within three to four years, Coop Denmark expected the volume of tasks it had to process each day to increase from 20,000 to 100,000.

BMC Control-M software would not support this growth because of difficulties with integration and a lack of transparency.

The IT team sought a more universal tool that could both support this growth and seamlessly accommodate applications such as SAP, one of the company's 10 standard platforms.

Results

- As many as 100,000 tasks processed daily, automatically

- 83% faster, $60,000* less expensive implementation than with BMC

- More than $275,000 a year saved on audit preparation time through automations

- $44,000 saved in training costs

Solution

Industry recognition, direct talks with Stonebranch, and a live demo convinced Coop that Stonebranch Universal Automation Center was the right fit. Other customers spoke highly of Stonebranch's solutions and its support.

The implementation experience confirmed these convictions: Stonebranch had the Universal Automation Center up and running at Coop in just two weeks, 83 percent less time than the three-month installation of its previous BMC solution, and at $60,000 less cost.*

Stonebranch's automation conversion tool played a significant role in reducing the solution's time to market by reducing conversion time by 50 percent. Additionally, by taking advantage of virtual machines to run its Universal Automation Center solution, Coop is saving $28,000 a year, according to the company's calculations.

Another time saver was the support Coop received during and after the implementation. Leon Bredo Jensen, Coop Denmark's IT Operations Manager, recalls how his team wasted two weeks trying to make changes to Control-M, while Stonebranch resolved similar requests within an hour.

As Coop aimed to expand its workload automation user base from 25 to 50, it was thankful it didn't have to spend 8 hours to train each user, as it had with BMC. With the highly intuitive Stonebranch software

requiring only 2 hours of training per user, Coop calculated that it would save $44,000, freeing up 300 staff hours for more value-added tasks.

Results: Return on Automation*

"With Stonebranch automation, we can process complex workflows 20 percent faster than with our prior solution, and processes are complete hours earlier," says Leon Bredo Jensen. Automated batch flows alone are saving two hours a day. And with no abnormal ends (ABENDS) to handle, Coop has reduced its production backlog by 25 percent.

With nearly 100 percent of its processes under Stonebranch automation, Coop has achieved a complete transparency that enhances and eases compliance and simplifies audits.

These audits – comprising between five and ten tasks – used to take up to 10 staff hours every day to perform manually.

With the Universal Automation Center, it takes just a quarter of the time, saving Coop more than $275,000 a year in audit preparation time, and again, freeing up staff for higher-level tasks.

"Prospects are good," Leon Bredo Jensen says, for a worthwhile Return on Automation.*

* Return on Automation (RoA): the investment in automation and the right automation tool pays off in a short time and returns many benefits. These include higher efficiency, faster processes, greater process reliability, higher data throughput, seamless integration, and higher production. Theoverall result is an increase in profits.

Leon Bredo Jensen
IT Operations Manager, Coop

"We can process workflows 20 percent faster, and processes are complete hours earlier."

ABOUT STONEBRANCH

Stonebranch provides modern automation solutions that simplify mission-critical IT business processes reliably and securely across complex and diverse IT environments. Stonebranch clients include some of the world's largest financial, healthcare and technology institutions.

Founded in 1999 and headquartered in Atlanta, Georgia, Stonebranch has offices throughout the world, including the US, Germany, Canada, United Kingdom, Netherlands, Greece, Spain, and the European headquarters in Frankfurt, Germany.