

StableNet

Success Story

LIDL is a German discounter supermarket chain which reckons among the most successful discounter in Europe. The company is part of the Schwarz holding and is based in Neckarsulm/Germany. LIDL operates approximately stores, with locations in most of the European countries. The infrastructure in these countries is comparable to the structure of LIDL Germany. There are about 35 warehouses located in Germany which are in charge of nearly 3.500 stores. Every store is connected per VPN with its warehouse and the headquarter of LIDL Germany.

Requirements of LIDL

1. Reachability between store and warehouse

Different business processes depend on the connection between stores and warehouse - e.g. every evening the retail sales figures are transferred to the warehouse to deliver in time sold goods for the next day.

2. Reconfiguration of stores

The assignment store warehouse is periodically checked and stores are moved to other warehouses if this assignment improves the overall utilization of the warehouses. The reassignment process includes different configuration changes, changes of assigned VPNs and adjustment of access-lists. By order of the amount of store-reallocations, this process should occur automatically to shorten reallocation time and to decrease the amount of errors.

3. Monitoring of the stores and the internal business processes

All important devices (routers, POS, servers, etc.) and the depending business processes should be monitored. This information should be displayed in the business-cockpit at the headquarters.

Customer's Benefit

LIDL decided in favour of StableNet, because all requirements are fulfilled providing the following benefits for LIDL:

1. Reachability between store and warehouse

Because of the automatic and periodic observation of the connection between the stores and its specific warehouse, missing transmissions of sales figures are identified in time. This guarantees to LIDL efficient supply to the stores.

2. Reconfiguration of Stores

Reallocations could be done much faster and with less mistakes. In addition, all store information is managed centrally by StableNet. This standardisation improves the adjustment for new employees.

3. Monitoring of the store and the internal business processes

StableNet ensures a central monitoring of all devices and services within the stores. This leads to high cost saving effects and better service to LIDL customers.

Following scenarios of a quick ROI of StableNet are exemplarily instanced:

- New price lists will be periodically deployed on the tills. Before the introduction of StableNet the branch office manager had to check every till manually to ensure that the new pricing lists had been transferred. This inspection process was not always executed correctly and is fault-prone. Wrong prices leads to reclamations which causes delays for other customers. StableNet checks the deployment of the master-data and alarms LIDL headquarter if the data is not up-to-date. If necessary the master-data can be rapidly rectified.
- Statistical investigation of availability of stores and its components allow a quick identification of systematic problems (e.g. overheating of tills) to solve them. True to the motto: "You can only manage what you can measure".
- Because of the monitoring of the hardware components like temperature of devices or battery state of UPS it is also possible to examine external service providers in a better way. It is possible to decide which component caused the error and which components should be repaired or replaced.

Flexible Customising

Based on the modular structure of StableNet, specific customer requirements (e.g. interfacing with SAP) were supplied in a short amount of time and a full integration in the existing customer process was delivered. All these points together results in a successful StableNet implementation at LIDL.

StableNet

StableNet is a next generation service assurance solution. Service provider, enterprises and public sector IT departments trust StableNet to increase service levels to their users by reducing or preventing service disruptions and enhance quality of experience by proactively managing their services. StableNet® covers all working tasks of a network administrator using the FCAPS model:

- F – Fault
- C – Configuration
- A – Accounting
- P – Performance
- S – Security

StableNet comes in three editions -Express, Enterprise, Telco - which are optimized for the requirements of the different user segments.

Infosim

Infosim designs, develops and markets StableNet, a software solution for Service Assurance and Service Fulfillment. StableNet is designed to address the operational and technical challenges of managing distributed and mission-critical IT infrastructures. Infosim was founded in 2003 and is headquartered in Germany. Infosim distributes and supports StableNet through regional headquarters, global channels and an Infosim Certified Partner (ICP) network.