Coop

» BMC Control-M ensures critical SAP jobs run to completion and on time to keep store shelves stocked and customers happy

BENEFITS OF BMC CONTROL-M WORKLOAD AUTOMATION

» Reliable workload automation capabilities ensure that critical SAP jobs are completed on time

» Automated alerts notify the staff immediately when issues with batch jobs arise, enabling proactive response

» With a staff of only three administrators and 10 other people, Coop is managing 140,000 job runs a day across multiple SAP systems

» Self Service enables users outside the Control-M team to view job processes and, ultimately, will allow them to restart their jobs

» Control-M scalability supports an expanding number of jobs as a result of both organic growth and acquisitions

GEOGRAPHY
Switzerland

INDUSTRY
Retail

SOLUTIONS
BMC Control-M

The Coop Group began as a retail cooperative in Switzerland in 1890. Since that time, this leading Swiss retailer has expanded its reach into a number of markets. Among the many Coop outlets today are 828 Coop supermarkets; department stores (Coop City); Coop Building + Hobby, Switzerland's leading building supplies store; coop@home, a web-supermarket with home delivery; Coop Mineraloel, a network of filling stations, which is market leader with its Coop Pronto convenience stores. Coop also owns consumer electronic markets (Interdiscount), furniture stores (Toptip / Lumimart), a perfumery chain (Importparfumerie) and a jewelry chain (Christ Uhren & Schmuck).

Coop employs more than 75,000 people and has nearly three million members who help the organization maintain a firm position among consumers. Key to its business success and competitive edge is maintaining optimized business processes supported by an IT infrastructure that includes SAP-based enterprise resource planning (ERP) and an SAP-supported point-of-sale (POS) system. The infrastructure processes about 12,000 batch jobs each day, many of which run multiple times each day. That translates into approximately 140,000 job runs daily. Any interruptions or delays in this daily processing could have a severe impact on the business – directly affecting store inventory and pricing.

Coop has been using BMC Control-M for more than 10 years to automate and manage scheduled SAP processing and ensure that batch jobs run on time. Over the years, the

staff has upgraded the Control-M implementation to take advantage of the latest capabilities. Most recently, the team installed Control-M Self Service to extend the capabilities of Control-M to other IT groups as well as to business users.

KEEPING SAP HUMMING

SAP is at the heart of Coop's business processes. For example, SAP plays a critical role in product logistics, determining which, how many, and when products need to be delivered to each store, and then preparing the orders and submitting them to store managers for approval. SAP also keeps the POS system up to date as prices fluctuate due to promotional offers, discounts and other changes.

Any interruption in SAP processing could delay needed product deliveries to stores, causing stores to run out of products or preventing newly announced products from reaching store shelves on time. In a business that is as competitive as retail, there is a high risk of customers quickly becoming dissatisfied and shopping elsewhere, resulting in lost sales and lower revenues. Moreover, if pricing updates are not delivered to the POS system in a timely fashion, prices charged would not match published prices, affecting both customer satisfaction and Coop's profitability.

Currently, Coop runs a total of 107 SAP instances for development, test and production. An enormous number of SAP batch processes run, and many of these processes interact with each other and with other systems.

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STEPHAN CONRAD
ICT-SYSTEM-SPECIALIST PROFESSIONAL

"We have job flows that start a batch process in one SAP system, transfer the data to another for processing, and then return the processed data to the first system," says Stephan Conrad, ICT-System-Specialist Professional. "Some jobs have to run every minute. We just couldn't handle this workload complexity and volume without the automation provided by Control-M."

EARLY ALERTING, FAST RESPONSE

Rapid detection and reporting of job processing issues is a business imperative because so many of the jobs relate to critical business processes that keep cash registers working and store shelves stocked. Control-M continually monitors job flows and provides an end-to-end view of the entire process. When any delays occur in a job run, or if a job stops unexpectedly, Control-M immediately generates an alert and indicates the problematic component. Color coding makes it easy for staff to spot impending problems.

The Control-M team takes full advantage of this monitoring and reporting and has instrumented all the important job flows, so the team can closely monitor

the status of job processes. If a problem alert is issued, the team can see the problem source at a glance and initiate action to restore proper job execution.

SELF SERVICE FOR GREATER EFFICIENCY

The Control-M team has recently implemented Self Service to extend controlled, role-based access to other stakeholders in IT. Initially the team is providing service views, which gives stakeholders visibility into their job processes. In time, the team will allow these stakeholders to perform certain core Control-M functions such as restarting jobs.

This self-service approach will increase efficiency and productivity by eliminating the need for these stakeholders to contact the Control-M team every time they need information or a job must be restarted. They will no longer have to spend time tracking down a Control-M team member for assistance.

"That means we won't have to get up in the middle of the night to perform routine restarts for our business users," Conrad noted. "They'll be able to do it on their own, from the office or even from home. That will take a considerable load off of our team while ensuring that jobs are restarted as quickly as possible."

Self Service is also enabling business users to order individual jobs and entire job flows through a fully controlled and audited online service catalog. Users simply fill in an online request form. The team receives

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the request and defines the requested job in Control-M. Most of the time, this form provides all the information needed to define the job. For more complex jobs, the team works with users to ensure that the job is defined in a way that meets their needs.

ACCOMMODATING GROWTH

Coop is continually growing, both organically and through acquisition. Control-M provides the scalability and flexibility needed to support this growth. For example, in 2011 Coop acquired Transgourmet Holding, a cash-and-carry business. The acquisition required that the team convert 200 jobs from Howeg, a part of Transgourmet Holding, to Control-M. The only source of input was a set of 200 Microsoft Word documents containing basic scripts that convert the documents to Excel spreadsheets.

The openness of Control-M facilitated the task. Conrad created a script to convert the Excel spreadsheets to XML. He then imported the XML file directly into Control-M. Conrad noted that if he had to do this conversion manually, it would have taken two to three times the effort and also increased

the risk of error.

CUSTOMER'S FINAL WORDS

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ABOUT COOP

Coop is the largest retail and wholesale company in Switzerland. Coop Group operates store formats in the food, nonfood and service sectors. Coop offers the greatest choice of brands in Switzerland and has a broad range of environmentally friendly and socially responsible products, as well as sustainability achievements along the entire value chain. With the full takeover of the Transgourmet Group in 2011, Coop increased its domestic and international commitment in the catering and wholesale supplies business. In total, the Coop Group has over 2,000 retail outlets in Switzerland and over 100 cash-and-carry markets in Switzerland and Europe. The Coop Group has a workplace of approximately 75,300, with 51,300 in Switzerland.

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