



...about the Company

With a range of over 60,000 products, Sligro is the largest food wholesaler in the Netherlands. It serves retailers and food service companies including stores, supermarkets, restaurants and caterers.

Sligro's infrastructure encompasses more than 70 Windows servers and approximately 60 iSeries systems. Protecting business processes supported by this infrastructure from downtime is crucial to Sligro. This is why Sligro decided to permanently monitor its business processes and infrastructure with Tango/04 VISUAL Message Center.

The Challenge: Order Processes and Infrastructure

Order processes are the heart of Sligro's business. Orders from large accounts are entered directly into the system, while orders from smaller accounts come in by handheld terminals or Electronic Data Interchange (EDI).



If an order gets lost, the Sligro store that placed the order may not be supplied the next day. The result is that articles won't be on stock and the store will have to say no to a customer. Customers may try a store of a competitor and never return to a Sligro store again, as customers in this line of business switch very easily.

"Without the electronic receipt of orders our business comes to a complete standstill," says Alex Manders, IT Manager at Sligro. *"It is therefore extremely important that the order process can be carried out at all times and that the underlying infrastructure is working correctly. Not a single order may get stuck in the systems without anybody noticing, or worse, get lost altogether."*

Sligro's electronic highway consists of a complex infrastructure counting more than 130 servers. In addition there are many other network critical components, among which the twenty-odd modems for receiving orders. Every order follows a lengthy path through this infrastructure, so it must be handled quickly and with the highest attention to detail.

However, no matter how perfect an infrastructure is, components can fail at any time. Also, software can sometimes cause mysterious delays or errors that are not always noticeable right away. In the event of errors it is extremely important to immediately trace the cause and show the impact it has on the business processes.

The Problem

Sligro Food Group's IT department must monitor its infrastructure to secure 24/7 processing of electronic orders

The Solution

IT Operations Monitoring with Tango/04 VISUAL Message Center

Choosing a Solution

Sligro had a number of criteria that were essential to selecting a solution. The solution had to be very scalable, provide an increased speed of handling orders and be implemented by a professional provider.

Alex Manders asked for advice from PST Business Solutions, Tango/04's Business Partner in the Netherlands. After careful investigation a Proof of Concept was created for the complete monitoring of Sligro's business processes using Tango/04's VISUAL Message Center.

"A Proof of Concept is in fact a test project, where you quickly and adequately prove that the selected solution will meet all needs and assumptions of the customer," says Olaf van Dam, General Manager of PST Business Solutions. *"To meet Sligro's goals, the clear choice was Tango/04 VISUAL Message Center, capable of doing exactly what they wanted."*

From the start, high standards were set. Order processes were to be continuously monitored, 24/7. In addition all IT components on the network had to be monitored and protected proactively from any workstation.

"For the implementation of the Proof of Concept a team was created with participants from both Sligro and PST Business Solutions," explains Arnaud de Wilde, Director of Services and Support at PST. *"This allowed for the quick and professional implementation of a configuration that protects the carefully defined decision indicators and provides the appropriate escalation schemes. That is how we ensured that events were correctly and immediately delivered to the appropriate person in the organization, thereby saving time and preventing miscommunication."*

"Without the electronic receipt of orders our business comes to a complete standstill"



Dennis Wolf, of PST Business Solutions (Tango/04 Business Partner), handing over the Training Certificate to Hans Theunissen, of Sligro, for attending the Tango/04 Advanced VMC training program

Implementing an IT Operations Management Solution

After a successful Proof of Concept and the management presentation, Sligro decided to go ahead with the company-wide implementation of VISUAL Message Center.

Sligro adopted a gradual approach to implementing the application. By brainstorming in advance and creating time for the necessary analysis and execution required, Sligro took full advantage of the increasing insight of the team as the project progressed. It also allowed Sligro managers to attend to their important daily tasks.

IT Operations Management with Tango/04

VISUAL Message Center, Tango/04's IT Infrastructure & Operations Monitoring solution, has been designed with simplicity in mind. Its unique ease of use ensures a quick implementation, an easy operation and maintenance and full scalability to evolve your monitoring project into a full-scale Business Service Management (BSM) environment.

VISUAL Message Center helps companies obtain the maximum output from their IT infrastructure by simplifying the management of their critical technical components and business processes across distributed systems.

Businesses benefit from increased datacenter productivity, maximum availability, optimal performance and a more cost-efficient management of their IT infrastructure.

With average deployment times in the range of a few days or weeks, VISUAL Message Center delivers tangible value to companies of all sizes in a fraction of the time required to implement other monitoring frameworks.

Continuous Monitoring Increases Profit Margins

In purchasing VISUAL Message Center Sligro chose to work with a perfect scalable solution for the continuous monitoring of business processes, applications, databases and infrastructure components.

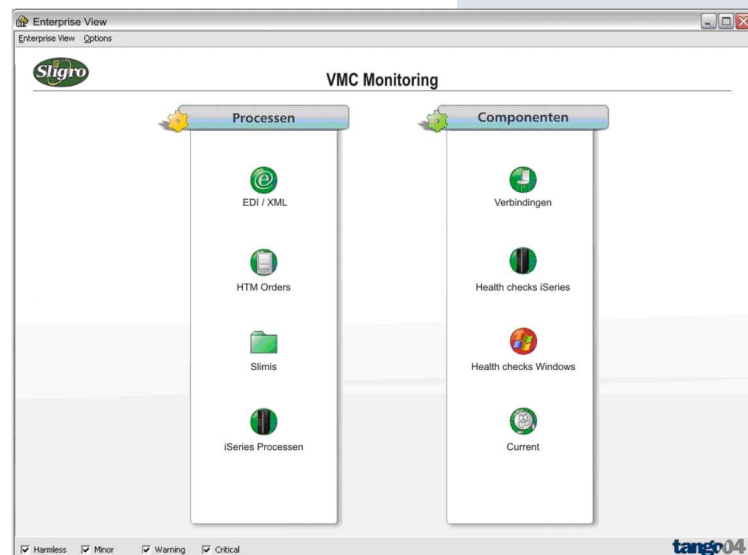
Issues in the systems are immediately noticed, escalated, corrected and reported.

"Thanks to the IT process modeling and infrastructure monitoring capabilities of VISUAL Message Center, it was very easy for Sligro to implement a solution that can monitor in real time their operations and the critical ordering processes on which the company's success depends," says Jenko Gaviglia, Tango/04's Director of International Sales.

Visualization of the processes plays an important role, too. Visual management displays show in real time what errors occur, what the root cause is and what impact it has on the business process in question.

The automatic and continuous protection of Sligro's business processes with VISUAL Message Center leads to an increased availability, providing significant time savings and ultimately increasing Sligro's profit margins.

The automatic and continuous protection of Sligro's business processes with VISUAL Message Center leads to an increased availability, providing significant time savings and ultimately increasing Sligro's profit margins.



With this VISUAL Message Center dashboard, Sligro can control at a glance the health status of its critical business processes (left) and their IT infrastructure components (right). A red icon warns IT operators of critical events. Learning the root causes of any problem in real time is as easy as clicking the icon.

With Tango/04 Visual Message Center, Sligro can be 100% sure that orders that have been placed will get delivered.