

Legacy infrastructures rapidly transformed - while business continues as usual

New Zealand Retail Group

industry:

Wholesale & Retail

country:

New Zealand

business challenge:

Lost revenues due to cumbersome operations and limited integration of an acquired supermarket chain with legacy IT infrastructure

solution:

Comprehensive IT support incorporating full service desk and network monitoring functionality

services:

- Full lifecycle support and management for the client's data, voice and mobile environment

results:

- The joint solution offering mapped perfectly to the client's requirements
- Our formalised, structured, best practice aligned approach ensured that the transition was a seamless and professional exercise
- Legacy infrastructures were rapidly transformed without business continuity being negatively impacted

Executive Summary

After acquiring a new supermarket chain in New Zealand, our client needed to ensure that its new **operations were quickly and seamlessly integrated** into its technology environment.

Dimension Data and another service provider elected to join forces and submit a joint proposal, based on IT Service Management (ITSM) best practices. The engagement has proven to be a win-win outcome for all parties and Dimension Data and the other service provider's complementary strengths have given the client a holistic solution and facilitated the smooth integration of the new operations into its business.

Client Overview

Our client is a premier retail group with a presence across a range of national retail channels, all of which provide clients with quality, range, value and low prices. Major streams of business include grocery, petrol, liquor, electronics, wholesale grocery, general merchandise and online shopping and banking. The company recently purchased a number of new outlets in New Zealand, bringing the total number of stores in this country to over 200.

Business Challenge

Upon acquiring a new supermarket chain, the client needed to ensure that its new operations were swiftly integrated into its greater technology environment. The challenge was heightened by the fact that the newly acquired supermarket chain's existing systems were out of date and a comprehensive technology refresh was called for. "On number of occasions shoppers were unable to purchase groceries, due to systems being unavailable. In a retail environment this is unacceptable, as downtime of any sort translates directly into lost revenue and damage to one's corporate reputation. The company needed the assistance of a partner to ensure that legacy infrastructures were rapidly transformed without business continuity being negatively impacted," explains Brenda Borrows, Dimension Data's manager service delivery. Time was also of the essence: Ensuring that the transition was complete by the end of 2008 was a business imperative. Thereafter, the client needed a technology partner who could provide proactive network support and management, on an ongoing basis and also assist it in identifying areas for future improvement. Other key business drivers included the need to reduce the cost of doing business through improvements in supply chain, back office processes and inventory control.

“Dimension Data’s approach to service delivery aligns to and supports the client’s IT procurement model.”

Brenda Borrows

Relationship History

In November 2007, Dimension Data and another IT service provider were awarded a joint - contract to integrate the client’s newly acquired operations into its business. We subsequently built on this success and secured a three-year contract to provide full lifecycle support and management of the client’s data, voice and mobile environment.

Services Provided

After gaining a thorough understanding of the retailer’s technology requirements and challenges, Dimension Data and the other service provider designed a comprehensive service management solution, which leveraged industry best practices. Thereafter, the solution was deployed and the transition and transformation plan was rolled out.

Dimension Data and the other provider then assumed joint responsibility for full lifecycle support and management for the client’s data, voice and mobile environment. “This includes the proactive and reactive management and maintenance of all data devices within the client’s environment at sites that have been transitioned to us for support,” notes Borrows.

Our Service Desk provides the client with a single point of contact for all service requests, while our network monitoring system keeps track of all Incidents and Changes logged and provides real-time monitoring and alerts. In addition, the client’s personnel can access our web-portal to view the status of any service request, at any time.

How We Delivered

Dimension Data demonstrates a holistic approach to service delivery with its Services Continuum, allowing clients to engage in at any point and in any order.

At each stage, Dimension Data uses proven methodologies, which are governed by industry best practice and integrated toolsets.

Our initial engagement with this client was in the **Plan** Service function where we designed the service management solution with another IT Service Provider using ITSM best practices. Next, as part of the **Build** Service function, we implemented

“Dimension Data’s approach to service delivery aligns to and supports the client’s IT procurement model.”

Brenda Borrows

Dimension Data’s manager service delivery the transition and transformation plan. Thereafter, as part of the **Support** and **Manage** Service functions, we took responsibility for full lifecycle operations of the client’s network environment. Finally, in the **Improve** Service function we ensure continual service improvement according to the client’s changing business requirements.

Value Derived

Dimension Data’s approach to service delivery aligns to and supports the client’s IT procurement model. Like an increasing number of Dimension Data’s clients, the retail group is reaping the benefits associated with a selective approach to sourcing IT, commonly known as multisourcing. Up until recently organisations had two options when it came to managing their IT operations: they could either outsource their entire IT infrastructure to a service provider or they would keep it in-house. Multisourcing offers a third option that combines the best features and benefits of both these traditional approaches. Multisourcing is a fluid and adaptable approach that allows clients to outsource specific parts of their IT environment to ‘best-of-breed’ service providers, while they retain other IT functions in-house.

Dimension Data’s ability to operate effectively in a multisourcing environment is brought to bear in this engagement. The joint-solution offering put on the table by Dimension Data and our partner was carefully crafted to ensure each party’s respective strengths would be brought to bear within the engagement with the client. What’s more, our network management role requires us to interact and collaborate extensively with the client’s other main suppliers, both in New Zealand and abroad.

Risk mitigation

The client could not afford to operate a network that was not robust and reliable. When the group acquired the new supermarket chain in New Zealand, it needed to ensure that new infrastructure was speedily deployed and that any teething pains were kept to a minimum. For this reason, the retailer was very impressed by our service transition capabilities. “Our formalised, structured, best practice aligned approach gave the client the confidence that the transition would be a seamless and professional exercise,” says Borrows.

Best practice approach

Dimension Data’s approach to service delivery is based on proven systems and industry best practices and standards. IT Service Management (ITSM) introduces a structured approach to IT service delivery and it therefore lends itself well to the multisourcing procurement model that the retail group has adopted. By creating a common language, ITSM helps establish and maintain clear channels of communication between the business and IT, as well as the IT department and external service providers. This in turn helps to mitigate risks and accelerate the attainment of the client’s business goals.