



2,700+ stores supported


6-week implementation


Real-time problem resolution

## DELHAIZE GROUP

### Delhaize Group

 **INDUSTRY**  
Retail

 **CHALLENGE**  
Improve availability of critical Delhaize database and applications.

 **SOLUTION**  
**MainView for DB2® and MainView AutoOPERATOR for z/OS®** automate routine tasks and provide a single point of control to view complex IBM® DB2® environments.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

**BMC – Bring IT to Life**

# Leading European retailer Delhaize Group generates \$29B per year in sales with superior mainframe automation

## BUSINESS CHALLENGE

Delhaize Group is one of Europe's largest food retailers with \$28.8 billion annual sales. The company's success depends on optimal availability and performance for its IBM® mainframe, which runs critical applications 24x7 to support just-in-time, high-quality retailing across its 2,760 retail stores. This makes it essential for IT to mitigate the risks of mainframe outages and missed deadlines.

## BMC SOLUTION

MainView powers real-time and historical mainframe monitoring, automation, and proactive problem resolution to improve the availability of critical Delhaize databases and applications.

## BUSINESS IMPACT

By standardizing on an integrated mainframe automation solution from BMC, Delhaize Group has rapidly implemented easy-to-use, powerful, rule-based automation. The solution automatically detects exception conditions and provides corrective actions to fix problems before they cause outages.

- Rapid implementation accelerated time-to-value with just two weeks for installation and preparation, one week for education, and three weeks for migration, including comprehensive testing and validation.
- Improved availability of critical Delhaize databases and applications supports just in-time, high-quality retailing.
- Automatic detection of exceptions conditions improves IT productivity and responsiveness.
- The solution provides corrective actions to fix problems before they cause outages for reliable business support.

“BMC’s MainView is the primary monitoring tool for all our mainframe processes. We deployed the solution quite recently; the aim being to introduce a monitoring and automation solution that was more efficient and easier to maintain,” says Delhaize Group’s mainframe section leader. “BMC offers Delhaize one integrated solution, not different components from different suppliers.”