



# Delhaize Group

» Leading Belgian Retailer Automates Mainframe Operations with BMC Software

## BEFORE

- » Relied on suppliers and consultants for monitoring information
- » Reporting processes could take days
- » Service level reporting only available intermittently
- » Outcome of in-store promotions and day-to-day store performance reporting delayed

## AFTER

- » Improved availability of critical Delhaize databases and applications
- » Support for just-in-time, high-quality retailing
- » Automatically detected exception conditions
- » Provided corrective actions to fix problems before they caused outages



### GEOGRAPHY

Brussels, Belgium

### INDUSTRY

Retail

### SOLUTIONS

BMC MainView for DB2

BMC MainView AutoOPERATOR  
for z/OS

How does one of Europe's largest and most successful retailers mitigate the risks of mainframe outages and missed deadlines? That was the challenge facing Delhaize Belgium. With a network of more than 800 retail stores, low availability and performance were simply not an option. By standardizing on an integrated mainframe automation solution from BMC Software, Delhaize Belgium has rapidly implemented easy-to-use, powerful, rule-based automation. The company has increased availability of its critical databases and applications, automatically detected exception conditions and introduced corrective actions to fix problems before they caused outages.

### A RETAIL HISTORY THAT REACHES BACK TO 1867

A network of 2,760 retail stores, 138 thousand staff, sales of \$28.8 billion, and profits of \$717 million (2009) are testimony to a wildly successful international food retail organization. In fact, Delhaize Group is one of Belgium's success stories, boasting a history that reaches back to 1867 and which today extends to six countries (United States, Belgium, Greece, Romania, Indonesia and Luxembourg) across three continents.

Delhaize's leading position in food retailing is built through strong regional companies going to market in a variety of food store formats, with these operating companies benefiting from the group's global strength and best practices. And that applies as much to technology as it does to the company's retail operations. Delhaize Belgium's IBM mainframe is a catalyst for the company's success, with critical applications running 24x7 in support of just-in-time, high-quality retailing.

The first core application running in the DB2 z/OS environment is the Average Cost Inventory System (ACIS), which supports the accounting and inventory of the stores directly owned and operated by Delhaize Belgium. The second application is the master database—the database goal here is to record all information relating to suppliers and products across all stores. Currently the database supports the Belgian retail network. The third critical application is for marketing. Five team members run regular queries in DB2 relating to all the tickets arising from 150 fully-owned stores.

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MAINFRAME SECTION LEADER

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It's critical that the performance of the mainframe meets the service levels to ensure the company can provide the real-time reporting demanded by the business. Without the needed system performance, throughput and availability, the reports which generate the real-time figures expected by the business would not be available when required. In essence, that means the business would not have sales figures from the previous week, the outcome of in-store promotions, and day-to-day store performance reporting. Ultimately, Delhaize Belgium would be operating in a non-compliant manner.

#### **REAL-TIME AND HISTORICAL MAINFRAME MONITORING**

BMC MainView is a key part of the retail company's mainframe operations. This real-time and historical mainframe monitoring and automation solution improves the availability of critical Delhaize databases and applications, by automatically detecting exception conditions and providing corrective actions to fix problems before they cause outages.

The implementation was swift and successful: two weeks for installation and preparation, one week for education and three weeks for migration, including comprehensive testing and validation. Delhaize Belgium mainframe section leader said, “BMC 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. BMC offers Delhaize Belgium one integrated solution—not different components from different suppliers.”

Previously, Delhaize Belgium had to rely on suppliers and consultants for monitoring information—a process that could take days. Now, the retailer has a single point of control for viewing and managing the most complex DB2 environments. This includes accounting information and statistics used for reporting and trend analysis. Moreover, BMC MainView is also increasing Delhaize's productivity by simplifying performance tasks and reducing cost. “BMC MainView monitors our DB2 environment to catch degradation, issue early warnings and drive automation to correct exceptions. All of this is vital in improving availability and reducing risk”.

To meet the demands for high availability, the Belgian retailer is also using BMC MainView AutoOPERATOR for z/OS which is integrated with BMC MainView. This combination streamlines and automates system management and operational processes across the IT organization. As an integrated component of Delhaize's BMC MainView solution, it provides swift transfer from problem identification and correction using the automation management product. The result is a single point of control to manage objects, reduced costs through automation and efficient, low CPU overhead automation rules.

"This is not just a technology solution; BMC Software is supporting business critical applications which are tightly aligned with the business. The reports arising from this monitoring are reaching the right people at the right time."

The deployment has been such a success that Delhaize Belgium is now extending the monitoring to support the company's open system platform. "We have a significant degree of confidence and trust in BMC Software. We can call their experts and they will answer".

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MAINFRAME SECTION LEADER

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## ABOUT DELHAIZE

Delhaize Group is a Belgian international food retailer present in six countries on three continents. At the end of the third quarter of 2010, Delhaize Group's sales network consisted of 2 760 stores. In 2009, Delhaize Group posted EUR 19.9 billion (USD 27.8 billion) in revenues and EUR 514 million (USD 717 million) in net profit (Group share). At the end of 2009, Delhaize Group employed approximately 138 000 people.

## BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended December 31, 2010, BMC revenue was approximately \$2 billion. Visit [www.bmc.com](http://www.bmc.com) for more information.

