

# Coop Norge Handel

## Coop Norge Handel Uses Nimsoft to Improve User Experience Across The Enterprise

### Challenge

Coop Norge Handel's disparate monitoring operations were to a certain degree lacking in comprehensive visibility and effectiveness.

### Solution

Coop Norge Handel implemented Nimsoft Monitor throughout its organization to measure the delivery of critical business services end to end, from the core to the user.

### Results

- Increased quality: IT staff can now drill down to the user level to gauge the effectiveness of service monitoring changes and process improvements.
- Allowed development of customized portals tailored to clients' individual needs.
- Reduced costs: Highly technical IT engineers now spend time developing and improving services because less expensive first-line support staff identify and resolve network incidents.

### Giant Norwegian Retailer Cost-Effectively Unifies Service Monitoring while Improving and Expanding Services

#### Background

Member-owned Coop, the second largest retailer in the country, operates 1200 specialized hardware, electronics, groceries, sports, and home ware stores. The company employs 22,500 people throughout its food services, warehouse, chain management, and distribution divisions and store network.

The Coop Norge Handel IT department has developed and delivered business services to corporate divisions for years. The organization supports one of the largest SAP ERP installations in Norway over a modern, fully redundant infrastructure. In the past year, the IT team's support charter has expanded to include Coop Norway's large network of stores.

Two years ago, due to anticipated rising demand, the IT organization took a long, hard look at its services delivery operations. Per Haakon Vestby, head of IT Department at Coop Norge Handel, explained that the goals were threefold: make sure it could continue to offer a steady stream of new business services, increase customer satisfaction through faster and more reliable services delivery, and reduce costs in the face of significant services growth.

#### Challenge

During the investigation, Coop Norge Handel IT found that while network and server monitoring was adequate, application and services monitoring was woefully deficient. At an organizational level, service level and quality goals were implemented. Service processes had definition and measurement goals were implemented, but not automatically measured.

As with many companies, the situation had developed out of a history of distributed IT operation responsibility. Application and services monitoring were performed manually at varied competency levels within each division using incompatible tools. The tools employed lacked the ability to monitor business processes and evaluate how the users experienced them.

Coop Norge Handel needed a comprehensive, unified monitoring infrastructure to measure performance commitments, communicate regularly with constituents, and quickly identify and respond to customer needs.

#### Solution

The goal was to contribute to the overall effectiveness of the organization by delivering stable and consistent services with defined SLAs.



### Nimsoft Case Study

Success depended on implementing a solid, comprehensive monitoring solution. Coop Norge Handel developed a list of carefully chosen features and capabilities. Nimsoft scored the highest among monitoring vendor offerings, with its winning combination of ease of use, comprehensive functionality, integration compatibility and compelling price model.

Nimsoft deployment moved steadily from initial pilot within the IT environment to implementing centralized, integrated monitoring of end-to-end SAP and other critical business applications across all warehouses and industrial units today. "The key word was 'easy'," noted Vestby. "Not only was Nimsoft easy to set up and understand, but it gave us the capability to dig down to the component and individual user level."

Nimsoft enables Coop Norge Handel and her group to measure access to services from the network core and server farms all the way to user desktops, regardless of location. Individual service delivery components are monitored from a common monitoring dashboard that provides up-to-the-minute status of application and database performance. Customized executive-level reports help division and store managers understand how performance numbers map to SLAs and how changes (or lack of changes) affect employee productivity.

### Results

Deploying Nimsoft has produced some unexpected benefits—uncovering hidden bottlenecks in the network as well as identifying change management and incident management processes that needed improvement.

"With Nimsoft, we finally gain control over the critical IT services that drive our business. Now we identify potential problems before division and store managers are even aware of them." Self-healing "service down" alarms automatically bring a service back online without any action from the IT staff, keeping critical 24x7 operations up and running more cost-effectively with less IT resources.

In 2007, second- and third-line specialists discovered 70 percent of critical incidents. Today, these incidents are caught by the first-line technical assistants who work most closely with the divisions and store managers. As a result, business services are restored much more quickly, and the highly skilled specialists can devote their time to application and services development.

"With Nimsoft, we are able to deliver more complex, higher quality services to a growing population with the same level of resources," Vestby noted.

### About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company's lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today's dynamic computing environments. Learn more at [www.nimsoft.com](http://www.nimsoft.com).

#### North America

##### Headquarters

U.S. toll free:

1 877 SLA MGMT (752 6468) 1 408 796 3400

Email: [info@nimsoft.com](mailto:info@nimsoft.com)

Web: [www.nimsoft.com](http://www.nimsoft.com)

#### United Kingdom

+44 (0) 845 456 7091

#### Norway & Northern Europe

+47 22 62 71 60

#### Germany

+49 (0)89 – 99 61 90 60

#### Australia

+61 (0)2 9236 7216

#### Brazil

+5511 5503 6243

#### Mexico City

+52 (55) 5387 5406

#### Singapore

+65 64328600

#### New Delhi

+(91 11) 6656 6667

#### Mumbai

+(91 22) 66413800