

Coop Consorzio Nord Ovest: Resolving Issues Early with SAP® Enterprise Support

Hunters and gatherers in Italy no longer fret. The survival activity now occurs within the well-stocked aisles of Coop Consorzio Nord Ovest's 200 stores and 2,500 sales points throughout the country. But stocking a nation is a grave responsibility, and the largest supermarket chain in Italy fulfills its task knowing the modern Italian lifestyle depends on it. This requires the supermarket giant to manage 100 terabytes of storage data, resolve incidents before they occur, and respond swiftly to customer needs.

Coop Consorzio turned to SAP Enterprise Support services to intensify its use of the SAP Solution Manager application management solution. Deploying the incident monitoring and management functionality smoothed business process operations. Coop Consorzio's confidence in its operational efficiency was reinforced as customers continued their hunting and gathering undisturbed.



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Hunting and gathering Italian style

Supergrocer provides endless choice – instantly



Objectives

- Increase operational efficiency
- Increase profitability and reinforce business continuity
- Eliminate manual incident management
- Use more features of the SAP® Solution Manager application management solution, specifically the incident monitoring and handling functionality

Why SAP

- Expert assistance in upgrading SAP Solution Manager and configuring system monitoring functionality
- Guidance in setting up reports that check the health of the system and serve as a basis for drawing up action plans for improving system performance and resource management

Benefits

- Automated incident management thanks to SAP Solution Manager
- Single source of truth throughout Coop Consorzio Nord Ovest
- Central system to manage all core system and incident monitoring
- Fewer business process disruptions, thanks to early detection of risk situations and proactive issue resolution

Why SAP Enterprise Support

- Continuous quality check services that help reduce risk to and disruption of business processes
- Ability to respond efficiently and effectively to the needs of the end user, including less downtime, faster response times, and more consistent business data

Company

Coop Consorzio Nord Ovest

Headquarters

Pieve Emanuele (Milan), Italy

Industry

Retail

Products and Services

Maintenance of IT systems and of logistics and order and procurement processes

Employees

300

Web Site

www.e-coop.it/consorzio-nord-ovest

"The implementation of SAP Solution Manager has made it possible for us to anticipate and resolve over 1,000 incidents a year without the customer ever noticing. That's our kind of software and our kind of service."

Caiazza Maurizio, Infrastructure Management and Technical Architectures, Coop Consorzio Nord Ovest

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