Monoprix Enriches its Catalog of IT Services for Continuous Improvement

MONOPRIX

Location: Headquarters in Clichy, France

Industry: Retail

Website: https://www.monoprix.fr/

Solutions:
- Ivanti® Asset Manager
- Ivanti® Service Manager
- Ivanti® Xtraction

Benefits:
- Complete automation of IT services
- Easier integration of additional operational tools
- Centralized tracking and management of assets
- Less time processing and fulfilling requests
- Better insight and control of budgetary balances
- More efficient Incident Management for over 3,000 employees

Founded in 1932, the Monoprix brand is a brand of the Casino group, established in 250 cities in France. With more than 700 stores and around 100 franchises abroad, the company is today the leading downtown big box chain.

At the same time, the brand is diversifying its points of sale in traffic areas, such as train stations, motorway rest areas and airports, in order to meet the needs of its approximately 800,000 daily customers everywhere.

Monoprix's ambition is based on local commerce, "French know-how" and sustainable development, values which are part of the intrinsic identity of the brand. With 2019 sales of 218 million euros, the company has 25,000 employees.

Monoprix has for several years been engaged in a profound digital transformation in order to support its growth strategy. It has always relied on innovation to adapt its offer through an omnichannel approach that combines e-commerce and sales in physical stores.

The Challenge

In a context of continuous improvement, Monoprix continues to standardize its IT infrastructure, streamline its tools and optimize IT service management. Until 2018, the company had an ITSM (IT Service Management) tool dedicated to reporting and resolving IT incidents: failures on the cash register system, loss of passwords, phishing attacks, erasure data, etc.

At the end of the support contract for its legacy tool, Monoprix decided to equip itself with an ITSM solution more in line with its needs. In October 2018, the IT production department then switched to Ivanti's ITSM solution: Ivanti Service Manager (ISM).

"We quickly realized the effectiveness of Ivanti's solution which, through its comprehensive and scalable management of IT services, offers much more than strictly IT incident management", observes Raphaël Rusterholtz, administrator of the Ivanti ISM tool within the IT Operations Department at Monoprix.

The Solution

For the past two years, the IT department has been deploying the Ivanti Service Manager suite, hosted in-house, which it also uses as a comprehensive database for key services and assets.

At the heart of the system, the CMDB (Configuration Management DataBase) lists all the information in a single place (software, hardware, users, processes, etc.), and manages the configurations (states, updates, interdependencies, etc.), changes , incidents as well as user requests.

Today, Monoprix therefore relies on Ivanti Service Manager to monitor, administer and deliver all of its IT services, as well as its 84,000 items of equipment that make up the IT park, including microcomputers, electronic payment terminals, scales, mobile solutions and other servers. This has shown results in increasing automation, centralizing orchestration, consolidating services, and improving operational efficiency.

Ivanti Service Manager allows the Monoprix team to develop forms, extract requests and build variables and provide in-depth monitoring of key indicators. "It is accessible to users via the intranet portal," explains Raphaël Rusterholtz. "And we have already enriched it with new modules, including Ivanti Asset Manager, both for in-depth management of almost 50,000 assets, but also to extend the service catalog to include HR businesses and general services.

The Results

Initial implementation happened in just two months, with incident management for more than 20,000 employees first put in place, delivering much more advanced and effective incident management than previously available with their legacy tool. Monoprix has also equipped itself with the Ivanti® Xtraction solution and has benefitted from detailed statistical measurements and real-time self-service dashboards. In particular, data extraction makes it

possible to assess the average processing time of resolutions by the teams.

Incident management is now much more advanced and above all much more efficient than with the old solution: Ivanti makes it possible to determine the origin and nature of incidents. For example, from a repeated incident observed on two separate data streams, it is now possible to take corrective action by simply changing the schedule of one of the streams. In other words, Ivanti eliminates potential incidents by proactively identifying these types of conflicts.

Likewise, the convergence of requests within a single service platform saves teams and administrators time in processing requests. Not to mention the mastery of financial balances: "The global orchestration of IT, associated with a detailed knowledge of the elements of the extended information system and the links existing between them, makes it possible to better anticipate and distribute budgets between the various departments," says Raphaël Rusterholtz."The Ivanti Xtraction tool makes it possible to break down costs and to value all the assets that are listed and associated with each business unit. This is a major gain in a context of constraint and budget optimization."

Monoprix's Governance & Steering Department intends to extend the solution to other business areas of the company, including procurement and marketing, by creating new forms. It also intends to take advantage of this global and managerial IT management for the benefit of change management, as part of the production of new projects (processes, applications) within the IT park.

Note: A customer's results are specific to its total environment/experience, of which Ivanti is a part. Individual results may vary based on each customer's unique environment.

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