

ONEVIEW™ AUTOMATION ENABLES MAJOR OPTIMISATIONS FOR SUPERMARKET CHAIN

▶ THE CLIENT

One of the largest supermarket chain stores in South Africa with over 1220 outlets. The brand operates throughout various regions in Africa.

1220
OUTLETS



▶ WHAT DID THE CLIENT NEED?

The client needed an automated, integrated solution that could be used for mass ordering IT infrastructure for new store openings. In addition to this, the client needed a solution that allowed for telecommunication spend chargeback integration with SAP in order to remove time-consuming manual processes.

1. ▶ HOW DID NEBULA HELP?



Through integration of the OneView Service Request module, and OneView's automated telecoms expense management functionality respectively, we were able to address and solve both of these issues.



2. ▶ What We Solved

Improved SLA Enforcement



Implementation of OneView™ gave insight into service levels received by service providers and made it possible to enforce SLA agreements

Automation of the telecommunication chargeback



OneView™ enabled automation of the telecommunication spend chargeback process for each cost centre, from the vendor invoice directly into SAP.

Automated purchasing of new store infrastructure

The OneView™ service request module provides integration with third party service request systems such as Infra, Remedy Force and ServiceNow. The feature allowed the retailer to order mass quantities of equipment directly through the OneView solution, thus drastically reducing the time it took to acquire IT infrastructure for new stores.

Visibility over Mobile Environment

Visibility over the mobile environment provided by OneView™ enabled the identification of un-used SIMs. These unnecessary SIMs could be cancelled, and the associating expenses mitigated.



Identifying billing irregularities



OneView™ functionality revealed that the fixed-line service provider was not applying the correct On-net discounts. This resulted in a credit of R1.8 million for the organisation



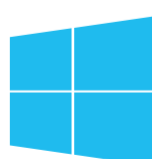
THE RESULT

Service Request integration shortened time taken to order IT infrastructure for new stores by **50%**

In terms of SLA agreements. The retailer realised an incident resolution rate of **100%** through the use of OneView

Cancellation of un-used SIMs, **reduced direct mobile costs by almost 40%**

SAP integration removed necessity for the manual processing of **over 25 000** invoice line items.



OneView™ is a Microsoft Gold Certified cloud Product. With Microsoft Azure cloud services, OneView can fully leverage the advantages of the cloud to provide our clients with a high performance, scalable system that enables next generation telecoms and business innovation.