

# Sainsbury's safeguards supply chain for over 800 stores and 100,000 online shoppers a week with CA Spectrum and CA NSM.

## Benefit Summary



### Customer Profile

Industry: Retail  
Organisation: Sainsbury's  
Employees: 150,000  
Sales: £18 billion (2008)

### Business Overview

Sainsbury's is one of the top three retailers in the UK, with over 800 stores throughout the country and a popular online shopping service offering both food and non-food products. The supermarket chain has around 18.5 million customers every week.

### Challenge

Sainsbury's online operations and supply chain rely on the availability of its IT infrastructure. Although the company's network is managed externally, the company has retained control of its DMZ (de-militarised zone), which provides a secure link to external systems and the Internet. A problem within this environment could impact the online shopping experience as well as product stock levels.

### Solution

Sainsbury's implemented CA Spectrum® Infrastructure Manager to monitor 1,800 devices within its DMZ and wider network. The solution provides intelligent alerts to problems and integrates with CA NSM, which is used to monitor 1,200 servers within the production environment and centrally consolidate system alerts.

### Benefit

Sainsbury's has better visibility of its entire IT infrastructure and can prioritise its response to problems, which means the retailer can safeguard the availability and performance of its critical DMZ environment. This in turn helps to prevent disruption to the supply chain and ensure customers' online orders are processed promptly.

*"A problem with the DMZ network could impact our availability to receive and process customer orders placed online. This is a growing revenue stream for Sainsbury's so any downtime could be extremely detrimental to our reputation and future growth."*

**Mark Foan**  
Team Leader, Production Services Group, Sainsbury's

## Business Overview

### Improving the shopping experience

With its first store opening in 1869, Sainsbury's is the UK's longest standing major food retailing chain. Sainsbury's is now one of the top three retailers in the country, with more than 500 supermarkets, over 300 convenience stores and in excess of 150,000 employees.

The company also incorporates Sainsbury's Bank — which is a joint venture — and Sainsbury's Online, which provides Internet-based home delivery services from 165 stores. On average, a large Sainsbury's store offers around 30,000 products and the retailer has around 18.5 million customers every week.

Since 2004, the number of Sainsbury's stores has increased by 30 percent. The company has identified five key areas to fuel further growth. These include:

- Great food at fair prices
- Accelerating the growth of complementary non-food product ranges
- Reaching more customers through additional channels, such as convenience stores, online home delivery operation and Sainsbury's Bank
- Increasing supermarket space — in June 2009 the company announced a new target of increasing its shop floor space by 15 percent by 2011. This 15 percent represents an additional 2.5m square foot of shop floor space
- Active property management.

## Challenge

### Secure and continuous supply chain

Sainsbury's operates the second largest online food retail business in the UK. With around 100,000 deliveries a week, Sainsbury's Online represents an important revenue stream for the company.

A reliable and cost-effective IT infrastructure is essential to Sainsbury's Online, as well as the day-to-day operation of the company's supermarkets. All Sainsbury's stores plus four business centres, 34 depots and a disaster recovery site rely on the company's network to process customer payments, manage the supply chain and support internal/external communication.

This wide area network and all local area networks are managed by Sainsbury's network service provider. Sainsbury's also operates a DMZ (de-militarised zone), which acts as a gateway for all external communications. This subsection of the network is highly secure and protects Sainsbury's core systems from external threats.

The DMZ network includes around 100 servers. It is crucial to Sainsbury's ability to communicate with suppliers and place product orders as well as its online shopping services.

Mark Foan, Team Leader for Production Services Group at Sainsbury's, comments, "A problem with the DMZ network could impact our availability to receive and process customer orders placed online. This is a growing revenue stream for Sainsbury's so any downtime could be extremely detrimental to our reputation and future growth."

*“CA Spectrum Infrastructure Manager is an intelligent solution with event correlation and fault isolation, so we only receive valid alerts and are not inundated with unnecessary noise. This means we can prioritise issues effectively and prevent duplication of effort.”*

**Mark Foan**

Team Leader, Production Services Group, Sainsbury's

Due to the nature of this network, Sainsbury's has retained internal control, with a specialist team taking responsibility for supporting and maintaining the infrastructure.

The team's existing network management solution was based on CA NSM and an older CA network management option. Sainsbury's required an updated network management solution that could provide visibility of all the DMZ devices and still integrate seamlessly with CA NSM.

## Solution

### **Comprehensive visibility of 1,800 devices**

Thanks to the positive track record of Sainsbury's existing network monitoring system, the company again turned to CA to help it find a new solution.

In July 2008, Sainsbury's deployed CA Spectrum® Infrastructure Manager, with assistance from CA partner DaraSoft Solutions. “DaraSoft has excellent knowledge of the CA solution and worked side by side with us throughout the implementation,” comments Foan. “As well as the knowledge transfer provided by DaraSoft, we also attended a CA training course, which equipped us with the information we needed to manage the solution on an ongoing basis.”

CA Spectrum Infrastructure Manager is used to monitor up to 1,800 devices within the DMZ and wider network to give Sainsbury's greater transparency of performance levels and aid management of its outsourcing partner.

### **Proactive problem management**

If a problem is detected within Sainsbury's DMZ infrastructure, an automated alarm will be raised. As Foan explains, “CA Spectrum Infrastructure Manager is an intelligent solution with event correlation and fault isolation, so we only receive valid alerts and are not inundated with unnecessary noise. This means we can prioritise issues effectively and prevent duplication of effort.”

These alerts are routed via CA NSM, which acts as the retailer's systems manager of managers. CA NSM also manages alerts from Sainsbury's hardware management systems and mainframe environment. “CA NSM provides a single interface for managing issues across 1,200 production servers. The solution is also integrated with our service desk system to automatically raise tickets for high priority issues,” comments Foan.

In addition to providing timely alerts to potential problems, CA Spectrum Infrastructure Manager provides Sainsbury's with weekly reports on network performance and specialised reports on an ad hoc basis. For example, Sainsbury's used the solution to identify unused network ports quickly and easily when reorganising its head office.

The solution's ease-of-use is a key benefit to the team, as Foan explains, “CA Spectrum Infrastructure Manager's One-Click interface is extremely intuitive and can be easily and securely accessed from any desktop within the team. This means that more people within the IT team are able to administer the solution, helping us to utilise our resources more effectively.”

*"Many of our operations rely on the DMZ network. By safeguarding its availability with CA solutions, we can minimise any impact to online shopping and ensure that our shelves remain fully stocked."*

**Mark Foan**

Team Leader, Production Services Group, Sainsbury's

## Benefit

### Safeguarding online shopping and the supply chain

Using CA Spectrum Infrastructure Manager, Sainsbury's has a comprehensive view of its DMZ environment. "We now have industry-standard, robust infrastructure management capabilities. The CA solution has built-in failover so is highly resilient," comments Foan. "CA Spectrum Infrastructure Manager helps us to better prioritise issues and resolve problems faster."

As a result, Sainsbury's is able to safeguard the availability and performance of its DMZ environment, which in turn helps to:

- Ensure that around 100,000 online orders are processed promptly every week
- Provide staff with continuous access to email and Internet
- Prevent disruption to the supply chain.

"Many of our operations rely on the DMZ network," comments Foan. "By safeguarding its availability with CA solutions, we can minimise any impact to online shopping and ensure that our shelves remain fully stocked."

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