Case Study

Landmark Group Charts New Horizons with Automic® Workload Automation

Client Profile

Organization: Landmark Group
Industry: Retail

Business	Challenge	Solution	Results
Founded in 1973 with a single shop in Bahrain, the Landmark Group is one of the fastest growing business conglomerates in India and in the Cooperation Council for the Arab States of the Gulf (GCC).	• Expand IT service without adding headcount. • Establish IT audit and compliance controls. • Integrate new Oracle Retail application with existing systems.	• Easy to use design environment. • Real time workload monitoring. • Oracle Retail automation templates. • Report content checking.	• Critical retail merchandising IT workload completes on time. • Each IT administrator saves 3 hours each day. • IT satisfies corporate governance directives.

Automic Workload Automation

Business

Founded in 1973 with a single shop in Bahrain, the Landmark Group is one of the fastest growing business conglomerates in India, and in the Cooperation Council for the Arab States of the Gulf (GCC), operating over 825 retail stores across the region and employing 24,000 personnel. The company is best known through its Babyshop, Centerpoint, eMax, Home Center, Lifestyle, Shoe Mart, Splash and other outlet brands. In addition to its retail activities, the group has diversified into the leisure, food, hotel, and electronics sectors.

Challenges

Landmark Group selected Oracle Retail to modernize its legacy IT systems for merchandising and warehouse management and to support further business expansion. With business processes spanning existing and new applications, the company recognized that extra automation would be required to ensure that the IT workload ran in the right order, at the right time, and that systems could talk to each other.

"As an organization we are reliant upon our information systems to support our business activities from merchandising through to HR," said Kirit Shah, CIO, Landmark Group. "For us to perform, we need all of these systems to be joined up. With our commitment to continued growth, it became apparent that we needed to automate the applications and exchange information through our business processes."

Landmark Group implemented Automic® Workload Automation to automate the IT application processes that perform many of the group's internal and external core business activities. The Automic solution ensures accurate and timely execution of IT tasks by removing errors, reducing latency, and minimizing risk in critical business processes. In addition, unique process templates reduce Oracle Retail deployment timescales.

Solution

A wide variety of tasks have been automated with Automic Workload Automation. Daily monitoring checks the status of applications and 30+ external interfaces. Execution of critical in-house corporate purchasing, warehouse management, stores replenishment, and payroll systems has been automated. Landmark Group has connected workload that spans Oracle Retail, Oracle E-Business Suite, Brio, and legacy systems with the Workload Automation Suite. End users benefit from receiving timely and accurate sales performance and forecasting reports.

"When we acquired Automic, we were planning to use it to support our Oracle Retail implementation," comments Shah, "However, we quickly found out that Automic Workload Automation could help us make our current infrastructure more integrated and agile. It freed up our internal resources, allowing them to work on other projects, such as business intelligence reporting with Brio."

As part of the Landmark Group IT risk management policy, audit tasks have been put in place to ensure compliance and to prevent security breaches. Previously, IT administrators needed to log on to each system to execute all these checks. Now, Automic Workload Automation executes these checks, recording and analyzing user log-ins, monitoring session durations, and applications accessed. Audit reports for all systems and applications are created automatically. Staff no longer need do manual checking; they are alerted immediately when anomalies are detected or a correction is required.

"As part of the support team, we have a set of tasks and checks that we have to conduct every morning to ensure data consistency, security, and system availability. All these checks were taking, on average, three hours per day per administrator. With all the work that we currently have, this is a burden that prevents us from working with our internal customers. We now have put all these daily tasks in Automic Workload Automation and now we can work on value added tasks," said Siva Ira, Senior Business Analyst at Landmark Group.

Solution (con't)

"Good people. Good support. Good product. Transparency is very important to us at Landmark Group and we are very happy working with Automic. It is more than a scheduler, it gives us complete process automation. We now spend less time on troubleshooting and maintenance and get to concentrate more on supporting end users. The best part is that staff does not need to learn a new skill; Automic Workload Automation is very easy to use."
- Siva Ira, Senior Business Analyst at Landmark Group

Results

Optimizing utilization of available resources with Automic Workload Automation has allowed Landmark Group to maximize returns on existing hardware investments through a period of considerable expansion. The company's ambitious future growth plans will be supported by an innovative, professional IT team committed to extracting every ounce of value out of its IT systems through process automation and with a little help from Automic Workload Automation.

For more information, please visit ca.com/automation.