

Retail

DIY home renovation, decoration and gardening

Multinational

Market Leader: 250 stores in 15 countries: Europe, Brazil , South Africa

30,000 employees

An adeo group company

SD-WAN • SaaS Essential IT infrastructure



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Leroy Merlin transformed their retail operations to launch a multi-channel sales model, increase in-store services and to optimize customer experience, employee productivity and store efficiency.

In this context, many in-store services were digitized and shifted to the cloud

A New Essential: Store to SaaS and Cloud Connectivity

The network performance between stores, digital retail applications and cloud-hosted business systems has a direct impact on the usability of self-service checkouts and employees' ability to stock shelves and serve customers. It also impacts in-store adverting, supply chain efficiency and each store's ability to reach their monthly sales objectives.

To assure success, Leroy Merlin's IT organization decided to adopt an analytics-driven reliability engineering approach to proactively optimize the performance of business applications and SD WAN connectivity.

However, they discovered that existing monitoring solutions were unable to detect and diagnose network performance issues between stores, clouds, data centers, SaaS apps and third-party services.

Objectives

Leroy Merlin needed a new level of monitoring to eliminate visibility gaps induced by SD-WAN, 3rd party services and SaaS/cloud applications to: Optimize store connectivity to clouds and SaaS services

Reduce incident impact and resolution time

Effectively collaborate with vendors and service providers

Digitally-Transformed Retail Infrastructure

Case Study



Services delivered from SaaS and cloud platforms are integrated with private data centers and third-party services.



Kadiska uniquely monitors SD-WAN connectivity and SaaS application performance across digitally transformed retail infrastructure.





Net-Tracer stations installed in cloud locations monitor store connectivity performance SD WAN and hybrid networks.



User-watcher monitors SaaS applications from browsers running in physical and virtual desktops.

Kadiska has been instrumental in enhancing our monitoring capabilities and initiating concrete actions to improve network connectivity performance to our sites.





Leroy Merlin was able to reduce the impact and resolution time of network issues while improving the performance of SaaS applications.

- Instant detection of network degradations from stores to Google cloud and SaaS applications
- Reduced SD-WAN degradation resolution times
 from weeks to hours
- 360° visibility into SaaS app performance and more effective vendor management
- Optimized digital experience for customers and employees
- Rapid root cause diagnosis of performance issues in SD WAN underlays and domains managed by other teams
- Production of SLO dashboards for store management



Complete visibility across all stores, clouds, and SaaS applications



Benefits

Improved business performance

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Enhanced employee productivity

Resolution times reduced from weeks to hours

SD-WAN • SaaS Complete Visibility



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