



Sligro Food Group

ensure their
online orders
with Tango/04

The IT department at Sligro Food Group chooses Tango/04 to monitor its infrastructure and to ensure the process of its online orders 24/7.

With a range of over 60,000 products, Sligro is the largest food wholesaler in the Netherlands. It serves retailers and food service companies including stores, supermarkets, restaurants and caterers. Sligro's infrastructure encompasses more than 70 Windows servers and approximately 60 iSeries systems. Protecting business processes supported by this infrastructure from downtime is crucial to Sligro. This is why Sligro decided to permanently monitor its business processes and infrastructure with Tango/04 VISUAL Message Center.

The Challenge: Order Processes and Infrastructure

Order processes are the heart of Sligro's business. Orders from large accounts are entered directly into the system, while orders from smaller accounts come in by handheld terminals or Electronic Data Interchange (EDI).

If an order gets lost, the Sligro store that placed the order may not be supplied the next day. The result is that articles won't be on stock and the store will have to say no to a customer.

Dennis Wolf from PST Business Solutions (Tango/04 business partner) awarding the Training Certificate to Hans Theunissen for attending the advanced Tango/04 training

“If we cannot receive our orders online our business grinds to a halt”



“Without the electronic receipt of orders our business comes to a complete standstill,” says Alex Manders, IT Manager at Sligro. “It is therefore extremely important that the order process can be carried out at all times and that the underlying infrastructure is working correctly. Not a single order may get stuck in the systems without anybody noticing, or worse, get lost altogether.”

Choosing a Solution

Sligro had a number of criteria that were essential to selecting a solution. The solution had to be very scalable, provide an increased speed of handling orders and be implemented by a professional provider. To meet Sligro's goals, the clear choice was Tango/04 VISUAL Message Center, capable of doing exactly what they wanted.

From the start, high standards were set. Order processes were to be continuously monitored, 24/7. In addition all IT components on the network had to be monitored and protected proactively from any workstation.

Implementing an IT Operations Management Solution

After a successful Proof of Concept and the management presentation, Sligro decided to go ahead with the company-wide implementation of VISUAL Message Center.

Sligro adopted a gradual approach to implementing the application. By brainstorming in advance and creating time for the necessary analysis and execution required, Sligro took full advantage of the increasing insight of the team as the project progressed. It also allowed Sligro managers to attend to their important daily tasks.

IT Operations Management with Tango/04

VISUAL Message Center, Tango/04's IT Infrastructure & Operations Monitoring solution, has been designed with simplicity in mind. Its unique ease of use ensures a quick implementation, an easy operation and maintenance and full scalability to evolve your monitoring project into a

full-scale Business Service Management (BSM) environment.

VISUAL Message Center helps companies obtain the maximum output from their IT infrastructure by simplifying the management of their critical technical components and business processes across distributed systems.

Businesses benefit from increased datacenter productivity, maximum availability, optimal performance and a more cost efficient management of their IT infrastructure.

With average deployment times in the range of a few days or weeks, VISUAL Message Center delivers tangible value to companies of all sizes in a fraction of the time required to implement other monitoring frameworks.

Issues in the systems are immediately noticed, escalated, corrected and reported.

“Thanks to the IT process modeling and infrastructure monitoring capabilities of VISUAL Message Center, it was very easy for Sligro to implement a solution that can monitor in real time their operations and the critical ordering processes on which the company's success depends,” says Jenko Gaviglia, Tango/04's Director of International Sales.

Visualization of the processes plays an important role, too. Visual management displays show in real time what errors occur, what the root cause is and what impact it has on the business process in question.

The automatic and continuous protection of Sligro's business processes with VISUAL Message Center leads to an increased availability, providing significant time savings and ultimately increasing Sligro's profit margins.

With Tango/04 Visual Message Center, Sligro can be 100% sure that orders that have been placed will get delivered.