

Case Study

Dollar Universe Workload Automation a Perfect Fit for Beaumanoir Group, China



Client Profile

Organization: Beaumanoir Group, China

Industry: Retail

Business

Established in 2005 as a wholly owned subsidiary of the Beaumanoir Group based in France, Beaumanoir Group, China has expanded to nearly 1,000 stores. Their fast-fashion model features eight seasons a year and a six-week average product life cycle.

Challenge

- Manage job dependencies among three systems.
- Get better visibility into job failures.
- Accommodate rapid business growth.

Solution

- Automated ERP, POS, and WMS workloads.
- Centralized control and visibility across all systems.
- Easy-to-use operator interface.

Results

- Eliminated an overnight shift.
- Reduced warehouse overtime costs.
- Increased staff productivity.
- Eased store and e-commerce expansion.

Business

China's Leading Retailer of Women's Ready-to-Wear Products

Headquartered in Shanghai, Beaumanoir China is a leading retailer of women's ready-to-wear products with annual revenues of over \$240 million. Established in 2005 as a wholly owned subsidiary of the Beaumanoir Group, which is based in France, Beaumanoir China has expanded to nearly 1,000 retail stores. Their fast-fashion model features eight seasons a year and a six-week average product life-cycle for its Cache-Cache and Bonobo brands.

Operating in a high-growth competitive market, Beaumanoir China relies heavily on technology to manage the exchange of information between multiple, separate IT systems that support its merchandizing, replenishment, and business analytics.

Challenges

Manual Intervention Causing Errors

Beaumanoir China's daily business operations are driven by Storeland, which offers integrated retail management, and by Winstore, which provides point-of-sale (POS) services. POS data from every store is uploaded at the end of each day as input to merchandizing and warehouse management processing. The huge volume of batch workload generated by this operation must complete in time to allow stores to be replenished with new stock before they open the following day.

Relying on manual intervention to manage the dependencies between applications and to schedule batch workload was causing errors. As a result, delays in store orders and major disruptions to warehouse operations had begun to occur more frequently. The challenge became more urgent with the company's five-year plan to double its number of stores.

"Trying to control dependencies this way was a real nightmare," said Cyrille Belfort, IT Technical Manager, Beaumanoir China. "This was a concern because we are growing fast and our night processing was becoming a lot more time consuming. We had more and more issues of dependencies not being met. Storeland, and our WMS (warehouse management system), all need to do calculations that depend on each other, and if one part of this fails, it means no or bad replenishment for stores, which can result in loss of sales."

Solution

Dollar Universe Workload Automation

In order to address the issues they were facing, Beaumanoir China identified the objectives that they needed to accomplish with an automation solution:

- Manage dependencies across multiple applications and servers.
- Monitor all processing activity and raise alerts.
- Provide scalability to meet rapid growth.
- Deliver a reliable and resilient processing platform.
- Offer ease of use.

After researching several solutions, they selected Dollar Universe Workload Automation because it met all their requirements and provided local support.

"It was a big problem to manually process all the data between the systems. Monitoring the exchange of all this information between systems took too many people. That's why we decided to implement an automated task scheduling tool."

- Hugo Aguado, IT and Process Manager, Beaumanoir China

The Beaumanoir China implementation team initially focused on automating batch processing and on managing dependencies among the various IT systems. Soon after going live, the IT team was able to eliminate manual monitoring and job processing tasks, freeing up two FTEs for other priorities. "Dollar Universe Workload Automation is really useful in terms of enhancing productivity," said Aguado.

Solution (con't)

"It's great for centralizing monitoring since operators don't have to check every log folder or the result of each job step. If you design each session with enough automated subtasks, you can see directly what's going on. There are 60 stages in our DR process. Prior to implementing Dollar Universe Workload Automation, a site switch would take 24 to 48 hours, now it completes in under two hours," said Peter Veale, ESB's Technology Innovation Manager.

Deregulation of the wholesale energy market has led to the introduction of Oracle Utilities (formerly Lodestar) to manage wholesale trading. Dollar Universe Workload Automation controls the movement of trading information between systems. Payroll and other sensitive information is encrypted prior to managed file transfers to banks and other clients.

"We've also completely eliminated the need for an overnight operations shift. We want to provide complete transparency to our IT operations. With Dollar Universe Workload Automation, we can hand off the monitoring of jobs to our users. They can work with their own jobs in a secure environment when submitting requests or dealing with failures."

Results

Increase Staff Productivity and Operation Efficiency

The implementation has allowed the IT group to better handle the company's accelerating growth of Cache-Cache and Bonobo stores. "Dollar Universe Workload Automation simplifies job creation because it's really easy to duplicate and modify what was already in place," said Aguado. "We gained time in development and testing with this tool." With a reliable and resilient automation platform, there are fewer issues and those that do arise are easier to resolve. "If a job fails, you know how it failed, which part has failed, and you can easily track down the cause without having to go through job logs," said Aguado. "It's very important that we solve problems quickly."

"The ease of use with Dollar Universe Workload Automation is a real plus," Aguado continued. "The interface improves productivity. It also helps with training since we don't have to show operators every little thing that they have to check for each process. We just tell them to check job monitoring. Local support from the Dollar Universe Workload Automation team in Hong Kong was fantastic. Their response was great. They had a solution anytime we needed help."

"Using Dollar Universe Workload Automation has helped increase reliability moving jobs between systems. Clearly, we've seen gains from monitoring and development cycles, as well. I can see it every day."

- Hugo Aguado, IT and Process Manager, Beaumanoir China

The improved information flow and elimination of processing issues has minimized problems with store deliveries and improved the overall performance of Beaumanoir China operations. "The staff that used to work at night are now actually able to do productive work, which has been a financial gain," said Aguado. "Because of the reductions in problems there is also less overtime in the warehouse."

Now that they have automated all critical workloads, Beaumanoir China plans to automate the workloads for the back office, financial, and HR systems, too. "In the future, the idea is to centralize all automated and scheduling tasks," Aguado summed up. "I can say that's certainly attainable with Dollar Universe Workload Automation."

For more information, please visit [ca.com/automation](https://www.broadcom.com/automation).