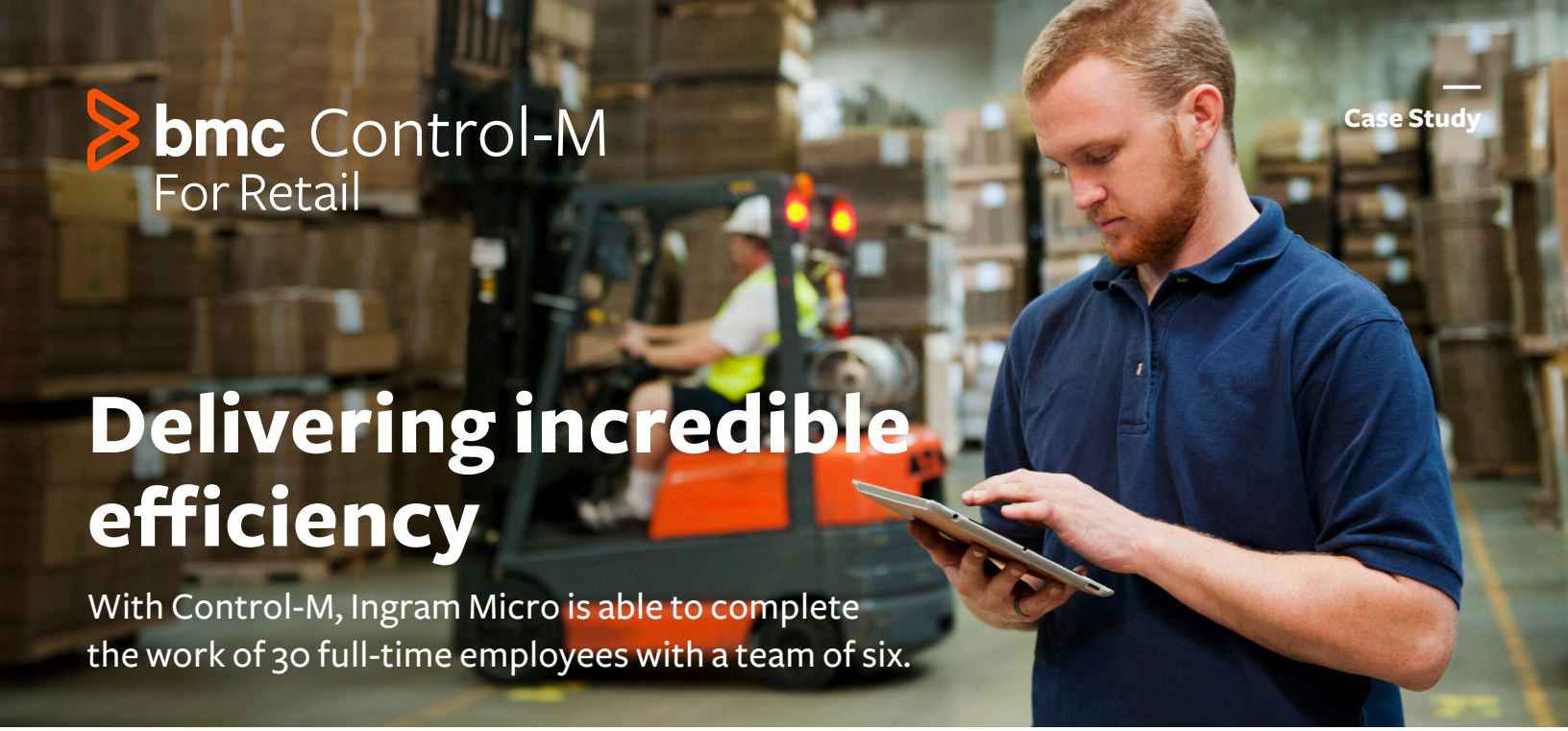

bmc Control-M
For Retail

Case Study

Delivering incredible efficiency

With Control-M, Ingram Micro is able to complete the work of 30 full-time employees with a team of six.

Ingram Micro is the world's largest distributor of wholesale technology products. It offers solutions from 1,700 high-profile technology suppliers, through 122 distribution centers, across 160 countries. With customers needing their products 'yesterday', Ingram Micro needed a holistic system that could automate their processes and help the whole business to run more efficiently.

FROM COMPLEXITY

Ingram Micro's IT team supports every aspect of the business, including supply chain, human resources, accounting and customer support. They were facing a tough challenge trying to integrate complex business processes with diverse applications running on mainframe, Microsoft® Windows® and UNIX® platforms.

'When we look at how much work we push through our environment running multiple platforms, we estimate that we would need 30 full-time personnel working seven days a week to do the amount of work that our team of six does with Control-M.'

Don Snios, Senior Manager of Operations and Scheduling, Ingram Micro

REQUEST A TRIAL TODAY OR GET IN TOUCH TO FIND OUT MORE

TO COMPETITIVE ADVANTAGE

Control-M has enabled Ingram Micro to automate 900K batch transactions, effectively enabling a team of six people to do the work of 30 full-time staff. From customer services to order processing, invoicing, warehousing logistics and billing, Control-M has orchestrated and automated application workflows consistently across the entire business.

Automated alerts

Team members are notified when an issue might delay a job. This eliminates the need to constantly monitor a console to keep critical jobs on schedule.

Fault detection

Detailed reporting provides insight into any processes that periodically fail to execute properly, speeding up fault identification with guidance on eliminating recurring problems.

Optimized for reliability

Constant optimization enables the team to maintain a high level of reliability and stability. A year on there hadn't been a single critical outage in batch processing.

Automated batch workloads

Automation has freed IT to work on specialist projects, such as the migration of 3,000 batch jobs from one data center to another.