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Results

- 92 percent automation without manual review required
- Four-week conversion without disruption beat expectations
- Fewer processing errors
- Simplified maintenance
- Easier management of SLAs
- Enhanced compliance

"Universal Automation Center allowed us to utilize our strained resources, in the way they exist today, while still maintaining and handling issues as they came up."

Jeff Bridges
Software Development Manager,
United Supermarkets

United Supermarkets
Automates 92 Percent of Processes with Stonebranch Solution

Four-week conversion to Universal Automation Center beats expectations and brings new operations visibility to a grocery leader.

Background

For more than nine decades, United Supermarkets LLC has served customers in west and north Texas with well-known stores such as Market Street, Amigos, United Express, and United Supermarkets.

To continue this success in a highly competitive industry, the company needed more flexible and agile data processing that could enable self-service access by both technical and non-technical users.

Challenge

United Supermarkets had been using an early-generation job scheduler for more than eight years, and it no longer met requirements. Its product certificates had

expired and would not work again. The prospect of upgrading to a newer version looked challenging. The team evaluated three alternative solutions.

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Solution

United Supermarkets chose Stonebranch Universal Automation Center for several reasons. The IT team appreciated the solution's user-friendly design and modern web and Java-based architecture. The RESTful Web Services API Interface enabled easy integration with existing infrastructure.

In addition, the solution offers automated failover, which automatically reruns the stores process without the need for human intervention. The queuing process ensures that messages are not lost in transit, minimizing the risk of missed executions and business disruption. The fault-tolerance nature of the solution also supports the lean operating culture at United Supermarkets. And the granularity in security definitions enables the IT team to securely grant role-based access to end-users. Other vendors claimed to have a 100 percent automated conversion, but Stonebranch was the only vendor who realistically estimated the "automated" process, explaining the need for added manual resolution for exceptions.

This was a more realistic estimate and more accurately set expectations. Then Stonebranch exceeded expectations and United Supermarkets reports that the automation utilities converted 92-93 percent of processes without additional manual review required.

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Results: Return on Automation*

With Universal Automation Center, United Supermarkets has achieved a number of benefits, including

- Fewer processing errors
- Simplified maintenance
- Easier management of SLAs because of automatic notifications
- Faster issue resolution due to graphical reporting of any local outages
- Enhanced DevOps due to greater visibility
- Maximized uptime because of role-based permissions that flexibly enable changes but also control them
- Extensive audit reporting and tracking that enhances compliance

says Bridges: "Universal Automation Center allowed us to utilize our strained resources, in the way they exist today, while still maintaining and handling issues as they came up." The overall result has been a greater Return on Automation.*

*Return on Automation (RoA): the investment in automation and the right automation tool pays off in a short time and returns many benefits. These include higher efficiency, faster processes, greater process reliability, higher data throughput, seamless integration, and higher production. Theoverall result is an increase in profits.

ABOUT STONEBRANCH

Stonebranch provides modern automation solutions that simplify mission-critical IT business processes reliably and securely across complex and diverse IT environments.

Stonebranch clients include some of the world's largest financial, healthcare and technology institutions. Founded in 1999 and headquartered in Atlanta, Georgia, Stonebranch has offices throughout the world, including the US, Germany, Canada, United Kingdom, Netherlands, Greece, Spain and Sweden, and the European headquarters in Bad Homburg, Germany.