

Spar Austria

Spar Austria — Cygna Auditor Platform



Since its founding, SPAR Austria has relied on the most advanced IT systems available to facilitate the work of its employees and to stay one step ahead of competitors.

The SPAR Austria Group is a Central European retail conglomerate, operating in the business sectors of food (SPAR), sports retail (Hervis), and shopping centers (SES Spar European Shopping Centers). Here's how it all began: In 1954, 100 independent merchants from Tyrol and Salzburger Pinzgau in Austria joined forces to form the SPAR retail chain, and in a further step, the SPAR Austrian GoodsTrade AG was founded in Salzburg in 1970 through the merger of 10 SPAR wholesalers. Today, SPAR is the only nationwide food retail company in the country that is still 100% Austrian-owned. In 1991, with the founding of ASPIAG (Austria SPAR International AG), the company expanded into neighboring countries. The headquarters of

“Fundamentally, it was about quick and easy recovery, but then we discovered that the auditing is also superbly resolved, and that we can gain very important information from it.”

Harald Schörghofer, Systems Architect, SPAR

of ASPIAG is located in Widnau (Switzerland). The SPAR Austria Group operates in Northeast Italy, Slovenia, Hungary, the Czech Republic, and Croatia. Overall, over 70,000 people are employed by the SPAR Group.

In Austria alone, over 38,000 employees work for SPAR — making SPAR the largest private Austrian employer. Depending on the type of store (SPAR, SPAR express, SPAR-Gourmet, EUROSPAR, INTERSPAR, Maximarkt), between 2,000 and 50,000 products are offered. With over 3,000 own-brand products — from SPAR Natur*pur through S-BUDGET and SPAR Veggie to SPAR PREMIUM — SPAR counts among the innovation leaders in Austria. This also includes the ongoing harmonization of processes

and continuous optimization of systems within the IT landscape.

Structure and Organization

In line with the dynamic development of the SPAR Austria Group, the tasks of IT have also evolved. The first IT solutions were established back in the 1970s, reflecting the core processes of the food retail industry (purchasing, sales, warehousing) as well as the accompanying finance and human resources. Rapid development began with mainframes and was later replaced by client/server technologies. A milestone was the in-house development of a WWS (Warehouse Management System) solution at the beginning of the 80s, which, constantly functionally further developed,

was in use for 30 years. SPAR IT has always followed technological trends and has always been a pioneer in using mobile media in the customer and warehouse area. Towards the end of the 90s, the business environment increasingly relied on standards and largely introduced SAP solutions. Against the backdrop of several company acquisitions, the main task of IT was to create uniform systems for as uniform processes as possible. Along with this dynamic international development of the group, the requirements for the supporting IT systems in terms of flexibility, quality, cost-effectiveness, and internationality continuously increased. The existing IT organizations, which until this point were predominantly decentral, could no longer optimally accomplish the goals demanded by the group on their own. For this reason, it was decided in 2009 to unite the three existing IT sectors under the common roof of SPAR Information and Communication Services (ICS).

Goal

Within the SPAR group, there is a very complex IT environment with 8 Active Directory Forests in various countries. While a

“Another pleasant side effect was that the licensing model from Cygna was very accommodating to us.”

Harald Schörghofer, Systems Architect, SPAR

consolidation of the Forests is planned, and a recovery scenario for the Forests has already been developed, these mechanisms are not optimally efficient due to existing technical and personnel restrictions, and thus the duration of any downtimes when problems occur is too high. This challenge was taken very seriously at SPAR, and they searched for a product that should enable a quicker and more targeted response when it becomes necessary to restore objects.

Implementation

„In mid-April 2012, the implementation of Cygna Auditor and Recovery began at SPAR. Just one week later, the first Forest was completed. However, prior to this, the installation was tested in an image of the production in

a test environment. The Cygna software is simple and clear, the documentation is good, and the installation was also easily possible.

Benefits

„So far, SPAR has not been forced to have to restore objects, but it's just good to know that in case of emergency, you can trust a product that enables you to respond quickly and effectively. Especially when it comes to adhering to SLA times, this can play an important role. I think that in the Microsoft Active Directory environment, especially in the case of recovery, there will always be points that should be improved, especially in terms of the number of steps to be performed and the speed until the recovery is successfully carried out.”

Core services

- Cygna Auditor Platform
Comprehensive, integrated auditing, alerting, and reporting platform.

About Cygna Labs

Cygna Labs is a software developer and one of the top three global DDI vendors. Many Fortune 100 customers rely on Cygna Labs' DDI products and services, in addition to its industry-leading security and compliance solutions to detect and proactively mitigate data security threats, affordably pass compliance audits, and increase the productivity of their IT departments.

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