

Solution Brief

Retail Center

Introduction

Over the past several years, Retailers have turned to technology as a means of improving store operations, driving increased sales and enhancing customer service. Recent advances in store based systems in the areas of POS, Self Service Kiosks, Learning and Recruiting Systems, Replenishment and Supply Chain Management has allowed Retailers to automate and improve the efficiency of the traditional Store Operations functions. However, this new in-store landscape has dramatically shifted the dependency that Retailers place on technology to conduct even the most basic business functions.

Overview

Traditionally, Retail IT groups have approached the management of store technology and applications as a centralized function. This approach, based on the premise that it is sufficient enough to manage those elements that are central to all retail operations, such as Selling, Merchandising and Inventory Systems, is no longer adequate for today's in-store technology environment. IT must find a way to extend their management reach to the store level to ensure that high availability and performance is obtained at every store, across every application, device and network.

NEXVU Technologies offers retailers a technology management solution that provides IT and Business Operations groups with a store level view of how applications, systems and networks are performing and being utilized. With this insight, it is now possible to understand the performance and efficiency of technology investments and tie it to actual transaction volume, ultimately enabling increased profitability.

The NEXVU distributed application performance monitoring (APM) and analysis solution enables organizations to measure, monitor and analyze the availability, performance and efficiency of mission critical networks, network based services and business applications. With this capability, organizations can reduce the impact that slow networks and applications have on employee productivity, eliminate unnecessary help-desk calls and ensure their networks and systems are appropriately sized for the "true" need by:

- Proactively monitoring the critical to performance metrics to quickly identify degraded service before it becomes user impacting.
- In the event an outage occurs, quickly isolate the source of the outage to the network, device or application, minimizing the time to recovery.
- Monitor and report on bandwidth utilization by user, device and application providing insight necessary to appropriately size the wide area network.
- Identify, track and report on device utilization and activity by application, time period and/or location to ensure optimized utilization of the asset.

Summary

Through the use of the NEXVU APM solution, retailers can, for the first time, effectively monitor, manage and optimize their mission critical in store technology.