



VISUALIZE AND OPTIMIZE IT SERVICE MANAGEMENT PROCESSES END-TO-END IN REAL TIME.



About EDEKA Minden-Hannover

With about 1,550 marketplaces, 1.8 million square meters of retail space, seven production facilities, nearly 67,000 employees and a turnover of 7.5 billion euros, EDEKA Minden-Hannover is the most profitable regional company in the German EDEKA corporate group.

www.edeka-minden.de

As one of the largest regional companies in the German EDEKA group, EDEKA Minden-Hannover keeps a watchful eye on the performance of its processes. The daily flood of tickets arriving at the IT Service Desk - from the failure of hardware to problems with the ERP software - can only be processed efficiently with timely and relevant insight into how this process is actually executed. With the introduction of the Big Data Analytics Technology Celonis Process Mining (CPM), the corporate group can now analyze processes in real time. The advantage: Incidents can be solved quickly and critical deviations corrected before they become problems.

EDEKA Minden-Hannover is on a growth trajectory, and to keep it that way, rapid processes, particularly in IT support, are the focus of the regional company. The IT support cannot keep retailers waiting weeks for their problems, for example with the POS system, to be solved. But the challenge is immense: Every month around 15,000 tickets are generated from the entire corporate group in which retailers, major customers or

logistics staff report problems and faults with software and hardware. Given the ever-increasing volumes of data, employees of the IT Service Desk lacked a current and readily available overview: Identifying the relationships between individual errors and systematic errors, and uncovering optimization potential was both difficult and time-consuming.

All data is available – only how can we make optimal use of it?

The EDEKA regional company was looking for an easy-to-handle software solution. The aim: Scalable on-demand visualization of processes to fully exploit the hidden potential of the ticket data, for optimizing the efficiency and thereby costs of the process. The solution had to meet the following requirements:

- **Quick identification** of main sources of error and critical deviations from the to-be processes,
- **Better workforce planning** based on the number of incidents in a given period,
- **Support for the standardization** of the process.

In a pilot project, EDEKA Minden-Hannover therefore looked at solutions in the field of Process Mining and was soon convinced by the quality and the validity of the insights delivered by Celonis' software.

CPM is like a real-time search engine for processes.

CPM reconstructs as-is processes by making use of the digital footprints of processes stored in the company's IT. It enables the user to visualize the processes taking place in real time and find inefficiencies quickly. The EDEKA IT experts were especi-

ally enthusiastic about the individual scalability: CPM users do not rely on predefined KPIs, periods and areas of analysis but can easily customize filters and drill into process data down to the level of individual tickets.

"With CPM, the explorative analysis of root causes has become a lot simpler and is more convenient than before", says Michael Dannenberg, Head of IT Process Coordination / User Service at EDEKA Minden-Hannover. "Individual analyses can be provided with only a few mouse clicks." As a result the data analysts at IT Service Management don't have

to wait for days or weeks for analysis results. "You can see exactly what is happening live in the system," says Dannenberg and adds:

“**The biggest advantage is how much time the analysis saves.**”

The newfound analysis efficiency above all profits the EDEKA retailer, who no longer needs to get frustrated about IT errors and can instead look forward to reduced solution times.

Process Mining for IT Service Management

Real-time analysis and optimization of the IT Service Management process of EDEKA Minden-Hannover with Celonis Process Mining.



- ✓ Full transparency
- ✓ Reduced complexity
- ✓ Reduced process cost
- ✓ Increased process quality



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