MIGROS
Success Story

Migros Cooperative Zurich: Everything at a glance

SKOOR is used in a variety of ways at the Migros Cooperative Zurich: the dashboard software provides an overview of goods orders in the stores, monitors the Zurich data center and provides management with reports from the previous week on Monday mornings.

Goals

Replacement of numerous manual processes

Automation of the monitoring of store orders (SAF)

Time savings for evaluations / reporting

Development of new data analysis options

Scope

Visualization of the infrastructure in the data center

Overview of HR tickets

(Processing employee concerns)

Branch alerting

Logistics information

Benefits

Massively simplified monitoring of the store ordering process

Relevant data at a glance - from temperature to HR ticket status

Standardized design of reports and data histories at the touch of a button

Clarity: employees only see the data relevant to them

Integration of real-time data from third-party systems

It all began in Zurich: The first five Migros vans rolled out of the city on the Limmat in 1925, and the orange giant opened its first store here in 1926. The Migros Cooperative Zurich was founded in 1941. Today, the Migros Group consists of ten independent cooperatives. The Migros Cooperative Zurich (GMZ) offers its services to other Migros companies, with its IT department handling the operation of store ordering processes not only internally but also for various cooperatives.

What, how much, for whom and when?

The collaboration between GMZ and SKOOR also began in Zurich. In a proof of concept around five years ago, the aim was to automate the store ordering processes. Giuseppe Cancilleri, Head of Systems Management at the Migros Cooperative Zurich, explains: "Previously, one person had to go through the checklists every morning and make all deliveries on time- a pretty laborious task. If, for example, the order for the JOWA bakery was late, the baked goods could only be produced there based on forecasts: "Of course, that rarely worked out well," recalls Cancilleri.

Today, GMZ carries out this so-called workflow monitoring with the graphical dashboard solution from SKOOR: Has all the data been received in full in the system and has the order been forwarded to the suppliers on time? Only then can they start preparing or baking the vegetables on time. Cancilleri believes that SKOOR is the perfect solution for this complex process: "Those responsible now have an overview of all order processes at all times and receive a message if an order is behind schedule. This allows us to react much more quickly." SKOOR is also very strong with real-time data, adds Cancilleri. A dedicated monitoring system checks every five minutes whether all goods data can be provided without any problems.
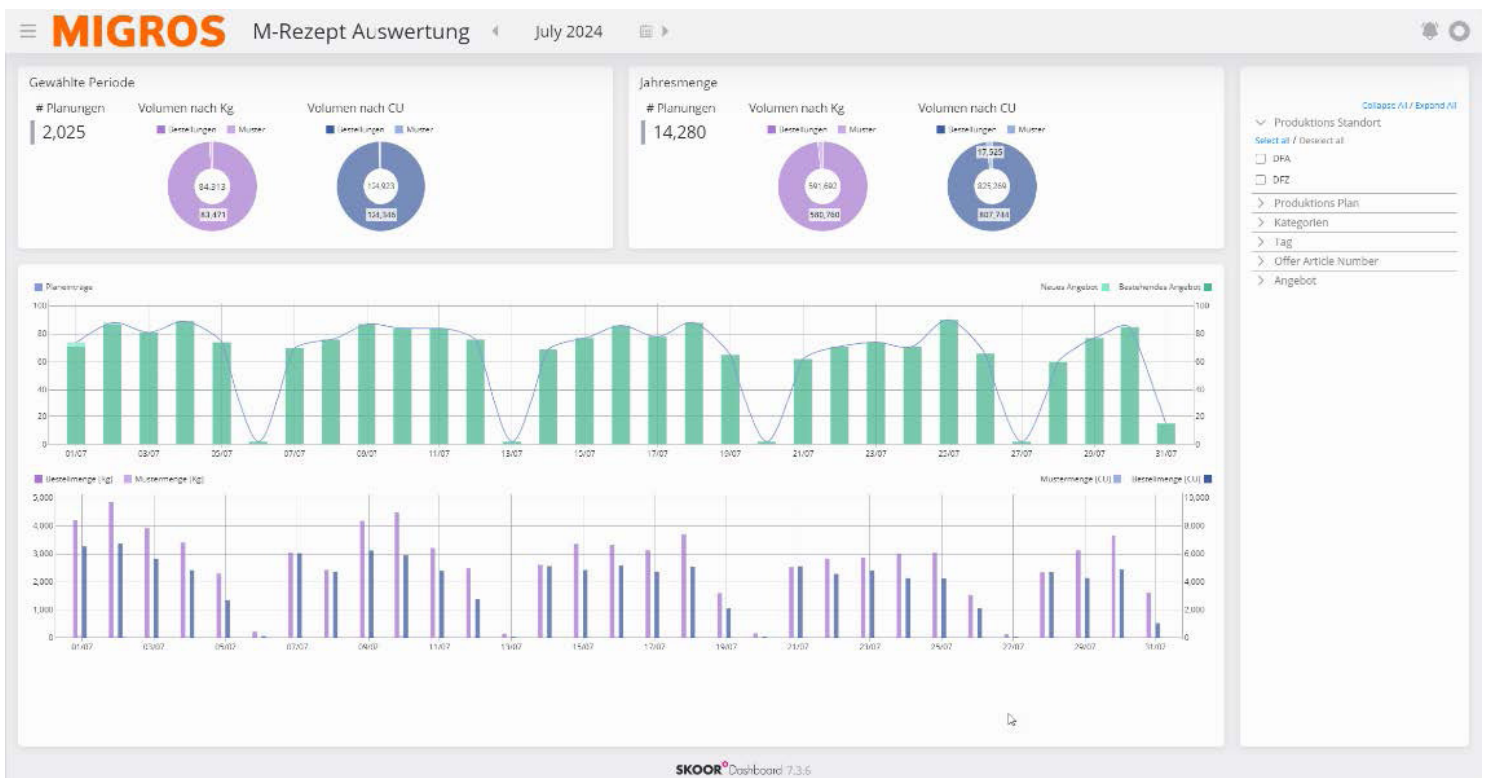
Diverse areas of application

Cancilleri and his team were impressed by the SKOOR solution: "The dashboards are simply unbeatably intuitive to use compared to the competitors' solutions." SKOOR also mastered the handling of the many different data sources with flying colors- after all, the solution covers over 900 data interfaces. The real challenge, however, was to obtain all the data, interpret it correctly and assess the quality, recalls Cancilleri. After all, even the most colorful SKOOR dashboard is only as good as the data behind it.

After the successful initial project, the Migros Cooperative Zurich turned its attention to its data center: SKOOR collects all the important information there, such as temperature values or the status of the power supply, and displays it clearly on the dashboard. This was followed shortly afterwards by the leap into strategic business decision-making. Whereas a person used to compile the figures for the previous week every Monday morning for the divisional managers' meeting, SKOOR now automatically creates an overview with turnover, budget or hours worked. This saves a lot of time and the reports now always look the same. The data history function is also helpful, allowing previous data to be loaded and compared at the touch of a button.
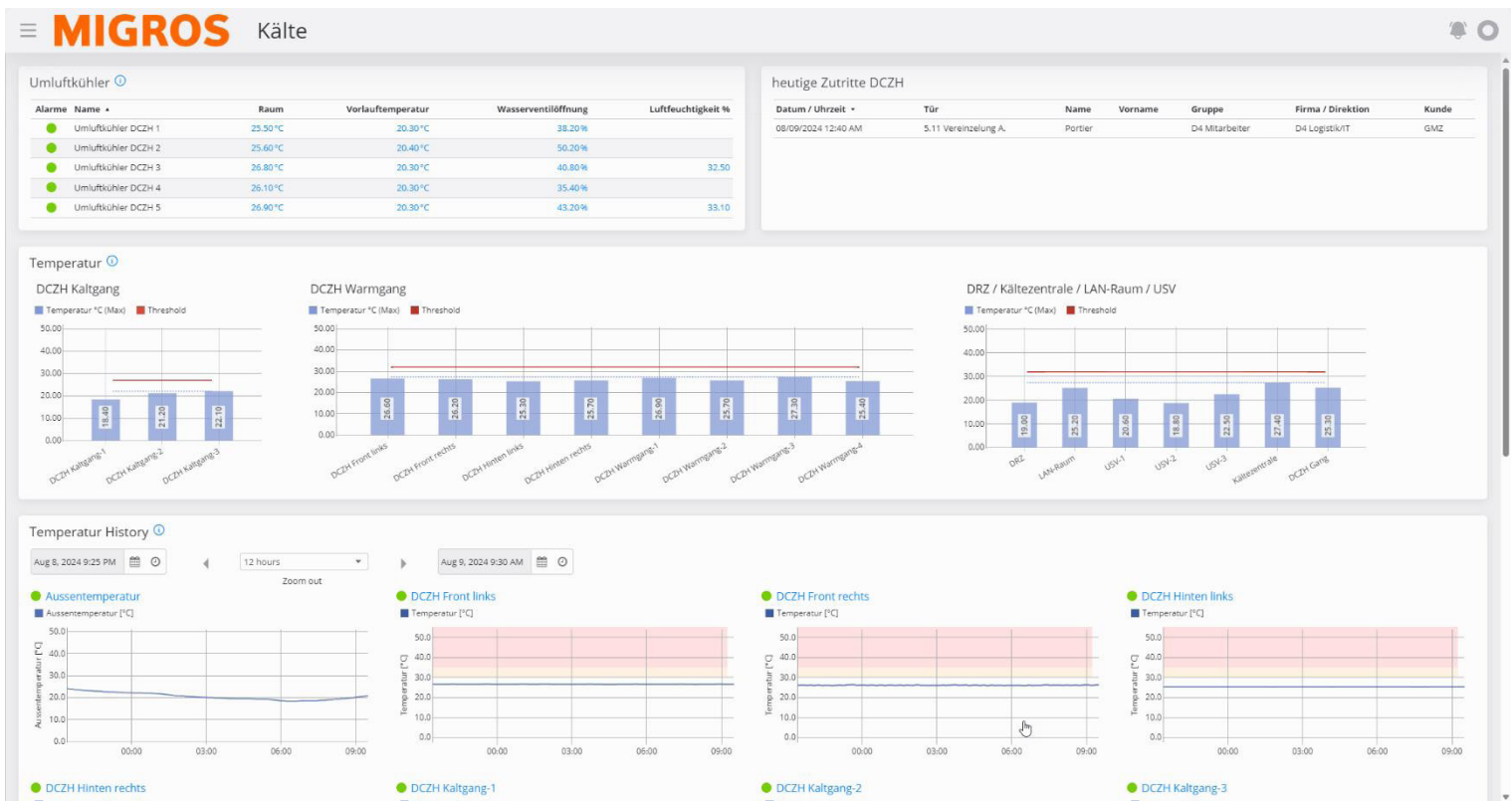
A symbiotic partnership

The dashboards have been very well received by the employees, and now not only the division managers but also all branch managers have access to SKOOR. And it's not just GMZ that benefits from the collaborative partnership, reveals Philipp Morger, Project Manager at SKOOR: "We are always open to input from the field, as we receive it from Giuseppe and his team. The experience and improvements from previous projects are incorporated into every new application." What he particularly likes about this project is that it is very practical and the effects are quickly visible. "I can only agree with that," Cancilleri emphasizes, "SKOOR takes a very practical approach. Instead of getting stuck at the conceptual stage for weeks on end, Philipp tested them with real data early on in the project- so we always knew what was going on."

At GMZ, which employs almost 7,000 people, there are numerous possible uses for SKOOR: the cooperative now also offers a SKOOR-based service in the HR area within the Migros Group. It shows an overview of the type of requests made by employees at a glance. The data can be filtered as required: the trick is to show users exactly the data that they really need, emphasizes Morger: "The task of SKOOR is to display as much data as necessary and as little as possible- otherwise a clear understanding quickly suffers."

Giuseppe Cancilleri
Head of Systems Management
Migros Zurich Management

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