

# A solid foundation for excellent shopping and customer experience

With T-Systems' private cloud, Valora Retail achieves an optimal balance of cost-effectiveness and flexibility



Reference project:

**valora**

**“In T-Systems, we’ve found a partner who enables us to be innovative as well as optimally cost-effective—on both the local and international levels.”**

Dirk Mühlhäuser, Head of Retail IT, Valora Schweiz AG

Picture this: You’ve got only a few minutes between trains, just enough time for a quick coffee, a sandwich, or to grab a newspaper. This scenario is common for many travelers, and Valora Group, with its well-known brands such as BackWerk, Ditsch, Press & Books, k kiosk, and U-Store, is there to help. The Switzerland-based company operates around 2,800 points of sale in high-traffic locations across six European countries, and is continually expanding its role as a leading convenience and food service provider.

As a part of its ongoing digital transformation, Valora Retail is exploring new, automated convenience concepts. One of these innovations is the hybrid 24/7 store – staffed during the day and offering autonomous access for customers at night. For these digital solutions to succeed, a robust, high-performance platform is essential. With T-Systems' support, the company is building a private cloud platform to power its current applications and enable future innovations.



## At a glance

Valora Retail is utilizing the private cloud from T-Systems to implement its Next Generation Sourcing (NGS) program. This private cloud offers a high-performance virtual environment for both non-SAP and SAP systems. It efficiently supports growth strategies by providing full scalability for services at transparent, adaptive costs, and with guaranteed service levels.

- Valora is using the private-cloud approach, with state-of-the-art pricing models, to modernize substantial portions of its IT infrastructure
- The system ensures the efficient operation of the company's legacy systems, including point-of-sale systems, non-SAP, Citrix backend, and SAP systems
- The private cloud also provides significant advantages in the areas of cost, flexibility, and scalability for the future

# Reference in detail



## Customer pain points

In the past, Valora Retail's IT systems operated traditionally, providing fixed infrastructure capacities for its IT workstations, point-of-sale systems, and SAP systems. However, relying on fixed capacities with static pricing models led to high core costs for IT operations and diminishing value returns, as unused capacities often occurred.

Furthermore, these fixed capacities did not support innovation, lacking the flexibility and scalability required for evolving needs. To align with its ambitious growth targets, the company required a future-proof platform that could both enhance the cost-effectiveness of existing applications and enable the seamless implementation of its digital vision.



## How T-Systems solved it

Valora Retail recognized the need to transition to the cloud, starting with highly virtualized infrastructures. T-Systems' private cloud solution was the perfect fit, offering scalable resources and competitive pricing to create a future-proof platform for the company's evolving business models. This infrastructure ensures reliable service levels that are crucial for maintaining smooth operations across all business applications.

In addition to leveraging the private cloud, Valora has extended its capabilities by integrating Azure ExpressRoute, establishing a direct, high-performance connection to the Microsoft Azure environment. This connection enables secure, low-latency data transfer between Valora's private cloud and Microsoft's public cloud, enhancing the company's flexibility to move workloads across environments. The hybrid setup enables Valora to seamlessly access Azure services while maintaining control over critical data and applications within its private infrastructure.

T-Systems deploys its private cloud using VMware's vCloud technology, and responsibilities are shared between Valora and T-Systems to best meet the company's specific needs. While Valora's IT team manages the Citrix-based backend system and certain business applications, T-Systems handles a range of other applications, middleware, databases, and operating systems. SAP operations, including HANA, are managed through T-Systems' proven third-generation dynamic computing services, housed in a high-security, twin-core data center in Frankfurt.



## Business impact

Valora's digital operations rely on uninterrupted service availability, and zero outage is a critical pillar in ensuring smooth, disruption-free business processes. T-Systems employs its industry-leading zero outage methodology to deliver continuous, fault-free operations, offering the customer the highest level of reliability for its mission-critical applications.

Valora Retail has established a strong foundation for its future development and business opportunities by utilizing T-Systems' private cloud platforms. The company is experiencing cost advantages through this private cloud infrastructure. The compelling reasons supporting this strategic move include substantial cost savings, heightened flexibility, operational stability, and top-notch platform quality.

Additionally, the system, managed by T-Systems in Frankfurt, aligns with the company's internationalization strategy. Dirk Mühlhäuser from Valora expressed, "In T-Systems, we've found a partner who enables us to be innovative and cost-effective, both locally and internationally."

### Key benefits:

- Enhanced infrastructural virtualization
- Improved flexibility of infrastructure resources
- High operational stability with guaranteed quality
- Optimized cost-effectiveness through a tailored pricing model
- Foundational groundwork laid for future digital solutions to enhance customer intimacy and experience
- Robust operational stability ensured for Valora Retail through T-Systems' zero outage framework and guaranteed SLAs
- Collaborative partnerships to drive innovation

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