Serving up a faster digital experience with Akamai

T-Systems and Akamai helped a leading European food retailer overcome post-migration performance challenges and build a faster, more secure, and scalable online shop.



The customer is a leading European food company with a well-established consumer business and operations across multiple markets. Digital commerce has become an increasingly important part of its business, complementing its traditional sales channels and enabling the company to respond to changing customer expectations.

Over the past few years, online orders have grown significantly, increasing the importance of a fast, reliable, and scalable digital customer experience. To support this development and create a stronger foundation for future growth and innovation, the company modernized its e-commerce platform by migrating from an on-premises SAP Commerce (Hybris) environment to SAP Commerce Cloud.

At a glance

- **Task**
  Resolve online shop performance issues affecting user experience after cloud migration.
- **Solution**
  Completed implementation of Akamai Ion Content Delivery Network, Image Manager, and Web Application Protector within six weeks to improve user experience, and enhance the security, scalability, and reliability of the online shop.
- **Result**
  Online shop performance stabilized with faster content delivery and optimized images. Security visibility improved through attack monitoring, while customers enjoyed a superior user experience, supporting online shop growth and loyalty.

Reference in detail

Customer pain points

User experience plays a crucial role for any e-commerce website. Potential customers frequently abandon websites if page loading takes longer than three seconds and instead choose a competitor. Latency is particularly relevant for mobile users because loading web pages on mobile devices takes, on average, 70% longer than on desktop computers.

Security, scalability, and performance are key requirements for any successful online shop. Working closely with the company, T-Systems assessed its immediate needs and identified suitable solutions from its portfolio. This enabled the company to address the technical challenges quickly while allowing its teams to remain focused on their day-to-day business.

Immediately after migrating to SAP Commerce Cloud, the client experienced performance problems in its online shop. Backend data was not being delivered quickly, resulting in longer loading times and product images being displayed incorrectly or not appearing at all. Website visitors therefore experienced a noticeable decline in user experience.

As online sales became increasingly important, the e-commerce team decided to act quickly. At the same time, it wanted to create a long-term foundation for an excellent user experience and future e-commerce growth.

The client needed a quick solution for the situation. Backend optimization within SAP would have taken too much time. Cloud.

T Systems

How T-Systems solved it

Among several providers, Akamai and T-Systems proposed a solution.

Over a six-week period, the food retailer worked together with Akamai experts to implement the solution.
The foundation was Akamai Ion, Akamai's Content Delivery Network (CDN). It replicates the web shop's content across Akamai's distributed edge network, making the requested content available directly within the users' regions.

As a result, both the static and dynamic shop content became faster, more scalable, secure, and reliable, independently of the SAP backend. In addition, Akamai Ion provided a responsive web design to adapt the online content to different devices and browser characteristics, especially benefiting mobile users.

The client also selected the Image Manager add-on, which automatically optimized web images for multiple formats, resolutions, and screen sizes.

As a third component, the food retailer implemented Akamai's Web Application Protector (WAP). This self-managed web application firewall protects the website against application-layer and DDoS (Distributed Denial of Service) attacks. The solution was configured together with Akamai experts and is continuously updated by Akamai during live operations. The firewall is easy to deploy and manage even without specialized IT security expertise.

Business impact

The implementation was completed smoothly, supported by Akamai's professional and solution-oriented approach. Following the integration of Ion, the company achieved stable online shop performance and resolved the issues that had affected the user experience.

The solution addressed the company's immediate need for rapid performance improvements while also providing a robust foundation for its longer-term e-commerce requirements.

In addition, the company gained greater visibility into security threats. The dashboard integrated into WAP provides insights into blocked attacks and attack types, enabling the team to better understand the threats targeting its online shop.

Most importantly, the combination of CDN and WAP has positioned the European food company well for the continued growth of its web shop. Faster and more reliable performance, combined with enhanced security, contributes to a consistently positive customer experience and helps strengthen brand loyalty.

Why T-Systems?

T-Systems' professional services team delivers secure and compliant cloud consulting and transformation services. This helps businesses to move forward, drive innovation, and guarantee digital sovereignty. T-Systems supports the entire cloud journey, from strategy and migration to secure operations and continuous optimization, ensuring efficiency and reliability.

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Published by
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