

Leading US Grocery Retailer

Achieves Seamless Queue Management and Cost Efficiency



BACKGROUND



Leading US Grocery retailer



Combined MQ, Mainframe and Kafka installation distributed across 2,400 retail stores



24 administrators govern performance but Engineers, Application Teams & DevOps professionals need access to MQ Queues



Key objective of reducing technical debt & YOY IT spend



Coupons are pushed to mobile apps from stores every Wednesday



Moving mainframe to the Kyndryl cloud as part of a larger cloud transformation initiative

CHALLENGES

Small pool of administrators coupled with an ever-shrinking budget

Mainframe is stable & not going anywhere but lack of expertise is a continual challenge

Restarting Queue Managers was cumbersome, problematic and regularly caused fulfillment cutoff times to be missed resulting in stockouts

MQ disruption on Wednesday's causes promotional engine, finance & recording to be severely impacted

CAPABILITIES

- ✓ Single tool & login for all MQ & Mainframe instances for all management & configuration needs
- ✓ AI/ML monitoring to predict & alert outages
- ✓ "Service Layer" created between MQ & Grafana for usage by separate Observability team

FINAL OUTCOMES



ALL DEVOPS ENGINEERS

have access to MQ & Kafka monitors & can restart or shutdown all based on their needs

33% ↔ 47%

INCREASE

in Administrative Efficiency & YoY Support Cost Reductions



ZERO MQ & MAINFRAME DISRUPTIONS