JYSK Nordic chose Netic A/S as new operating partner

Transition and optimised performance implemented maintaining full operations

Against the backdrop of the choice of a new operating partner JYSK Nordic decided on a transition including data, OS, applications, servers, etc. for more than 1000 stores in 19 countries and all web shops. The transition was secured through a transparent process based on proofed and thoroughly tested principles. In the process performance surveillance done using Splunk and targeted redundancy have optimised the performance significantly.

The challenge

"At JYSK Nordic we had to transfer around 80 servers containing systems for all our stores and web. It was very important to us that the transition could be done without consequences for the sale and stock control in our stores in the middle of the spring season", Klaus Dhiin, Team Manager, IT Store Operations, JYSK, explains.

The solution and transition

The transition was critical, because it included the management of the backend for the cash registers in more than 1000 stores in 19 countries along with the significant sales on the JYSK Nordic web shop. The transition itself consisted of transferring data, OS, applications, servers, etc. from the former operating partner to an infrastructure designed and implemented by Netic. The system was optimised significantly and today a search on the cash register takes 0.4 second, whereas it took 5-11 seconds before. Even though the work began in January 2016 the solution was delivered in the middle of April – one month before the agreed date.

"We expected it would take 6-7 nights to complete the transition, because we only have a window of 2 hours a day where all JYSK Nordic stores are closed at the same time. Netic succeeded in making the full transition in just one night. This was very impressive and valuable to us", Klaus Dhiin states.

Working with Netic

"Netic has skilled technicians, who are highly qualified and specialised. For us it makes good sense to pay for getting access to these special skills. At one point we did consider in sourcing but we get so much more this way", Klaus Dhiin states. *"After putting out the tender we chose Netic, even though they was one of the minor companies in the tender. We chose them due to their competence and extensive professional insight. Their solution was very precisely described and already in their project plan they were just right on target, which is quite impressive. With these projects you usually have to know your own systems pretty well, but we felt confident just leaving that to Netic to sort out. In the process Netic found an even better financial solution, because they could secure the quality of operations using only half redundancy on certain parts and full on the most critical parts.*

In addition to their realistic approach Netic allocate sufficient technicians in the daily operations and the communication with our own technicians runs fast and smoothly."

"An essential reason for the success is due to a good process with a great cooperation. Everybody can look each other in the eyes and say things straight out. From the beginning is was agreed to focus on being creative and goal-oriented in solving potential problems. This great and effective way of working together has continued in the operations and both parties have full insight and access to the same data on a daily basis. There is shared online documentation, and the case management is open to everybody involved. This creates trust, and everybody can make decisions based on the same insight."

"The entire setup, where we stay one step ahead of problems, makes the operations a walk in the park. By having full access ourselves to see where potential problems could occur we avoid the classic conflicts between the hosting partner and developers", Klaus Dhiin sums up.

Klaus Dhiin, Team Manager, IT Store Operations, JYSK:

"Special skills, good communication and total insight make operations a walk in the park."

Netic is a company in the Trifork group focusing on IT hosting and operations. The company is based in Denmark but delivers services to companies all over the world. Netic is the only certified Splunk provider in Denmark.