Albert Heijn Netherlands improves server delivery with self-service portal

Client name: Ahold Delhaize
Location: Netherlands
Industry: Retail
Food retailer Ahold Delhaize includes supermarkets, convenience stores, online delivery services and specialty stores. Spanning Europe, the United States and Indonesia, Ahold Delhaize consists of brands like Albert Heijn, Etos, Food Lion, Gall & Gall, Hannaford and Peapod. The company’s overall business is big, serving some 50 million retail customers a week, and growing.

Ahold Delhaize’s commitment to make life a “little easier, healthier and affordable” for its shoppers demands digital transformation together with its trusted partners to stay ahead of the curve as customers’ preferred grocery store.

One of Ahold’s local Dutch brands, Albert Heijn, required an agile approach to solution delivery, moving away from a manual process for requesting new servers. With the manual process, it usually took several days to deliver a single new server that would be secure and fully compliant with company regulations.

**Portal power**

To speed things up, DXC Technology proposed, built and implemented a self-service portal for Albert Heijn’s IT department. The portal is powered by DXC’s Managed Services for VMware (MSV) platform, a key component of DXC’s digital transformation program. MSV is a scalable and comprehensive platform for providing network, compute and storage resources.

From the self-service portal, users can customize and order servers. Similarly, they can easily provision infrastructure and platform services (IaaS and PaaS), scaling them up or down with just a few clicks. Users can also leverage the self-service portal to take snapshots of servers and order data backups and restores. The system is integrated with DXC’s back-end IT systems for monitoring and management.

**Faster, lower cost, more secure**

Already, the benefits to Albert Heijn have been substantial. The self-service portal provides simple and fast deployment of infrastructure service, allowing server access in just a few hours. Automation eliminates all manual errors. The company also gains greater flexibility, increased availability with next-gen technology, greater adherence to standards, and even better regulatory compliance.

Because the new setup is based on a pay-for-use pricing model, Albert Heijn will pay only for what it actually uses, so costs can be easily forecast.

Security is a key benefit. Every server is identically configured by applying templates and automation. This also ensures that all servers are delivered in accordance with the policies of Albert Heijn’s security department.

The MSV platform enables the IT department of Albert Heijn to bring innovations to market faster — and it allows the team to spend more time on delivering sustainable solutions for its business.

**Learn more at**

[www.dxc.technology/retail](http://www.dxc.technology/retail)