

Slumberland Customer Success Story

Leading retail firm gains real-time, business-aligned awareness of critical services with FireScope Unify.

Overview

Slumberland is a leading mattress and furniture company based out of Minnesota. They operate 114 stores in 10 states and continue to grow. Slumberland was founded in 1967 and is now one of America's top sellers of La-Z-Boy upholstery, as well as the Midwest's largest retailer of Natuzzi leather and both Sealy and Simmons mattresses.

By centering their focus on customer comfort – through both their products and prices – Slumberland has been able to flourish despite competition from giants like Walmart and Ikea.

The Problem

Slumberland needed a comprehensive, business service-oriented monitoring architecture. At the time, they were running rudimentary monitoring for individual components and systems, which met the initial requirements for basic alerting, but was not scalable enough to support expansion into more sophisticated systems with interdependencies and large numbers of components.

"Our existing system lacked the business service orientation that we felt was key to our future success," said Seth Mitchell, Infrastructure Team Manager at Slumberland. "For example, things like Service Level Agreement (SLA) intelligence and business-appropriate reporting tools were (and are) key to presenting a complete, accurate and understandable picture to our stakeholders."

Furthermore, Slumberland's existing systems were unwieldy to configure, requiring specialized knowledge and training. While time and money to spend on such education efforts would have been ideal, it was simply not feasible in their lean-running Information Services model (Lean IT).



The Requirement

Potential solutions were evaluated based on the following requirements:

- 1. Business Process Alignment** – Business process alignment was paramount in their considerations for new systems. To provide the best possible service to customers at the lowest possible price, Slumberland needed all of the different areas of the business to work together seamlessly. It was very important that their systems enable, not impede, efficient business processes
- 2. Scalability** – Scalability is a tenet of Slumberland's Information Services strategy. They needed a high degree of flexibility, so as to respond to customers quickly and efficiently. They also needed systems that were flexible enough to adapt to their rapidly changing environment at a minimum of effort
- 3. Comprehensiveness** – Like many other organizations, Slumberland used a variety of vendors and technologies to meet business goals. The solution they were looking for needed to 'play well with others' and provide a seamless view across their various technologies.
- 4. Cost** – As retailers, cost is always a major consideration. When considering an investment, Slumberland carefully considered whether the benefits to customers would outweigh any costs a given solution may add.

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The Contenders

In considering solutions for monitoring and business process management, Slumberland evaluated a wide variety of products - everything from open source tools, to outsourced/hosted packages, to high-end enterprise systems management products. Each option offered different advantages, but equally telling was their disadvantages: high cost, high maintenance, inflexibility, high segmentation ('silo effect'), and other aspects weighed against the other solutions they considered.

To narrow their search, Slumberland focused their research on vendors that offered all of the features they were aiming for. After trimming the list, they requested bids and presentations from the small selection of vendors that could meet their needs. They involved representatives from multiple groups, who viewed the presentations, then considered them in the context of the bids received. "The discussions were very helpful in identifying what was most important to the stakeholders, and the process was relatively quick and decisive," said Mitchell.

Why they Chose FireScope

According to Mitchell, "the single biggest reason we chose FireScope was its business orientation. While other vendors focused on small technical specializations, we felt that they missed the point: we are here to support the business. FireScope's support for business processes was simply unmatched by the other solutions we considered. FireScope goes beyond simply supporting technology systems, to enabling highly effective business process management. Any monitoring system can tell you if a ping fails; FireScope can tell you what it means to your business."

The Outcome

Since implementing FireScope, Slumberland has gained a new, elevated level of awareness about their business systems, and in turn enabled much more effective actions by their staff. Where before they were receiving cluttered, simplistic information that had to be interpreted before taking action, they now receive targeted, intelligent information that enables a direct, rapid and effective response.

Slumberland has also taken advantage of FireScope's built-in capabilities for historical reporting and trend analysis, which have helped predict areas that will need more attention in the future. This information has boosted efficiency by helping them proactively plan for - rather than react to - necessary changes in systems.

"While the FireScope system itself is excellent, we want to acknowledge the great support we've received from the implementation and support teams at FireScope," says Mitchell. "From pre-selection, all the way through to ongoing support, we've received responsive, courteous and very sharp assistance. We've been particularly impressed with the FireScope team's fearlessness when it comes to tackling tough challenges we bring to them; they don't back away - they find a way to help us succeed. We appreciate their fervor and commitment to success; we feel it's a great match for our own team."

