



PRESS RELEASE

Acando implementing end-to-end monitoring for the webshop of a leading European DIY chain

Hamburg, 27 September 2018. One of the largest operators of DIY superstores and garden centers in Europe has implemented an end-to-end application performance monitoring system for its web shop. Key figures on webshop traffic and user-oriented performance can thus be viewed on an integrated basis. The selection and introduction of a suitable monitoring tool was the responsibility of the webshop specialists at management and IT consultancy Acando.

To ensure the best possible shopping experience, the performance of the DIY online shop is to be continuously improved as the product range grows. Application performance monitoring (APM) provides the metrics required for this.

With the new solution, the company wants to additionally granulate monitoring of the network, web server and application levels and, above all, gain a deeper insight into the active web shop applications. Consequently, it is now possible to view the performance from the user's point of view and to render the interfaces, e.g. the checkout or payment process, more visible. The application tracks the shop user visiting and purchasing process from the beginning to the end of the session, providing a complete overview in the form of graphical dashboards and automating regular reporting.

The company was supported by management and IT consultancy Acando in the selection and roll-out of the APM solution. Acando has been supporting web shop development and operation for many years. With respect to the selection of a suitable monitoring tool, Acando not only provided a good market overview but also the necessary technical expertise for the system, software and network architecture as well as project experience.

A number of newly developed dashboards provide important data for maintaining and enhancing the web shop. The DIY chain can now also evaluate shop user satisfaction more effectively on the basis of the key figures, analyze performance fluctuations with greater precision and define appropriate measures.



For further information please contact:

Peter Ostrop, Member of Management Board, Acando GmbH
peter.ostrop@acando.de, +49 (0)40 822259-155

Anja Altenburg, Marketing Manager, Acando GmbH
anja.altenburg@acando.de, +49 (0)40 822259-205

About Acando

Acando is the consulting company who with equal parts of technical excellence and insight into human behavior - innovates, streamlines and mobilizes organizations for sustainable change. The Group has approximately 2000 employees allocated over five countries. Acando had sales of more than 2,4 billion SEK in 2017 and is listed on Nasdaq Stockholm.

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In Germany, the company has its head office in Hamburg as well as further offices in Braunschweig, Düsseldorf, Koblenz, Frankfurt, Stuttgart and Munich. With around 500 employees, Acando GmbH defines itself as a partner for innovation in the digital world. Its range covers advice on strategies, methodologies and technologies as well as the design, development and management of solutions.

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