



nexthink

# Système U

## Ripping Off The Blindfold

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How Système U's IT department shifted their support services out of neutral and into overdrive by unlocking powerful insights into their endpoints and employee computing environments.

Système U is one of France's most successful food cooperatives with 1,500 independent supermarkets and over 70,000 employees. Their business is reliant upon secure digital transactions and fast communication.

IRIS (U GIE IRIS), Système U's IT support company, set out to improve their employees' digital experience and productivity but lacked the visibility to get the job done.

Partnering with Nexthink, Système U was able to unlock powerful insights into their IT estate and find and resolve common employee computing problems that previously held their business back.

Learn how Système U conquered their IT obstacles by leveraging Nexthink's Digital Employee Experience Management platform.

This is their story...

## THE NEED FOR STRONGER ENDPOINT COMPLIANCE & FASTER MOBILITY

Back in 2016 Système U's IT department, IRIS, decided to start doing things differently and get better control over their colleagues' computing experiences. They kicked-off a global endpoint transformation strategy for Système U with the aim of optimizing their employees' routine digital experiences and improving their productivity.

IRIS developed a business strategy with two key components:

- 1 **Stronger endpoint compliance** – IRIS sought to strengthen Système U's endpoint compliance and operational processes to respond faster and smarter to employees' needs.
- 2 **Faster mobility** – IRIS also wanted to enhance Système U's endpoint mobility by simplifying the employee experience with, for example, authentication systems, virtual desktops, and remote access to information systems, all the while taking an environmentally practical approach.

Though their business goals were clear, IRIS admittedly struggled to perform detailed health checks on their endpoints in specific locations across France. The IRIS team often operated in the dark when it came to measuring their performance data and understanding their IT infrastructure's level of compliance.

This challenge made it extremely difficult to compare like-for-like performance metrics across the company's various product lines and locations, which in turn made life difficult for the IRIS support team when trying to troubleshoot their employees' computing problems.

But all of that would change for the better with Nexthink.

“We lacked a tool that provided real time visibility of what was happening on all of our endpoints in order to intervene instantly in the event of incidents or failures. And also we lacked the ability to better understand the impact our endpoints' had within their environment, such as web browsing or file downloading.”

**Frédéric Gaborieau,**  
Head of IT Infrastructure

## REAL-TIME ENDPOINT VERIFICATION AND PEACE OF MIND

To test out their business objectives, IRIS launched thirty separate IT projects across the Système U enterprise architecture. Their entire IT estate, including some 22,000 workstations, were properly equipped and standardized with Windows 10, a common antivirus software, secure internet access and a unique G mail account.

Rather than sifting through weeks-old-metrics to verify they were compliant, IRIS used the Nexthink platform to access real-time endpoint data on every single one of their 70,000 employees. Each day, IT support was able to instantly compare metrics across their various supermarkets for things like CPU, memory usage, data throughput, and several other key KPIs that informed their trouble-shooting capabilities.

## FIXING PROBLEMS WITHOUT DISRUPTING THE BUSINESS

IRIS also used Nexthink to help them become more agile and restorative in their approach to solving computing problems. With little training or intervention needed from Nexthink support specialists, IRIS's team was able to use Nexthink to help them fix issues in the background without their Système U colleagues ever feeling a disruption in their work day.

## AUTOMATING AND SCALING IT SERVICE FOR THE FUTURE

In addition to speeding up IRIS's reactive problem solving capabilities, Nexthink also allowed them to become more proactive. IRIS was able to quickly save and scale solution scripts for common end user problems for things like bluescreens, crashes, slow logon times, and spotty connectivity.

Using Nexthink's platform freed up the IRIS support team from having to start each new investigation from square one—now they could quickly trigger one-click automations and scale those solutions to thousands of digital devices across France!

This has enabled us to greatly improve our responsiveness. Before Nexthink, we had to search by dichotomy, but now it only takes us a few minutes, and without service interruption.

**Frédéric Gaborieau,**  
Head of IT Infrastructure

## By The Numbers



30  
IT Projects



70,000  
Endpoints



22,000  
Workstations



## EYES ON THE HORIZON

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The team at IRIS are now setting more ambitious business goals for the future.

This year the IRIS team will expand the use of their automatic alerts to protect them from potential security threats and inform them about endpoint renewals. The team is building on the progress they made these past few years and looking to improve their IT health across all 5 business groups and for all 70,000 Système U employees.

## NEXTHINK

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Nexthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees' daily experiences of technology at the device level – freeing IT to progress from reactive problem solving to proactive optimization. Nexthink enables its more than 1,000 customers to provide better digital experiences to more than 10 million employees. Dual headquartered in Lausanne, Switzerland and Boston, Massachusetts, Nexthink has 9 offices worldwide.

“Our only way to resolve incidents was to take control of endpoints remotely. Today, we can directly identify what is at the root of the problem.”

**Frédéric Gaborieau,**  
Head of IT Infrastructure

Have questions about the  
Nexthink platform?

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