

Retail

Delighting customers with convenient shopping

Leading supermarket chain

With online shopping booming in China, this successful supermarket retailer engaged Lenovo Managed Services to support its core IT infrastructure—cutting the risk of unplanned downtime and driving digital innovation.



Lenovo

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Who is this leading supermarket chain?

This leading supermarket chain is one of the largest retailers in the world and operates multiple retail brands in more than 20 countries. The company's supermarkets, bulk-buy warehouses, and e-commerce sites have proved incredibly popular in China, with millions of customers flocking to its stores each year.

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The Challenge

Already the largest in the world, the value of China's e-commerce sector is expected to reach \$2.2 trillion by 2023.¹ To take advantage of the thriving market, this leading supermarket chain is stepping up its online and in-store operations. Most recently, the company launched a same-day delivery service that offers customers the option to get products delivered in under an hour.

Offering these rapid, responsive, and innovative shopping experiences is incredibly data-intensive. Growing data volumes placed pressure on the supermarket chain's IT infrastructure, and the company's third-party IT operations and maintenance service provider struggled to keep pace. Unplanned downtime was simply not an option, and the company looked for a new approach to support its continued business growth.

¹ [Douglas Blakey, "China continues to lead global e-commerce market with expected \\$2.2trn sales in 2023: Global Data," Electronic Payments International \[website\], \(August 29, 2023\)](#)



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“Data fuels the retail industry, so it’s vitally important that our core systems are always up to date, secure, and performing optimally. Our existing IT services provider was struggling to support these goals, so we looked for a new partner to help us expand and innovate our digital channels.”

Spokesperson

Leading supermarket chain

Harnessing the power of automation

To enhance IT operations and maintenance activities, the supermarket chain enlisted the support of Lenovo Managed Services. Lenovo worked with the supermarket chain to define robust service-level agreements on system availability, performance and reliability, and automate many key IT maintenance workflows.

For a rapid migration to the new service, the Lenovo team used the intelligent detection capabilities of Lenovo ServiceForce—a cloud-based intelligent operations and maintenance platform—to identify system issues and find new ways of optimizing IT management efficiency.

Services

Lenovo Managed Services

Software

Lenovo ServiceForce



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“Lenovo brought the powerful technology and specialist knowledge that we needed to redefine our approach to IT operations and management.”

Spokesperson

Leading supermarket chain

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Results

By outsourcing IT operations and maintenance to Lenovo, the supermarket chain has laid strong foundations for continued growth and digital innovation. Harnessing intelligent automation, Lenovo Managed Services can handle routine maintenance tasks up to 50% faster than the previous service provider—enhancing efficiency.

By simplifying and standardizing its core IT management processes, the supermarket chain also benefits from improved workflow transparency, which supports more cost-effective system management. Backed by Lenovo, the company can spend more time enhancing its retail services and delighting shoppers.



50% increase in efficiency of routine maintenance



Simplifies IT architecture



Improves cost-efficiency



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“The Lenovo Managed Services team delivers excellent IT support services that help us to provide rapid and convenient shopping experiences to our customers, both online and in store. With Lenovo keeping our core IT systems in check, we can focus on what we do best: bringing high-quality products to customers across China.”

Spokesperson

Leading supermarket chain

Why **Lenovo**?

With competition incredibly fierce in the e-commerce and retail landscape in China, this leading supermarket chain looked for a technology partner with a proven track record of success in the sector.

“Lenovo stood apart from other IT services providers because of their professionalism and commitment to understanding our business needs and our vision for the future,” says a spokesperson from the supermarket chain. “Lenovo’s previous experience working on successful IT transformation projects with other leading retailers in China was also a huge advantage.”



How can retailers provide rapid services at scale?

A supermarket chain partners with Lenovo to keep IT running smoothly, so it can deliver to customers fast.

[Explore Lenovo Managed Services](#)