AXEZ ensures maximum availability and performance of Slim4

Guaranteeing 24/7 availability, high performance and low latency. That's the big challenge today for Software-as-a-Service providers around the world. That also applies to Slimstock, European market leader in inventory optimisation. Their application Slim4 has been operational in a SaaS variant since April 2018. Meanwhile, the number of customers – in the Netherlands, but also internationally – has grown enormously. With HPE Platinum Partner AXEZ, Slimstock is continuously building to optimise the performance and availability of Slim4, which fully supports the growth of the business.

Slimstock helps companies around the world to manage their inventory, adapt faster to dynamic conditions and thus better achieve their supply chain objectives. Slim4 is a unique software package specially designed for forecasting, demand planning and inventory optimisation. It integrates seamlessly with any ERP system, from which it reads sales and stock data and translates it into tailor-made advice. More than two years ago AXEZ set up a private and multi-tenant cloud from its own GuardData® cloud platform, in which each Slimstock customer has a dedicated Slim4 environment.

Performance and continuity

About two years ago, Slim4's customer experience was the driving force behind the decision to fully optimise the IT infrastructure. Today, we work continuously to improve performance and continuity. "Our customers' order recommendations need to be available early in the morning. Not only in
the Netherlands, but also in the United States, the Middle East and Australia. Because we work in different time zones, our forecasts and advice on the cloud platform must be available 24/7", says Daan Majoor, CTO of Slimstock.

> "And our customers depend on Slim4 for their purchasing advice. Because we work globally, with varying weekends as well, the platform offered must be available 24/7."
>
> *Daan Majoor, CTO of Slimstock*

The way Slimstock's software is used has changed considerably in recent years. For example, the number of customers who purchase the application as a service has increased significantly. The application is currently being used as a service from Slimstock in about twelve countries, including the United States, Brazil and Dubai.

In the United States, Slim4 is primarily delivered as a SaaS service, whereas in the Netherlands there is a much broader mix between on-premises installation, self-hosted or purchase of the software as a service.

AXEZ consultants and architects continuously optimise the performance and connections to the Slim4 application. After all, customers get used to the good performance of the application. "The Slim4 software has certain critical calculation times where a lot of data is processed, especially in the morning when determining initial order recommendations. They want to view and process the advice and predictions for their inventory right then and there. We must ensure that the advice is ready just in time", says van Dop.

> " "Slimstock doesn't need to worry about ensuring data security from our GuardData® platform."
>
> *René van Dop, Director of AXEZ*

Security-first approach

Still, optimising the customer experience has not been relegated to the background. "Two years ago, Slim4's workflow had more steps. The user experience is now much better and it is simply easier for customers to work in the application", says Majoor. Thanks to AXEZ's GuardData® cloud platform, Slimstock can now easily offer Slim4 as a fully web-enabled application. This is to serve customers who would rather not have a VPN. "Of course we will always continue to work security-first. Slimstock, for example, does not need to worry about data security from our GuardData® platform", says van Dop. "Every customer receives a high level of standard data security. For specific customer requirements, we provide the customisation as needed."

Responding to changing demand models

The corona pandemic brought about a lot of changes, including for the inventory management market. Demand patterns have changed dramatically. "People are buying more online. Where you used to see stable seasonal patterns, you now see that one product is sold a lot, while others suddenly just stop selling altogether. With Slim4, customers can quickly see which of their products have increased in demand and the software immediately makes forecasts to replenish stock correctly. But if demand suddenly drops, Slim4 users can also cancel orders more quickly", says Majoor.

Faster response and intervention

With AXEZ's HPE-based GuardData® cloud platform, Slimstock can guarantee high availability and performance to its customers. But the service of AXEZ goes beyond even that. "With the help of AXEZ, we can move very quickly. If a new customer wants to join the platform, it only takes one or two days until we have the entire environment live, with exactly the right resources required for that specific customer", says Majoor. "Everything goes many times faster than if we had to arrange everything ourselves", he adds. With the pay-per-use model, customers only pay for what they effectively use. AXEZ allocates exactly the resources that that customer needs.

"Through the GuardData® dashboard, both AXEZ and SlimStock continuously see how the Slim4 software is performing at the customer's location", says van Dop. Previously, in an on-premise environment, customers often had performance challenges due to outdated hardware, for example. The only solution for the customer was then to invest in new hardware. Now AXEZ and Slimstock can easily see where improvements can be made and they can move faster with customers. This ensures that the optimum result is obtained from the IT environment, which results in a better user experience and faster implementation of the software for the customer.

> "Thanks to AXEZ, it takes
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Tailor-made advice

"The beauty of the Slimstock platform is that it continues to evolve. We are constantly working on new features and apply machine learning. AXEZ is always there to advise us on this", says Majoor. "The IT experts have a great deal of in-depth knowledge of the platform and continue to respond perfectly to our needs and those of our customers", concludes Majoor.

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Hewlett Packard Enterprise

T: 088 – 2939 999
E: verkoop@axez.nl
A: Verrijn Stuartlaan 31 - 2288 EK RIJSWIJK