

# Elkjøp makes its online retailing more secure

## **The challenge:** increasing retail volumes online

Online retail accounts for a large portion of Elkjøp's sales and as the volumes increase there are correspondingly higher demands placed on performance, functionality and security.

"We operate nine online stores, seven in Scandinavia and two in central Europe," explains Erlend Berg, IT Solutions Architect for eCommerce at Elkjøp. "In December, which is our busy season, we get over one billion page hits. Our website must be available 24/7, every day of the year."

## **The solution:** external operation of online retail

Elkjøp decided to place the operation of its massive online retail structure on a platform managed by Tripnet.

"We based our retail solution on Intershop's platform and we use Oracle as our database solution," explains Erlend Berg. "Tripnet has proven to be an excellent partner. They made sure employees were trained in our application and have exactly the right type of competence that is needed, which means we feel very confident about the operation."

To test the new applications and detect any problems before they affect customers, Elkjøp has an advanced test and pre-production environment available at Tripnet.

"An error could be very expensive for us. It's vital to have a partner taking care of the operation who can also work closely with Brightstep, our development partner. Tripnet has managed to create a very good dialogue and positive co-operation to develop new solutions. Having both testing and pre-production at Tripnet means that we control each update and application, both during development and at delivery, before it goes into production. Any errors can be recreated and solved quickly."

## **The result:** a flexible complete solution with structure and stability

By placing operation of its online retail at Tripnet, Elkjøp gains a functional system with very good security and advanced services that ensure high availability.

"We needed a secure system that could handle large volumes of transactions and had good scalability. Tripnet gave us that. They are a proactive partner who has built close collaboration with both us and our application supplier.

Secure solutions and high technical competence are not the only reason why Elkjøp chose to work with Tripnet.

"We really do get 24-hour service. When something happens, and things always do crop up with any system, we can trust Tripnet to solve it in a good way. That sort of trust is invaluable."

## **Elkjøp**

Elkjøp is Scandinavia's leading business in home electronics and white goods. The group has 320 stores, including Elgiganten in Sweden and Gigantti in Finland. The Group employs around 8,000 people and had sales of around NOK 26.2 billion in 2012/13.

## **Tripnet supplies:**

- Operation and monitoring 24/7
- Production, preproduction and testing environment
- Infrastructure as service (IaaS)
- Servers
- Data storage
- Application Delivery controller (ADC)
- Firewall and VPN
- Internet capacity
- Back-ups
- Application operation, Intershop
- Application operation, Oracle
- Application operation, FACT-Finder
- Red Hat Enterprise Linux
- Oracle database cluster
- Geographically separate redundant systems

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