Liverpool Department Stores

Liverpool Department Stores upgrades security for customer data with Micro Focus® Extra!® X-treme™ software.

Overview
Liverpool is the leading department store chain in Mexico, with 65 stores across the country that feature clothing, furniture, and gifts. Liverpool also manages seven shopping centers, a retail credit division, and a real estate division. The company's estimated market share is 63 percent, with annual sales of about US$3 billion.

A longtime customer, Liverpool deployed Extra! X-treme in all its stores and administrative offices to help protect the company’s valuable customer data.

Challenge
Part of the company’s strategic business plan includes continually upgrading technology in order to better serve Liverpool’s large customer base and maintain a competitive edge. Given that one of Liverpool’s most valuable assets is data, including customer data, the company takes extra steps to guard against internal and external threats.

According to a Liverpool IT executive, “If we start from the premise that 80 percent of fraud occurs with involvement of companies’ internal personnel, then there is an urgent need to be met.”

Solution
Extra! X-treme was an ideal fit with the company’s strategy. Extra! X-treme is terminal emulation software that connects Windows users to applications running on IBM mainframe (3270), IBM AS/400 (5250), and UNIX/Linux/OpenVMS (VT) systems. With Extra! X-treme, IT professionals gain three essential capabilities:

1. High-level security for data access and transfers, including integrated cryptography that allows for client-side SSL/TLS, SSH, and Kerberos data encryption and authentication.
2. An array of features for enhancing terminal emulation user productivity.
3. The ability to seamlessly integrate with new and evolving technologies, such as new operating systems, Citrix, Active Directory, Group Policy, and PKI infrastructures.

“With Attachmate (now part of Micro Focus) solutions, we are guaranteeing an extremely high level of security, independently of internal and external audits, and accordingly, we are taking the initiative to offer our customers a better service.”

IT EXECUTIVE
El Puerto de Liverpool S.A. de C.V.

At a Glance

- Industry
  Retail
- Location
  Mexico
- Challenge
  Security for customer data needed to be continually improved to keep pace with a fast-growing customer base and competitive service standards.
- Solution
  Use Extra! X-treme to secure customer information and facilitate regulatory compliance.
- Results
  + Eliminated data-entry errors.
  + Cut claims-payment processing time by 50 percent.
After numerous tests to minimize the possibility of failure, we helped Liverpool IT launch the solution on 5,000-plus machines.

“We are talking about the transfer of information and security in all our processes,” said Liverpool’s IT executive. “With Attachmate (now part of Micro Focus) solutions, we are guaranteeing an extremely high level of security, independently of internal and external audits, and accordingly we are taking the initiative to offer our customers a better service.”

Results

“It’s a very friendly, simple, and easy to install solution, built to standards that reduce training needs and lower tech support costs,” said Liverpool’s IT executive. “It is worth adding that this was a very clean project, with no major obstacles.”

We are working on other important projects for Liverpool, such as the monitoring of automated activities to support production and the monitoring of information to support credit systems, gift desk, and financial authorizations—all of which form the foundation of the business.

Liverpool’s IT executive summed up by saying, “The project worked in price, cost, and planned time, which is the most important thing. We are satisfied with the solution, and the cost-benefit ratio is also very high.”

About Micro Focus

Since 1976, Micro Focus has helped more than 20,000 customers unlock the value of their business logic by creating enabling solutions that bridge the gap from well-established technologies to modern functionality. The two portfolios work to a single, clear vision—to deliver innovative products supported by exceptional customer service. www.microfocus.com