



# Major Retailer Orchestrates Business Data and HR Processes With Tidal

*This multi-billion dollar business supplies retailer implemented Tidal in 2008. They had outgrown the capabilities of CRON and their ERP's native scheduler and recognized the need for an enterprise workload automation solution. Tidal was ultimately selected for its proven scalability, reliability and robust scheduling functionality. The impact of Tidal's solutions touches numerous aspects of the business including marketing, sales, customers and employees.*

## AUTOMATING BUSINESS-CRITICAL DATA MANAGEMENT & MOVEMENT

As a large retailer, this organization generates and manages a massive amount of data in the course of day-to-day business activities – from transactions, billings, shipments and inventory to customer information, rewards programs, promotions and more.

Prior to implementing Tidal, the Data Warehouse team was using CRON which had limited scheduling functionality and required many additional Unix jobs to manipulate the overall schedule. There was also significant manual effort which was time-consuming and prone to errors.

The organization relies on a complex ecosystem of tools for BI and data analytics, pipelines, visualization and storage/archiving. It's a diverse set of legacy, current and more modern technologies for managing their business with deep analytics.

The Tidal Automation platform orchestrates data management and movement across the myriad of enterprise data applications. Tidal's pre-built adapter for Informatica PowerCenter provides seamless integration and scheduling for all ETL jobs and processes in the organization.

Tidal brings timely, efficient scheduling and management of data processes that are mission-critical for delivering insights in real time to run the business. With a high volume of jobs running hourly, daily, weekly and monthly, Tidal is an integral part of executing processes at the end of each day, month, quarter and year.

Users appreciate Tidal's powerful scheduling capabilities that bring greater efficiency to their complex data management and movement activities:

- Comprehensive logging for full traceability
- Alerting and notifications for failures so remediation can happen immediately
- Single view of schedule rather than multiple tools

### TIDAL ENVIRONMENT

- > Production instance
- > Non-Production instances for Development, Testing & QA
- > 12,000 jobs/day in Production
- > 100,000 jobs across the environment
- > Tidal Automation Adapters for Informatica® PowerCenter and Oracle® PeopleSoft
- > Over 500 agents on Linux & Windows



## INCREASED EFFICIENCY FOR HR PROCESSES

This retailer relies on Oracle PeopleSoft to manage their essential HR functions for nearly 50,000 employees. As is common with native ERP schedulers, the PeopleSoft scheduler had a number of limitations:

- It only provided simple time-based scheduling with basic recurrence cycles.
- Job dependencies could not be defined.
- External processes or functions could not be triggered.

Tidal's pre-built adapter for PeopleSoft enabled seamless integration of HR's critical processes and schedules into the Tidal Automation platform. A variety of HR processes – Payroll, Benefits, Recruiting, Onboarding, Provisioning, Training and more – are all scheduled and managed in Tidal. Additionally, HR relies on Tidal as the primary tool for running and distributing their reports.

For weekly payroll, Tidal automates processes of creating paysheets, calculating checks and confirming payroll. The retailer estimates time savings of 50% for these payroll processes.

Tidal provides much more scheduling flexibility through the use of calendars, variables and dependencies – all of which were difficult to configure previously. Other aspects of the Tidal platform that users value include:

- Alerting and notifications to end users (e.g., email and ITIL ticket creation) when jobs fail
- Ability to trigger an external file transfer process to send/receive files
- Accommodates application outages by setting a Tidal outage window or rescheduling jobs

### KEY BENEFITS OF TIDAL:

- > Centralized management of enterprise schedules and processes
- > Orchestration across mission-critical applications and tools
- > Increased IT efficiency
- > Ability to meet process SLAs
- > Ease of use and self-service capabilities for business users
- > Cost-effective enterprise solution

