

Migros unifies observability of 38,000 devices with LogicMonitor



Migros, Switzerland's largest private employer with approximately 100,000 employees, operates a complex enterprise spanning retail cooperatives, industrial companies, and corporate services. Their network operations team serves a mission-critical role as the single point of contact for network services across 50 companies. Every minute of downtime can halt grocery store sales and freeze production lines. It can also disrupt corporate operations, impacting millions of daily transactions—and revenue.

INDUSTRY

Retail

PRODUCTS

LogicMonitor Envision platform

LM Logs

SOLUTIONS

- + Reduced MTTR
- + Tool Consolidation
- + Out-of-the-Box Integrations

CHALLENGES > RESULTS

- + Manual coordination >
 - > Reduced Downtime > Reduced Revenue Loss
- + Fragmented Monitoring Across Multiple Tools > Unified Platform with LogicMonitor
- + Slow, Reactive Incident Response > Immediate Issue Detection and Faster Response
- + Limited Scalability of Legacy Systems > Scalable across environments

KEY OUTCOMES



Cost and Operational Efficiency

Replacing multiple legacy tools led to:

- Lower **licensing costs**
- Reduced **maintenance overhead**

Outcome: Freed up engineering resources to focus on strategic, revenue-impacting initiatives rather than system upkeep.



Improved Incident Response Speed

- Outages that previously required **manual coordination across multiple tools** can now be **diagnosed immediately**.

Outcome: Reduced downtime and revenue loss at retail stores; improved production efficiency at manufacturing sites.



Unified Observability Across 38,000 Devices

- LogicMonitor enabled centralized observability for over **38,000 devices**, including **10,000 switches** and **28,000 access points**.

Outcome: Eliminated monitoring blind spots across 50 business units and simplified management of diverse infrastructure.



Platform Scalability and Future-Readiness

- Successful migration and scalable support for future **cloud initiatives** under Migros' **cloud-first strategy**.


Outcome: Positioned IT operations for long-term growth and innovation, including expanding monitoring to additional services like cameras and internal applications.

Resolving gaps across 50 business units

Managing network services for Switzerland's largest private employer left no room for blind spots across the IT infrastructure. With millions of daily transactions depending on network reliability, their legacy monitoring solutions threatened their ability to prevent and respond to disruptions.

"We had too many devices to have our previous solution run properly," explains Claudius Külling, Lead of Network Operations at Migros. "We were always on the border of capacity."

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The network operations team needed to monitor a complex mix of devices—from 10,000 switches and 28,000 access points to firewalls, core network components, and IP proxies. Their previous solution couldn't handle this diversity, forcing them to maintain multiple systems. Each required separate maintenance, produced isolated alerts, and stored data independently. For retail operations, this meant potential delays in detecting point-of-sale system issues. For manufacturing sites, it risked production line disruptions going unnoticed, jeopardizing production schedules, impacting order fulfillment, and ultimately threatening revenue and customer commitments.

This fragmentation also impacted incident response. When issues arose, the team coordinated escalation calls and customer communication across multiple companies without a unified view of their infrastructure. Minutes lost switching between their various monitoring solutions—PRTG, custom access point monitoring, and separate logging systems—translated directly to lost revenue at stores and production delays at manufacturing sites. The wireless network posed an additional challenge, requiring a custom monitoring solution that diverted valuable engineering resources from preventing business disruptions.

Delivering scalable monitoring for hybrid environments

After evaluating six vendors, Migros chose LogicMonitor for its ability to provide a single-pane-of-glass view across on-premises and cloud environments.

"It became clear very quickly that LogicMonitor was the right solution for us," Külling shares. "The LogicMonitor Envision platform's scalability means we can finally monitor all our devices in one place, eliminating our previous blind spots."

The implementation marked a decisive shift from fragmented solutions to unified observability. LogicMonitor's bulk upload capabilities enabled Migros to efficiently and quickly migrate their extensive device inventory, while built-in integrations eliminated the need for custom monitoring solutions.

As Külling explains: "Many features were ready to be implemented immediately. You can bring devices from one monitoring solution to LogicMonitor through bulk upload, which makes the transition much smoother."

The migration success stemmed from close collaboration between teams. The Migros network operations team worked alongside LogicMonitor's engineers through regular consultation meetings, ensuring the platform was optimized for their complex environment.

"We had great support from LogicMonitor's engineers," reflects Külling. "They helped us make proper adjustments to ensure we were capturing exactly what we needed."

The implementation represented more than just a tool replacement; it marked a critical shift in their strategy—from reactive and disconnected monitoring to proactive and unified observability. As the company executes its cloud-first vision, LogicMonitor's SaaS platform eliminates the maintenance overhead of on-premises solutions while providing the scalability to support future cloud initiatives. Rather than managing multiple systems, the team can now focus on their core mission: ensuring reliable network services across their business.



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Claudius Külling, Lead of Network Operations

From monitoring gaps to proactive network management

Implementing the LM Envision platform transformed incident response across Migros' operations. Store outages that once required coordinated investigations between multiple teams can now be diagnosed immediately. This speed directly impacts business performance—preventing revenue loss at retail locations, maintaining production efficiency at manufacturing sites, and ensuring consistent customer service across all operations.

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Claudius Külling, *Lead of Network Operations*

Field teams across different Migros companies leverage customized monitoring views for their specific needs. Retail technicians spot potential issues before they affect point-of-sale systems and customer transactions. Manufacturing site teams monitor their production line infrastructure, preventing costly disruptions to manufacturing processes. This proactive approach has fundamentally changed how Migros maintains business continuity.

Integration with ServiceNow multiplied these benefits. Device information automatically updates their central database, replacing error-prone manual processes that previously risked configuration-related outages.

“The database of LogicMonitor helps us build a proper CMDB,” notes Külling. “We extract critical data to improve multiple systems, which helps us deliver better service across each of our companies.”

This automation ensures accurate tracking of their extensive infrastructure while reducing the risk of misconfigurations that could impact business operations.

The consolidated approach delivered significant efficiency gains. By replacing their previous, disparate monitoring solutions and reducing reliance on separate logging systems, Migros cut both licensing costs and maintenance overhead. Most importantly, the engineering team now focuses on preventing network issues that could impact revenue-generating operations.

The possibilities with LogicMonitor

Migros continues expanding its use of LogicMonitor, with automated incident response as a key focus.

“Eighty percent of access point failures can be resolved with a reboot,” Külling explains. “We’re looking to use these automation capabilities to handle alarm responses.”

This capability could significantly reduce the impact of common network issues on store operations and manufacturing processes.

The team is also fielding requests to expand their services beyond network devices. For example, their internal teams have been asking to implement observability for their services, cameras, and other equipment. This growing demand has led them to consider establishing a dedicated internal team.

According to Patrick Mosberger, Head of ICT Infrastructure, “LogicMonitor delivers a robust monitoring platform that gives us deep visibility into our hybrid, distributed, and highly complex network environment. What really stands out is how closely the product evolves in line with real customer needs — quickly and with purpose. This creates new opportunities for us to explore AI, automation, and quality management, all within the framework of a strong, strategic partnership.”

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Mosberger added: “The success we’ve had with LogicMonitor for network observability has sparked interest across the organization. Other teams are now exploring how we can extend monitoring to additional business-critical services.”

For an organization managing critical infrastructure across dozens of companies, LogicMonitor has become more than just a replacement for multiple monitoring solutions—it has simplified how Migros ensures and manages their network services.

ABOUT MIGROS

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As Külling reflects on their journey, "Our main goal was to switch off the old monitoring solution and properly bring all devices into the new LogicMonitor AI-powered hybrid observability platform without issues. We had great support, and while it wasn't without challenges, the process was very smooth."

ABOUT LOGICMONITOR

LogicMonitor® offers hybrid observability powered by AI. The company's SaaS-based platform, LM Envision, enables observability across on-prem and multi-cloud environments. LM helps IT and business teams gain operational visibility and predictability across their technologies and applications to focus less on troubleshooting and more on delivering extraordinary employee and customer experiences. For more information, visit logicmonitor.com and our [blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).



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