

How a Leading Global Retailer Rebuilds Infrastructure Compliance with Progress Chef

CASE STUDY



COMPANY

Leading Global Retailer

INDUSTRY

Consumer and Retail

PRODUCT

Progress[®] Chef[®]

COUNTRY

United States

SUMMARY

A global retailer replaced fragmented automation tools with the Progress[®] Chef[®] platform, centralizing compliance and configuration management. The shift improved governance, reduced operational complexity and eliminated configuration drift—enabling greater visibility, control and stability across a 275-node hybrid infrastructure environment.

Challenge

For years, a leading global retailer had built its infrastructure automation organically, adding tools as needs emerged, rather than designing a unified system from the start. Over time, that approach began to break down.

Different teams relied on a mix of Progress Chef Server, Progress Chef Solo and legacy Ansible scripts, creating a fragmented toolchain that was difficult to manage at scale. Every environment, across both Windows and Linux systems operated with limited coordination, making it nearly impossible to maintain a consistent view of infrastructure health.

Without centralized visibility, enforcing compliance became a constant uphill battle. Systems drifted away from their desired states and identifying those deviations often required manual effort. Audit readiness added another layer of pressure: teams had to piece together information from disparate tools, increasing both the risk of gaps and the operational overhead.

What began as a flexible approach had become a constraint. The retailer needed a better way to bring order to its growing infrastructure, one that could simplify operations while strengthening governance across its entire estate.

Solution

To regain control, the organization made a decisive shift: it unified the Chef solutions as a single platform for compliance automation and configuration management.

Rather than continuing to manage multiple tools with overlapping responsibilities, the team consolidated its approach around a single system designed to enforce consistency at scale. The Chef platform provided centralized visibility into infrastructure health, giving teams a clear, real-time view of compliance across environments. That visibility marked a turning point, transforming what had been a reactive process into a proactive one.

At the same time, the platform introduced continuous compliance enforcement across key systems, including Ubuntu, Windows Server and SQL Server. Instead of periodically checking configurations, the team could now monitor and enforce standards automatically, reducing

the likelihood of drift.

Perhaps most impactful was the combination of drift detection and automated remediation. The Chef platform continuously identified when systems deviated from their desired state and corrected them without manual intervention.

Unified dashboards and audit-ready reporting completed the picture, providing a single source of truth for governance and compliance.

What emerged was not just a new tool but a fundamentally different way of managing infrastructure: simpler, more consistent and built for scale.

Results

The shift to a unified platform quickly changed how the organization operated. By consolidating its fragmented toolchain, the retailer reduced the complexity that had slowed teams down and introduced risk. Tasks that once required coordination across multiple systems could now be handled within a single, consistent framework.

Compliance, once a reactive and time-consuming process, became continuous and automatic. With policies enforced in real time, the organization strengthened its overall compliance posture while reducing the manual effort required to maintain it.

At the same time, centralized visibility transformed governance. Teams could now see the state of their

infrastructure clearly and act quickly when issues arose. Audit preparation, which previously required stitching together data from multiple sources, became more streamlined with built-in, audit-ready reporting.

System stability also improved. By eliminating configuration drift and maintaining systems in their desired state, the retailer reduced inconsistencies that could lead to outages or performance issues.

The initial deployment covered 275 nodes in a hybrid environment spanning Windows and Linux systems providing immediate value while establishing a foundation for future expansion.

What changed most wasn't just the technology, but the organization's confidence: teams gained stronger control over their environment and a clearer path forward.

With a more stable and governed foundation in place, the retailer is now looking ahead. The team is exploring opportunities to expand its use of automation across additional use cases, building on the capabilities already established with the Chef platform. There is also interest in advancing toward real-time orchestration, enabling even faster responses to changes across the infrastructure. At the same time, the organization is evaluating the potential evolution toward SaaS-based deployment models, reflecting a broader shift toward flexibility and scalability.

What began as a project to address compliance challenges has become a stepping stone toward a more modern, adaptive infrastructure strategy.



Centralize compliance and automate infrastructure management with Progress Chef.

About Progress Software

Progress Software (Nasdaq: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible AI-powered applications and personalized digital experiences with agility and ease. Businesses of all sizes get a trusted provider in Progress, with the products, expertise and vision they need to turn AI disruption into a competitive advantage. Millions of developers and technologists at hundreds of thousands of organizations depend on Progress every day. Learn more at www.progress.com

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