

Global SAP Monitoring

Every company, large and small, has to explore new ways to address increasing quality and security requirements in IT systems in order to meet the challenges of a globally networked future. Taking a "best-of-suite" approach, BSH Bosch and Siemens Hausgeräte GmbH has chosen REALTECH's theGuard! ApplicationManager to monitor its SAP systems.

: success story

BSH Bosch and Siemens Hausgeräte GmbH

B/S/H/

Stefan Jakob,
IT Infrastructure and Operations at BSH

"theGuard ApplicationManager is the ideal solution for SAP monitoring at BSH with our particularly large system landscape that includes more than 100 SAP instances in Germany alone. And, compared to all the other "best-of-suite" sub-projects, theGuard! ApplicationManager offered the fastest impementation by far."



Pictures:
Siemens Electrogeräte GmbH





The Company

BSH Bosch and Siemens Hausgeräte GmbH, a joint venture between Robert Bosch GmbH and Siemens AG, is a multinational group posting annual sales in excess of 7.3 billion euros.



The product range marketed under the various brands encompasses small, large and Internet-enabled home appliances. BSH is the market leader in Germany and one of the world's leading domestic appliance manufacturers.

The Initial Situation

As the BSH Group was steadily growing, its system landscape grew as well, putting more and more emphasis on the company's SAP systems. Consequently, the management decided to strategically align BSH's system architecture with its business processes. And although this realignment provides superior efficiency, it also imposes great demands on the reliability of IT systems. In a worst case scenario, interruptions in these "corporate systems" could result in a failure of entire business processes.

The company's previous CCMS monitoring architecture couldn't keep up with the demands and therefore failed to guarantee the required process security within BSH's system landscape.

To achieve a lasting realignment at BSH, a system management infrastructure was implemented based on a range of "best-of-suite" products, i.e. the ideal solution for each of the technology and application platforms at BSH was chosen.

REALTECH's Solution

In an invitation to tender process, REALTECH's theGuard! Application Manager was selected against strong competition from twelve providers in the field of SAP monitoring proving itself as the ideal system management solution.

The decision came during a benchmark procedure that followed extensive testing within BSH's IT landscapes. Fast implementation times and, above all, in-depth SAP expertise and the rapid and easy installation of theGuard! Application Manager gave REALTECH the competitive advantage.

Customer Benefits

Following the installation of theGuard! ApplicationManager, BSH can now reap the benefits of a clear and coherent overview of system availability, a highly-functional event monitoring system and a targeted error analysis. What's more, the new solution allows for the realistic simulation of application scenarios from a user's perspective, thus providing a basis for future investment decisions.

Since the beginning of the implementation, theGuard! ApplicationManager has been monitoring 40 SAP R/3 Enterprise and WAS ABAP SAP systems, which is a total of about 70 SAP instances. The worldwide rollout of this model is scheduled for 2007. BSH's objective here is to establish a global monitoring of all of its SAP systems to be able to strategically analyze worldwide data from a central point.

Worldwide rollout at BSH Group.

