

## A proven track record in systems monitoring

Leading international IT service provider Atos Origin hosts complex SAP environments at its state-of-the-art data centers. The outsourcing specialist operates a wide variety of R/3 systems and Oracle databases on all leading UNIX and Microsoft platforms. Since 1997, Atos Origin has been using REALTECH's theGuard! system management software to ensure the smooth running of heterogeneous landscapes of this kind. It enables proactive identification and elimination of bottlenecks, and helps maximize the availability and performance of applications. It is also possible to monitor and document compliance with service level agreements, providing customers with cost-effective service and verifiable quality.

: success story

# Atos Origin GmbH



Konrad Röwekamp,  
Head of ERP server management at Atos Origin GmbH, Germany

*"As our customer base has grown, we have implemented new modules of theGuard! software products. We opted for theGuard! because it provides a reliable, end-to-end solution for managing heterogeneous server landscapes for SAP solutions, and delivers outstanding value for money."*



Photos courtesy of the manufacturer





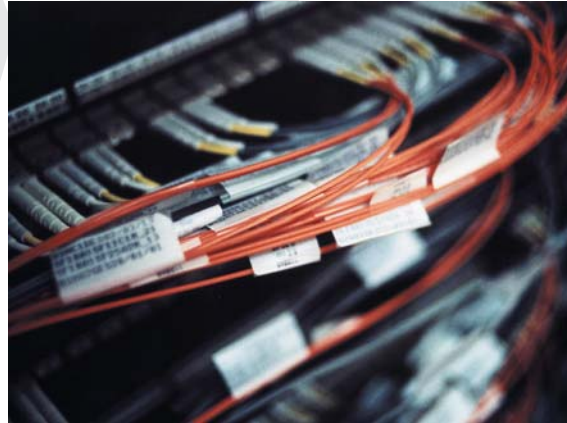
Atos Origin GmbH not only operates the IT systems for the world's largest sporting event, the summer Olympic Games 2004 in Athens: 50,000 employees in 50 countries deliver comprehensive consulting, systems integration and outsourcing services for organizations of all kinds and sizes. The company posts annual revenues of over 50 billion euros.

Atos Origin GmbH operates ERP systems for a variety of customers. theGuard! is deployed in critical test and production environments on various hardware platforms running diverse versions of Microsoft Windows NT and 2000, IBM AIX, HP-UX, True64, SUN OS and Linux. Around 60 different SAP R/3 environments (releases 3.1i to 4.7) are in place. The company also operates mySAP CRM, SAP Business Information Warehouse, as well as some fifteen other mySAP solutions. In addition, Atos Origin supports 50 Oracle databases, the majority in R/3 environments, though some are stand-alone systems.

Availability, performance and automation are top priorities at Atos Origin's data centers. "Service level agreements guarantee that users receive cost-effective IT services that meet clearly defined quality requirements," says Konrad Röwekamp. "We don't just promise – we deliver. And we ensure our customers see precisely what they are getting."

Managing heterogeneous environments presents considerable challenges. In order to comply with or exceed the service level agreements, Atos Origin's IT professionals require software tools capable of supporting a wide variety of systems. To achieve

the required levels of efficiency in day-to-day operations, a single point of control is essential. Automated processes and integrated quality assurance are also vital, for example via proactive system monitoring.



the solution continuously monitors resources, available hard-drive capacity, processor loads, and system activity. In addition, the software documents the parameters defined in the service level agreements. Konrad Röwekamp explains:

*"We have defined business-unit-specific 'transaction baskets' for performance analysis. SLAs are monitored using theGuard! ServiceLevelAnalyzer. All relevant information is available in one central management system."* Atos Origin is currently working with REALTECH to tailor theGuard! ServiceLevelAnalyzer even more closely to its needs.

## An early adopter

These heterogeneous R/3 environments are controlled and monitored with the help of REALTECH's theGuard! software products. Atos Origin deploys the following modules: ApplicationManager (including performance analysis) ServiceLevelAnalyzer, Reporting, NetworkManager and InventoryManager.

*"We were one of REALTECH's first customers,"* explains Konrad Röwekamp. *"Since we started using theGuard! in 1997, we have upgraded several times, and are very satisfied with the solution. REALTECH's commitment to support was another decisive factor."*

Atos Origin uses theGuard! ApplicationManager to nip potential problems in the bud. To guarantee application performance,

### Technical Information:

Multiple data centers with 75 SAP R/3 environments.

### Operating systems deployed:

Microsoft NT and 2000 IBM AIX, HP-UX, True64, SUN OS and Linux.

### SAP releases supported:

From R/3 3.1i to the most recent versions of mySAP

### Database systems monitored:

Oracle, MS SQL Server

### Number of live SAP users supported:

Approx. 5,500