

## Perfect customer service

Quality of service is crucial to success in the IT outsourcing market. Today, many customers not only look to the maximum availability and performance of the hosted systems, they also demand detailed reporting and want their service provider to be able to monitor their IT-enabled business processes. Capgemini chose to implement theGuard! ApplicationManager in order to strengthen its competitive position in the IT outsourcing market and to ensure a more detailed monitoring of its own SAP systems.

: success story

## Capgemini Outsourcing Services GmbH



Wolf-Dietrich Vick  
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***"theGuard! ApplicationManager allowed us at Capgemini to establish an integrated SAP monitoring system. The software provides early detection and alerting features for performance bottlenecks and interruptions. This proactive monitoring enables us to eliminate errors before they can have a negative impact on the availability of our customers' systems."***



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## About Capgemini

Capgemini is one of the world's foremost providers of management consulting, IT consulting, technology, and outsourcing services. Capgemini helps its clients develop and implement growth strategies and leverage new technologies. Capgemini has more than 92,000 employees worldwide and reported revenues of €8.7 billion in 2008.

## System landscape

The heterogeneous IT landscape that needs to be monitored consists of 30 systems, 19 of which are SAP systems. Capgemini has separate teams that are in charge of managing the SAP systems, networks, operating systems, and databases.

## The challenge

Prior to its decision to implement theGuard! software, Capgemini was using a wide range of different monitoring tools and stand-alone solutions. These were based on a variety of different operating systems and databases. No consistent interface was available. The discontinuation of Luminare, Capgemini's previous SAP monitoring software, was crucial to its decision to fundamentally restructure its monitoring processes.

## Objectives

The objectives of restructuring the monitoring processes at Capgemini were as follows:

- Integrated SAP monitoring through the control center (CA)
- Performance analysis capabilities
- Comprehensive reporting functionality

## Perfect integration

In its search for a suitable solution, Capgemini once again turned to REALTECH as an established software house. The company has been successfully using REALTECH's theGuard! TransportManager to manage its SAP transports since 2006. Following a proof of concept workshop, Capgemini knew immediately that theGuard! ApplicationManager, REALTECH's SAP monitoring software, was the solution they were looking for. Capgemini's decision was driven by the software's close integration with the existing Computer Associates (CA) umbrella system and the extensive set of features that makes theGuard! ApplicationManager the perfect monitoring solution for complex system landscapes.

theGuard! ApplicationManager monitors all SAP systems (both ABAP and Java stack), Oracle databases, the backup system, as well as all virtualized solutions, such as FSC Flexframe, in Capgemini's system landscape.

Any event generated by theGuard! is forwarded directly to the CA system for alerting and processing purposes. If this umbrella system fails, it is also possible to handle any events directly in the central GUI of theGuard! ApplicationManager.

## The result

The integrated monitoring approach that includes all affected components in the SAP environment enabled Capgemini to establish a consistent and standardized process. What's more, the solution's real-time monitoring through a control center allows for proactive troubleshooting. This has significantly improved the quality of support services and greatly increased the availability and performance of IT systems. New customer systems can be easily integrated into the environment.



In addition to benefiting from the improved quality of services, Capgemini is now also able to provide its hosting customers with reporting services that can be tailored to suit individual requirements. This function allows for the precise interpretation of performance data and the creation of trend analyses. It also makes it easier to identify the root causes of performance problems. *"theGuard! ApplicationManager supports Capgemini's staff in its day-to-day SAP monitoring tasks. New nodes can be quickly added. Moreover, the software is comparatively easy to use,"* explains Peter Lukasiewicz, System Administrator Monitoring/Reporting at Capgemini Outsourcing Services.

## Planned extensions

Capgemini intends to use theGuard! ApplicationManager to implement the monitoring of its backup processes for its non-SAP operations over the course of 2009. In order to ensure the sustained monitoring of the availability and performance of IT-enabled business processes, Capgemini is also planning to implement theGuard! Business Process Manager. Another objective of introducing this software is to take advantage of REALTECH's end-to-end monitoring to measure the performance of applications from a user's perspective.