

Riding high with SAP monitoring

Ever-increasing customer demands and a stronger dependence on crucial business processes forced Deutsche Börse Systems AG to insource its IT systems. Consequently, this placed new requirements on the operation of its growing and heavily networked SAP system landscapes. For this reason Deutsche Börse Systems AG decided to introduce REALTECH's theGuard! ApplicationManager software for professional SAP monitoring as it was taking back over its IT operation.

: success story

Deutsche Börse Systems AG



DEUTSCHE BÖRSE
SYSTEMS

Peter Heck, Head of Server Operations,
Deutsche Börse Systems:

"theGuard! ApplicationManager has significantly contributed to the successful insourcing of SAP operation at Deutsche Börse. The project was completed ahead of time and the software was ideally configured for our system landscape with 30 SAP systems and 10 non-SAP systems in a matter of only two weeks."



Pictures:
Deutsche Börse AG





The company

The Deutsche Börse AG product and services portfolio covers the entire process chain: including securities and derivatives trading, transaction settlement, the provision of market information, as well as the development and operation of electronic trading systems.

Deutsche Börse Systems maintains the IT systems of 15 different stock exchanges, among them renowned trading centers such as the Deutsche Börse Frankfurt, Xetra or the derivatives exchange Eurex, making it one of the largest IT service providers in the banking industry in Germany with annual revenues of more than €461 million and more than 1,000 employees.

The initial situation

The SAP systems at Deutsche Börse Systems had previously been outsourced. Owing to the increasing significance of the systems that resulted from a growing system environment and the fact that more and more mission-critical processes were based on SAP, Deutsche Börse Systems decided to operate its SAP system in house. In addition to the required acquisition of staff expertise, the greatest challenges were posed by the development of appropriate operation concepts and the integration of processes. The sustained quality of system operation was to be guaranteed by a professional software.

System landscape:

- 30 SAP systems
- SAP R/3 4.7
- SAP CRM 4.0
- SAP BW 3.5
- SAP EP 6.0
- SAP Solution Manager 4.0
- Biller Direct 6.0
- IBM AIX
- Oracle (11 terabyte data volume)



The failsafe operation of the systems is carried out in two data centers that are connected via a Gigabit Ethernet LAN.

Decision criteria for choosing REALTECH

In addition to REALTECH, Deutsche Börse Systems also evaluated solutions from renowned companies such as BMC or IBM Tivoli during the selection process.

Due to an ambitious schedule for this insourcing project, Deutsche Börse System's decision was driven by the need for superior product quality and fast installation times.

theGuard! ApplicationManager stood out particularly because all servers and SAP systems were configured within 14 days only during an initial proof-of-concept workshop. This allowed for extensive testing under real-life conditions even during this early stage. theGuard! ApplicationManager produced the best results among all tested solutions, prompting Deutsche Börse Systems to make its final decision. The decisive factors were:

- speedy implementation
- satisfaction of all operational and technical requirements
- SAP expertise and professional support

- integration into the central system management at Deutsche Börse Systems
- user-friendliness
- price / performance ratio

Customer benefits

The contractual service level agreements for the SAP systems can now be fulfilled in a secure and traceable manner. In addition to the traditional monitoring of CPU, memory, operating systems and databases, theGuard! ApplicationManager now also performs the real-time monitoring of, for example, print jobs, batch runs and work processes.

Servers, dispatchers, SDM and all critical services are also monitored for the SAP Web AS (Java).

Within two weeks of the go live, all false alarms were eliminated by fine-tuning the sets of rules. Thanks to the reporting capabilities and the higher level of automation, Deutsche Börse Gruppe now enjoys improved planning reliability and more room for the IT organization.