Driving IT Systems

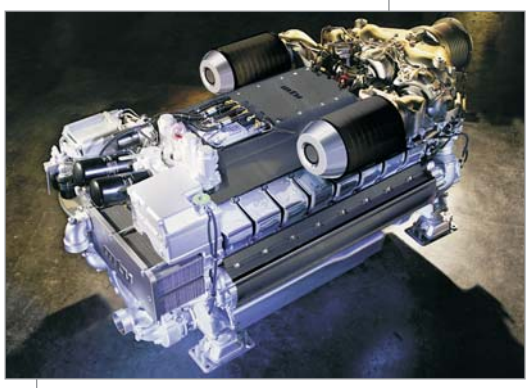
Staying ahead of the competition in the fiercely competitive mechanical engineering industry requires more than technologically advanced products of superior quality. Optimized processes and high-performance IT systems are just as crucial when it comes to time-to-market and the efficient utilization of raw materials and human resources. In order to guarantee the automated and efficient monitoring of its IT systems, MTU Friedrichshafen GmbH decided to implement an integrated solution that includes REALTECH's software products theGuard! ApplicationManager and theGuard! ServiceDesk.

MTU Friedrichshafen GmbH

A TOGNUM GROUP COMPANY

Siegfried Breyer,
ERP Program Management at MTU Friedrichshafen

"theGuard! ApplicationManager allowed us to achieve significant improvements in system monitoring. Thanks to its fully automated monitoring alone it only took six months for the solution to pay off."



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REALTECH software

About MTU

MTU is a company of the Tognum Group and one of the world's leading manufacturers of diesel engines and complete propulsion systems for ships, heavy agricultural and rail vehicles, as well as of decentralized energy systems. Tognum Group employs more than 8,900 staff worldwide and generated revenues of more than EUR 3.1 billion in 2008.

System Landscape

The IT landscape that needs to be monitored mainly consists of SAP systems. But among the approximately 90 Windows-based servers that need to be monitored there are also a large number of third-party systems that serve as data sources for SAP.

Challenges and Objectives

MTU used to monitor its system landscape manually, which was a time and cost-intensive procedure. One member of the IT administration staff was tied up with the task of manually monitoring the production, development, and test systems.

The objective of introducing a software-based monitoring solution was to establish a fully automated monitoring system that does not require manual intervention. The SLAM (System Landscape Automated Monitoring) project was launched for this purpose. By monitoring predefined thresholds, the solution was to identify system bottlenecks ahead of time.

Another requirement was the ability for timely alerting by means of a preceding error management.

These measures were aimed at achieving the strategic objective of optimizing the availability and performance of the systems. Because MTU relies on its SAP systems for its worldwide operations, the new solution also had to guarantee 24/7 monitoring.

Process-Oriented Solution

In order to meet the requirements outlined in the SLAM project, MTU decided to implement an integrated and process-oriented solution that consists of REALTECH's solutions theGuard! ApplicationManager and theGuard! ServiceDesk.

So-called policies were defined inside theGuard! ApplicationManager to ensure adequate monitoring. In order to achieve maximum automation at MTU, particular emphasis was placed on a highly granular and precise definition. These explicitly defined rules enable MTU to immediately create a helpdesk ticket for every single message delivered by theGuard! ApplicationManager (e.g. an alert or a status message) and to forward it to theGuard! ServiceDesk for processing.

The precise definition of the policies makes sure that the events are routed to the appropriate department once they are forwarded to theGuard! ServiceDesk. Consequently, the individual messages do not have to be manually assigned in the helpdesk itself.

The system monitors the status of the tickets that are awaiting processing. If they are not processed in time, the respective ticket will be escalated and the appropriate supervisor will be notified through automated alerting features. Thanks to the automation of these processes that were previously handled manually, the responsible employees can now fully focus on processing the messages. This produced two positive effects for MTU:

1. The quality and availability of IT systems was significantly improved. Errors or critical conditions that could cause errors are identified ahead of time and processed much faster, which in turn minimizes downtime.

2. Based on previously created tickets, recurring errors can be identified, submitted to root cause analysis, and permanently eliminated.

The Best Possible Preparation

During the implementation phase, REALTECH was on-site at MTU to support its IT staff in the installation and in the training of employees. An individual operating manual was created to facilitate the transfer of knowledge. This documentation allows MTU to autonomously integrate new systems into the monitored system landscape and to manage existing systems.

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