

# Minimum administrative overhead – Maximum availability

To maintain its position at the forefront of the healthcare industry, Merz & Co., headquartered in Frankfurt, Germany, has been utilizing the comprehensive ERP functionality of SAP R/3 since 1997. theGuard! systems management software helps the company keep software-based business processes operating at peak performance.

: success story

## Merz & Co.



Christoph Schneider  
Data Center/Network Manager  
at Merz & Co.

*"It's only a few weeks since we introduced the software, but the results of REALTECH's feasibility study are already being confirmed in practice. theGuard! ApplicationManager relieves our systems administrators of time-consuming routine tasks. As our IT landscape continues to grow, theGuard! helps us remain firmly in the driving seat."*



Merz & Co. products:  
Photos courtesy of the manufacturer





## Automating routine tasks

Rapid organic growth has increased the complexity of the systems landscape at Merz. Initially, the SAP R/3 system was maintained and monitored manually. However, this was an inefficient approach. Against this background, the pharmaceuticals player decided to automate routine tasks by deploying a systems management solution.

Merz opted for theGuard! System Management Suite. The company was impressed by the solution's value for money, effectiveness and flexibility. REALTECH implemented theGuard! ApplicationManager in just four days. This module provides comprehensive monitoring capabilities for key mission-critical IT components.

Moreover, the solution includes specially designed data collectors for Windows NT servers and Oracle databases, as well as the SAP R/3 modules deployed at Merz.

## Proactive systems maintenance

The REALTECH software alerts systems administrators to bottlenecks before they become critical – allowing the IT team at Merz to take proactive measures and prevent expensive outages.

A REALTECH feasibility study demonstrated that Merz and Co. would see a rapid return on investment. *"It's only a few weeks since we introduced the software, but the results of REALTECH's feasibility study are already being confirmed in practice,"* says Christoph Schneider, Data Center/Network Manager at Merz. *"theGuard! ApplicationManager relieves our systems administrators of time-consuming routine tasks."*

The IT team at Merz can now focus on their core competencies and extend the functional scope of SAP R/3 in line with the company's strategic goals.

## Software solutions and technology consulting

Merz is also set to benefit from the good advice of REALTECH's highly skilled IT professionals. Merz was so impressed by REALTECH's expertise during implementation that they now plan to use the solutions provider's technology consulting services.



Merz & Co.'s company headquarters in Frankfurt am Main, Germany

The two companies now intend to enhance the systems management software. In the second project phase, Merz will deploy additional modules from theGuard! product suite. These include theGuard! System-ManagementPortal (the central integration component); an application for monitoring all network components; an inventory management module; and a helpdesk solution based on a comprehensive knowledge base, which automates troubleshooting – from problem analysis to tips on fast, efficient problem resolution.

Christoph Schneider has no doubts about the benefits: *"As our IT landscape continues to grow, theGuard! keeps us firmly in the driving seat."*

theGuard! ApplicationManager is a sophisticated application and systems management tool that leverages the hands-on experience of REALTECH's consultants working in cutting-edge IT projects. The solution is preconfigured, guaranteeing rapid implementation, and includes highly effective intelligent agents. All in all, theGuard! ApplicationManager is a proven solution with a long and successful track record in complex systems landscapes.

The key benefits at a glance:

- Unified monitoring and management of mission-critical applications in heterogeneous, distributed environments
- Increased availability of production environments, faster response times – ensuring compliance with service level agreements
- Increases stability of applications and prevents outages
- Faster return on investment thanks to rapid installation and ready-to-go preconfigured functionality
- Enhanced cost transparency
- Proactive escalation management
- Greater customer satisfaction