

The efficient way to maximize systems performance

If IT systems are not performing satisfactorily, companies often invest in additional hardware capacity. This is a costly approach that does not always deliver the desired results. Trumpf GmbH + Co. KG took a different path. The company, which is based in southwest Germany and specializes in manufacturing technology, contracted REALTECH to investigate ways of achieving high performance combined with cost-effectiveness. A key aim was to consolidate the server architecture, maximizing the availability and reliability of Trumpf's mySAP.com solutions. Trumpf already deploys systems management solutions from REALTECH. Since mid-2001, theGuard! ApplicationManager has boosted the efficiency of systems management at the company.

: success story

TRUMPF GmbH + Co. KG

TRUMPF



Jürgen Kühle
responsible for management
and maintenance of mySAP.com applications
at Trumpf GmbH + Co. KG

"REALTECH AG's analysis provided the basis for consolidation of our mySAP.com systems. REALTECH's consultants combine detailed knowledge of SAP systems with expertise in basic technologies. As a result, we now have a future-proof landscape which is strategically aligned with our corporate goals."



Trumpf GmbH + Co. KG products:
Photos courtesy of the manufacturer





Web-based information management

With revenue of €1.22 billion in fiscal 2000/2001, the Trumpf Group is one of the world's largest manufacturers of machine tools and other manufacturing equipment. The company's four business divisions – Machine Tools, Laser Technology, Electronics/Medical Technology, and Power Tools – operate under the aegis of a holding company.

Trumpf, which is headquartered in Ditzingen near Stuttgart, Germany, is a global leader in laser technology. With 40 subsidiaries and branch offices, Trumpf is present throughout Europe, in the Americas, and in Asia.

As an international company with some 5,200 employees and a global customer base, Trumpf depends on smooth communications processes – both between individual departments, subsidiaries and offices within the company, and beyond the borders of the enterprise. Against this background, the company has implemented a Web-based information management system using leading-edge SAP software. Trumpf operates the mySAP.com Business Information Warehouse (BW), Business-to-Business Procurement (BBP), and Customer Relationship Management (CRM) modules at the Hewlett-Packard data center in Böblingen, also near Stuttgart.

Server consolidation cuts hardware costs

Deploying the mySAP.com solutions has increased the complexity of the systems landscape and led to a sharp rise in the number of servers. Trumpf turned to REALTECH AG for advice.

The technology consultants and SAP experts first performed in-depth analysis to determine the most cost-effective way of optimizing Trumpf's existing IT landscape. The result was a detailed proposal for server consolidation. This has provided Trumpf with a solid basis for further carefully targeted investment in hardware.



Trumpf headquarters in Ditzingen, Germany

"Thanks to the REALTECH study, we now have the ideal combination of hardware and software. All decisions concerning investment in additional hardware are now based on precise specifications which ensure the availability and performance of our SAP systems," says Jürgen Kühle. *"The REALTECH consultants combined detailed knowledge of SAP systems with skills in basic technologies. As a result, we now have a future-proof systems landscape that is aligned with our strategic goals."*

Collaboration with REALTECH also includes the deployment of systems management software. Trumpf uses theGuard! ApplicationManager. The capabilities of theGuard! System Management Suite draw on the experience of REALTECH's consultants in SAP-related projects.

Automating time-consuming tasks

In summer 2001, Trumpf introduced theGuard! ApplicationManager to relieve their in-house IT experts of time-consuming systems management tasks.

The new solution was successfully installed in just two days. Since then, the ApplicationManager has monitored the performance of a wide variety of applications, including not only SAP modules, but also an archiving system and an e-mail server.

If the software detects a bottleneck, it immediately alerts the administrator via e-mail. A clearly structured overview of all current problems and their status enables the administrator to take prompt action to prevent system outages or performance degradation.

"theGuard! ApplicationManager is a highly practical solution for round-the-clock monitoring of complex IT systems and helps us take preventive action. The tool delivered an immediate improvement in efficiency and transparency for our SAP operations – and no staff training was needed," states Volker Blum, head of the SAP Basis department at Trumpf. He also highlights another advantage of the solution: *"theGuard! ApplicationManager shows us precisely how many employees actually access our applications. This considerably reduces the software license costs incurred for passive users."*