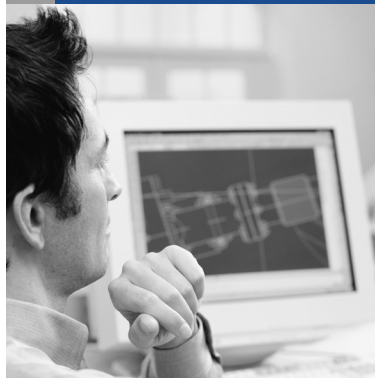


## SAP Customer Success Story

**“Previously we were looking at one or two days to resolve a problem. We’ve now reduced that to one or two hours. SAP has helped us a great deal, and has fulfilled all our expectations.”**

Ingolf Micklisch, IT Project Manager for the United States and the United Kingdom, ThyssenKrupp Technologies AG, IT Center of Excellence SAP Systems



ThyssenKrupp



### AT A GLANCE

#### Company Name

ThyssenKrupp Technologies AG  
Germany  
www.thyssenkrupp-tech.com

#### Industry

Engineering, construction, and operations

#### Key Challenges

- Enhance the ability to monitor the company's SAP® environment
- Provide a support desk for SAP users

#### Implementation Partner

SAP Active Global Support

#### Solution and Services

- SAP Solution Manager, a tool in the SAP NetWeaver™ platform
- SAP Ramp-Up

#### Existing Environment

- SAP R/3® (now available in mySAP™ ERP)
- SAP Business Intelligence and SAP Enterprise Portal, components of the SAP NetWeaver platform
- mySAP Customer Relationship Management

#### Implementation Highlight

Used SAP Ramp-Up for rapid implementation (less than 2 months)

#### Key Benefits

- Comprehensive information on system status
- Ability to manage significantly more systems with same headcount
- Streamlined, user-friendly support processes
- Less time to resolve issues

## ThyssenKrupp Technologies AG

### SAP® SOLUTION MANAGER: EFFECTIVE MONITORING OF SAP SYSTEMS AND RAPID, EFFECTIVE SUPPORT FOR USERS

At ThyssenKrupp Technologies AG – a division of the ThyssenKrupp Group, a global manufacturer of steel and capital goods – almost all mission-critical processes are supported by SAP® software. However, keeping the system up and running reliably is not always an easy task for the IT Center of Excellence SAP Systems, the in-house IT team.

So when ThyssenKrupp Technologies AG's IT Center of Excellence SAP Systems chose to implement a spate of new SAP software, including the SAP Business Intelligence (SAP BI) component and the knowledge management capabilities found in SAP Enterprise Portal (SAP EP) – and with a major mySAP™ Customer Relationship Management (mySAP CRM) project in the pipeline – it quickly became clear that ThyssenKrupp Technologies AG's monitoring/support resources were being stretched. “We reached the point where we simply needed to take the next step,” says Werner Haak, global IT project manager at Thyssen Krupp Technologies AG, IT Center of Excellence SAP Systems.

That's when the company turned to the new, advanced version of the SAP Solution Manager tool – state-of-the-art software that provides real-time insight into the status of SAP software systems. SAP Solution Manager, as well as SAP BI and SAP EP, are key components of the SAP NetWeaver™ platform.



## **AN ENGINEERING LEADER**

ThyssenKrupp Technologies AG comprises a number of independent enterprises, which specialize in production, plant technology (for the mining industry, among others), shipbuilding, and other engineered goods (including bearings and components for industrial vehicles). Headquartered in Essen, Germany, the company has around 28,000 employees and generates annual revenues of some US\$5.0 billion.

## **FINDING THE RIGHT SOLUTION**

The IT Center of Excellence SAP Systems had actually been using an early version of SAP Solution Manager to monitor its SAP environment. And to provide assistance to SAP users, the company's IT specialists had developed a special help-desk solution. "To be frank, though, both systems had their limitations," explains Ingolf Micklich, IT project manager for the United States and the United Kingdom, ThyssenKrupp Technologies AG, IT Center of Excellence SAP Systems.

That's when the IT Center of Excellence SAP Systems began to look for a new solution. "We examined a number of possibilities," says Haak. "But they were expensive and didn't come up to our

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Werner Haak, Global IT Project Manager,  
ThyssenKrupp Technologies AG,  
IT Center of Excellence SAP Systems

expectations in terms of integration. What we really wanted was one solution for two tasks – monitoring our landscape and providing a help desk. Separate solutions made little sense, as it would mean more interfaces and more complexity," he says.

The company contacted SAP, which informed it of the forthcoming release of a newer, more advanced version of SAP Solution Manager. "SAP Solution Manager is based on an open Web application server, and it enables real integration of SAP R/3® and other non-R/3 solutions such as SAP Business Intelligence and mySAP CRM," explains Haak. "At the time, it was a new development and wasn't yet available. But we'd made up our mind for the SAP product, and decided to implement it either via the SAP Ramp-Up program, or by waiting until the unrestricted shipment."

## **SWIFT IMPLEMENTATION**

The IT Center of Excellence SAP Systems opted to go with SAP Ramp-Up. Two SAP consultants came on board to help with the implementation, which wrapped up in less than two months. The project ran quite smoothly. "In this SAP Ramp-Up project we had no problems integrating our various SAP systems – in fact it was very straightforward," says Haak.

The solution went live at the beginning of October 2003.

## **GREATER VISIBILITY WITH SYSTEM MONITORING**

SAP Solution Manager has significantly increased the efficiency of the IT Center of Excellence SAP Systems. "SAP Solution Manager gives us a complete, at-a-glance overview of all our systems, which means we no longer have to check them one by one," says Haak.

Previously, IT specialists had to log on to the SAP online support service to find out the status of each system. Now, a direct connection automatically provides the information on one screen. "Another advantage is the powerful data collectors," says Haak.

“They deliver much more information on the status of our systems, including memory utilization, table capacity, and hard disks,” adds Micklisch.

“This information is prioritized. We can see, for instance, if we need to change any parameters or increase memory. And we can immediately identify serious problems, such as failures or bottlenecks. Thankfully we haven’t had any yet,” explains Haak.

#### **SAME HEADCOUNT, MORE SYSTEMS**

But that’s not all. SAP Solution Manager has enabled the IT Center of Excellence SAP Systems at ThyssenKrupp Technologies AG to save a significant amount of time. “Previously, collating data on system status involved lots of manual work. We now have this information instantly,” says Micklisch.

“And we can also monitor all of our SAP systems – including new additions like SAP Business Intelligence – with the same personnel,” adds a satisfied Haak.

“SAP Solution Manager has made us faster, more responsive, more effective, and more efficient,” says Micklisch. “By eliminating time-consuming manual tasks, the new solution has freed up IT support staff members.”

This means they can now concentrate on other tasks. “And there is less need for overtime, too!” Micklisch adds wryly.

#### **FASTER, MORE EFFECTIVE HELP WITH SUPPORT DESK**

The support-desk capabilities of SAP Solution Manager have now replaced a homegrown solution.

One of the key differences lies in the way users report errors. “Previously it was up to the user to provide us with the information we needed to investigate and resolve the problem,” explains Micklisch. “But it was a long-winded process, information was generally incomplete, and our staff wasted precious time trying to find out specifics.”

What’s more, the support team staff had to log on to the online support system to check what problems had been registered. “But because they were often tied up with other tasks, they usually only logged on once a day,” he says, “which didn’t exactly expedite resolution.”

Users now report errors directly from within their SAP applications. The system automatically generates an alert, and sends it, along with an attachment containing all key information, to the IT support team via e-mail.

“It gives our support people a whole range of useful facts and figures, such as the user’s location and IP address, which application, menu, and transaction the user is in, and information on the actual error itself,” explains Micklisch. “This new solution is hugely beneficial. Not just because it eliminates the need for our staff to keep logging on to separate systems, but also because it is proactive in nature: it delivers detailed information to our support staff, rather than the onus being on them to look for requests for assistance.”

And if the IT Center of Excellence SAP Systems is unable to fix the problem, employees can simply forward all the details directly to SAP via the online support system – without having to log on to it, or having to rekey any data.

End users are also benefiting. “When there is a problem, they no longer have to type in all the information – they simply click on a button,” says Micklisch.

In fact, the IT Center of Excellence SAP Systems has been able to significantly slash time to resolution. “Previously we were looking at one or two days to resolve a problem. We’ve now reduced that to one or two hours,” adds a satisfied Micklisch. “SAP has helped us a great deal, and has fulfilled all our expectations.”

#### **INTO THE FUTURE WITH SAP SOLUTION MANAGER**

SAP Solution Manager is now being used by one IT Center of Excellence SAP Systems at ThyssenKrupp Technologies AG, and is currently being rolled out to five others in the United States and the United Kingdom. Three German companies will also follow. The IT managers have already drawn up plans to implement SAP Solution Manager. “We want to introduce a solution database because it is much easier to create and access using SAP Solution Manager,” says Haak.

In addition, the company is actively considering introducing further functionality, including testing tools.