

Redwood Business Solutions

Making complex processes easy to manage.

At A Glance

Industry

- Manufacturing

Environment

- IBM System i5 based business applications
- SAP NetWeaver BI, SAP APO, SAP Solution Manager, SAP R/3

Key Challenges

- Overnight background workload overrunning affecting next day online availability
- Interfacing to partner, legacy and non-SAP systems
- Limitations of CCMS

The Solution

- Cronacle for SAP solutions
- Parallel processing of multiple jobs
- Automated recovery actions and failover

Key Benefits

- Batch run-time reduced by 45%
- Customer service levels improved
- End-user productivity improved
- Manual administration costs reduced
- Improved supply chain connectivity



Daikin Europe N.V. optimizes supply chain connectivity with Cronacle for SAP solutions

Daikin Europe N.V., a manufacturing company with global presence, relies on an integrated supply chain to ensure reliable execution of the mission-critical processes that drive the business. By using Cronacle for SAP solutions to automate partner and legacy system interface processes, Daikin has optimized processing, increased business flexibility and achieved synchronization with field operations.



Daikin Europe N.V. is a fully owned subsidiary of Daikin Industries, Ltd and is the regional headquarters responsible for air conditioner unit sales and manufacture in Europe, Africa and the Middle East. The operation was established in 1973 in Ostend, Belgium and now has direct operations, partly owned and independent distributors in over 30 countries across the region. As a subsidiary of Daikin Industries Ltd, a global leader in air conditioning, Daikin Europe has access to the most advanced air conditioning research and development facilities in the world.

Developing a Supporting IT Environment

With an extensive network of supplier and reseller partner relationships to develop and maintain throughout the region, the company has had to develop a practical approach towards IT. Of particular

importance is using EDI technologies to enable financial data sharing and reporting with the holding company located in Osaka, Japan. To support these requirements and ensure end-to-end delivery of the supply, production, distribution and logistics related business processes required to fulfill its core business, Daikin has developed an IT environment that focuses on interfacing

"Mapping jobs and defining escalation procedures enabled us to streamline our partner facing jobs and reduce batch processing time by 45%...and reduced our total overnight batch window from 11 to 6 hours."

Kristien Gruwier
Analyst-programmer, Daikin Europe



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with its numerous business partners and IBM System i5 based business applications.

Effectively Managing SAP with Cronacle for SAP solutions

Although satisfactory for managing SAP system jobs, the native CCMS scheduling tool did not provide alert notification or enable SAP jobs to be run in parallel. Extensive manual intervention was required in the absence of any facility for sophisticated automated recovery action for failed jobs. Kristien Gruwier, analyst-programmer at Daikin Europe, comments "Manually searching sequential job chains for failed jobs and starting the necessary recovery action took up valuable time that could be used by administrators to conduct other tasks and by systems to process workload."

Another key business issue was overnight background work over-running. Typically the overnight workload would begin at 10pm and run into the next business day, until at least 6am. This prevented early morning online availability for some key applications, affecting end-user productivity.

Daikin began the process of selecting an automation solution that could more effectively manage its SAP environment, which includes SAP APO, SAP NetWeaver BI, SAP Solution Manager and a number of SAP R/3 systems. In less than twelve months Daikin had completed the selection process, performed all necessary testing, finished the implementation and gone into production with the chosen solution; Cronacle for SAP solutions. "As a result of implementing SAP application servers and Cronacle for SAP solutions our overnight background workload window requirement was reduced from 11 to 6 hours", Kristien Gruwier continues "This reduction of 45% in the runtime allowed

processing to be finished by 4am, removing the impact on the next business day and allowed customer product orders and other logistics requirements to be fulfilled earlier in the day, improving customer service."

Synchronizing and Automating Mission-Critical Workload

Logistic suppliers and distribution partners communicate related sales, financial and tracking data to the Daikin SAP R/3 systems via a job repeating every 3 minutes to deliver the data using, for example, SAP iDoc files. These interface jobs are mission-critical to the business allowing field operations and headquarters to remain synchronized. With Daikin running 4,500 jobs per day, of which 33% are legacy system and partner related interface jobs, there was a clear need for integration to be managed and automated.

Interface jobs run throughout the day and provide Daikin with key information required to monitor the business in near real-time. The time window functionality in Cronacle for SAP solutions allows Daikin to more effectively manage these jobs; building in escalation procedures should a particular job hang or fail. This extension beyond the facilities provided by CCMS was a key factor in Daikin selecting Cronacle for SAP solutions, with users being notified of problems automatically by email or other alert mechanisms.

"Cronacle for SAP solutions enabled us to halve the work required to migrate from one environment to another, such as from test to production." Kristien Gruwier continues, "It also eliminated the necessity for extended ABAP coding when special scheduling features, like time windows, were needed. Additionally, we decided to run Cronacle for SAP solutions in the SAP repository and therefore needed no further database investment."

Managing Automatic Failover

In maintaining connectivity with its many partners Daikin Europe uses Cronacle for



SAP solutions to manage automatic failover from the primary application server to its backup should any failures in the environment occur that make this necessary. CCMS is limited to monitoring metrics from within the SAP landscape, but Cronacle for SAP solutions can integrate data from both legacy and EDI systems, allowing data in one system to trigger events in another. One example of this is Daikin's use of Cronacle for SAP solutions to trigger SAP NetWeaver BI process chains from an initial SAP R/3 source system "event". This SAP R/3 "event" could have been the result of an iDoc job, started by Cronacle for SAP solutions, on detection of data received from a non-SAP business application or partner system.

Kristien Gruwier concludes, "Cronacle for SAP solutions manages 250 job chains per day, representing more than 4,500 individual jobs that no longer need to run sequentially. Having automated this number of jobs, parallelizing many, and reducing manual interaction, Daikin and its outsource partner Siemens, can focus on building a more complex automated environment, bringing more SAP R/3 systems under Cronacle for SAP solutions management. Simply mapping jobs and defining escalation procedures enabled us to streamline our partner facing jobs and reduce background processing time by 45%."



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