

Redwood Business Solutions

Making complex processes easy to manage.

At A Glance

Industry

- Manufacturing

Environment

- SAP® R/3®
- SAP Business Warehouse
- IBM pSeries (AIX) including High Availability Cluster Multi-Processing (HACMP)
- Windows
- Oracle

Key Challenges

- Limited batch window
- 2 Basis Specialists managing 14k jobs / per day
- Limited performance of CCMS
- Move from time-driven to event-driven scheduling

The Solution

- Cronacle for SAP solutions
- Clustering of resources
- Identification of non-business critical and redundant processes
- Optimized SAP performance

Key Benefits

- Greater ROI from SAP investment
- 84 man hours saved, totalling in over 10 working days a quarter
- Increased real-time business due to event-driven batch processing
- Reduction of batch window requirement from 14 hours to 8

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Redwood's Cronacle™ for SAP® solutions implemented at Epson Europe

Epson Europe has optimized its SAP infrastructure by using Redwood's Cronacle for SAP solutions as its chosen job scheduling and process automation solution for SAP background processing. Currently running at 14,000 event-driven jobs per day in EMEA alone, Cronacle for SAP solutions has become a business critical component of the SAP environment.



The company currently runs SAP R/3® and SAP Business Warehouse, and therefore required a solution that could not only help map job chains and identify redundant scheduled batch processes, but could also manage the batch process interdependencies between SAP applications.

With two SAP Basis Specialists on-site at the Epson Europe data center location, scheduling batch jobs with the native CCMS scheduler became a time consuming, manual task. The sheer volume of batch processing also limited somewhat the performance of the SAP environment. Indeed it was the process of installing Cronacle for SAP solutions that forced the SAP Basis Specialists to investigate the total number and frequency of batch jobs that required processing. Senior SAP Basis Specialist,

Hans Jansen, at Epson's (Netherlands) data center says, "We found that Cronacle for SAP solutions allowed us to identify only the jobs that needed to run, who owned them, as well as define escalation procedures with specific dependencies. Three months after the Cronacle for SAP solutions implementation we realized that we had saved 84 man hours by increasing the efficiency of scheduling and reducing its administrative overhead. That's 10.5 working days every quarter where the

"Cronacle for SAP solutions...is business critical, I really wonder how other enterprise businesses can manage without it."

Hans Jansen
Senior SAP Basis Specialist, Epson

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Basis Specialist could work on other projects.”

Cronacle *for SAP solutions*' event-driven capabilities allows jobs to be triggered near real-time, as and when they are requested from anywhere in the SAP environment. This was a key part of functionality empowering the Basis Operations Team, allowing them to focus more on system monitoring and management than on daily administration. Jansen says, “clustering of the SAP application servers allowed us to significantly reduce the batch window required to process jobs from fourteen hours down to eight”, enabling greater on-line transaction processing and, correspondingly, improved quality of service for SAP end users due to Cronacle's load balancing functionality.

The installation allowed Epson Europe to proactively manage parallel batch processes instead of processing them

sequentially, therefore optimizing the application infrastructure and improving the end user experience.

Another key factor in Epson Europe selecting Redwood's Cronacle *for SAP solutions* was the availability of the pre-sales Business Value Assessment (BVA) which provided valuable data to executive management in terms of expected ROI. Jansen says, “the BVA is a necessary and useful step in the project lifecycle as it shows you just how much you can win, this element along with file event and jobs interception functionality in Cronacle *for SAP solutions* allowed us to further maximize our investment in SAP technology.”

Epson Europe has now upgraded to the latest version of Cronacle *for SAP solutions*. In doing so they have again moved the Cronacle *for SAP solutions* environment to the application server cluster to ensure full flexibility and control even during peak load times. Jansen says, “We migrated to

the latest version of Cronacle *for SAP solutions*, which took 4 hours to complete, for us in the data center this application is business critical, I really wonder how other enterprise businesses can manage without it”.

More than ever companies are investing wisely in IT to ensure infrastructure scalability as well as the flexibility to adapt as processes evolve. Epson Europe's investment in Cronacle *for SAP solutions* illustrates forethought in terms of future business growth as non-SAP ERP systems can be easily and non-disruptively added into the managed environment if and when they are required. Building flexibility into the internal systems environment is a shrewd and necessary business strategy for global players.

About Epson

Epson is a global leader in imaging products including printers, projectors and LCDs. With an innovative and creative culture, Epson is dedicated to exceeding the vision and expectations of customers worldwide with products known for their superior quality, functionality, compactness and energy efficiency. Epson is a network of 85,647 employees in 115 companies around the world, and is proud of its ongoing contributions to the global environment and to the communities in which it is located.



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