

Redwood Business Solutions

Making complex processes easy to manage.

At A Glance

Industry

- Manufacturing

Environment

- SAP® R/2®, SAP R/3® and mySAP.com® e-business solutions
- UNIX, Windows NT

Key Challenges

- Management of business critical batch processing generated by almost 100 SAP systems
- Administrative overheads involved in defining and maintaining SAP batch workload
- Excessive elapsed time for processing of batch update jobs

The Solution

- SAP Central Process Scheduling providing fast and efficient management of application processes
- Manages complex job processes through a single point of control

Key Benefits

- Better control of ICT environment
- At least 25% more efficient use of existing hardware
- Flexibility to manage change
- User-friendly interface
- Reduced administration overhead



Efficient process management becomes a reality for multinational manufacturing group

Freudenberg is a multinational, widely diversified group based in Germany and has been an avid user of SAP® solutions since 1977. Having deployed SAP R/3®, Freudenberg realized the need for a more efficient solution to manage its SAP background processing activity. SAP Central Process Scheduling by Redwood has simplified business-critical processing and made significant productivity gains.



Since being founded 150 years ago, Freudenberg has developed from a small German tannery into a €4 billion global organization employing almost 30,000 employees in 42 countries. During this period the company has developed its business in 12 very different fields, ranging from the manufacture of engine seals, household cleaning products and flexible printed circuit boards through to the production of leather. One aspect that most Freudenberg products have in common is that they go unnoticed by their consumers. However the majority of these products are indispensable.

The effective management of such a diverse range of business interests in an increasingly competitive, global economy presents many challenges. Information technology has played an integral role in enabling Freudenberg to maintain a competitive advantage. SAP solutions have been in use at Freudenberg since 1977 and are used to manage many of its business processes.

Freudenberg IT KG, headquartered in Weinheim, Germany is an IT service provider supporting companies of the

Freudenberg Group worldwide and other companies all over Europe. Its core business is its consultancy and support role for business management applications used by companies in the industrial, commercial and service sectors. As an SAP Outsourcing Partner, the main focus for Freudenberg IT is on software products from SAP AG, as well as other integrated products.

A true believer in SAP solutions

The company first started using SAP R/2® on its mainframe and introduced SAP R/3 to the business during 1995. The use of SAP R/3 increased within Freudenberg, with additional components being deployed to match the growth in the end user population. With this growth the need for an automated batch scheduling

"The productivity gains that we have realized have been good...all batch processing is successfully completed in plenty of time for the following online day."

Peter Oswald
Data Center Infrastructure Manager,
Freudenberg IT



Redwood Business Solutions

Making complex processes easy to manage.

solution became increasingly apparent.

Peter Oswald, Data Center Infrastructure Manager at Freudenberg IT, takes up the story: "Freudenberg has been a long term SAP R/2 user. In fact, we still run some of these systems on our OS/390 architecture. When we were planning our implementation of SAP R/3, we were advised by SAP that a batch scheduling system was available as part of the standard offering. While we found that this was the case, we also discovered that we needed additional functionality to support our operational business needs."

With more than 80 SAP database servers and many application servers at Freudenberg, the requirement to simplify the operations environment via a single point of control was crucial. A 'shadow' shift was in place for overnight processing to assist with the company's 24x7 service. Having already implemented ZIS, a problem and event management solution, Freudenberg needed similar facilities for the automated management and monitoring of overnight batch work.

Peter Oswald and his team knew exactly what was needed of a third party SAP scheduling solution. The list of evaluation criteria included:

- UNIX & Windows NT platform coverage • Multiple client facilities
- Multiple system capabilities
- Seamless integration with all of the standard SAP scheduling facilities
- External definition and maintenance of SAP R/3 jobs
- Centralized management and control of output and log files
- Single point of control
- Load balancing
- SAP BAPI integration and certification

These criteria formed the basis of Freudenberg's choice for SAP Central Process Scheduling. The company found that SAP Central Process Scheduling satisfied all of its selection criteria and offered a robust and scalable technology architecture that would support their operational demands. This was confirmed through software evaluation and Freudenberg moved forward in deploying SAP Central Process Scheduling within their organization. With approximately 100 SAP systems to manage, significant benefits have been realized through the implementation of SAP Central Process Scheduling at Freudenberg.

Efficiency & productivity gains

Peter Oswald continues: "The productivity gains that we have realized have been good. SAP Central Process Scheduling enables us to initiate many SAP batch jobs in parallel. With some jobs containing up to 20 steps, that would previously need to run one after another, we can reduce the overall elapsed time. We've also integrated SAP Central Process Scheduling into our ZIS alert management system so that the 'shadow shift' operations team can be notified in the event of any exceptional errors in the overnight workload. These steps enable us to ensure that all batch processing is successfully completed in plenty of time for the following online day."

"Each weekend we need to run an SAP R/3 sales update job. The job consists of 13 steps. Before implementing SAP Central Process Scheduling we had to run each step sequentially and this could take an overall elapsed time of 36 hours. With SAP Central Process Scheduling deployed, it was then possible to run steps 3 to 12 in this batch suite in parallel with an overall elapsed time of less than 6 hours. In doing so we realized a better hardware ROI through more efficient use of system resources."

"We've now externalized all of our batch procedures out of each SAP system and specified them to SAP Central Process Scheduling. This gives us added flexibility.

Previously, changes to each system would require corresponding changes to the batch workload. We are now able to change the SAP R/3 configuration without the overhead of reorganizing schedules."

A strong working relationship

Freudenberg IT and Redwood enjoy a good working relationship. This has developed through an ongoing dialogue between the companies as each party strives towards meeting each new business demand.

Peter Oswald observes: "We have enjoyed a very close, long term, working relationship with SAP and as a consequence we have many different release levels of SAP R/3 from Version 3.1 through to 4.6 installed at Freudenberg as well as mySAP™ solutions, including SAP BW and mySAP CRM. SAP R/3 integration through a certified interface was paramount in our evaluation criteria for a job scheduling solution."

"We were impressed by Redwood's quick response to SAP's modifications to the scheduling interface (BC-XBP). Redwood immediately enhanced SAP Central Process Scheduling and updated its SAP application integration to interoperate with the latest releases of SAP R/3 and mySAP.com technology. We were pleased with the responsiveness that Redwood showed in getting SAP Central Process Scheduling re-certified at SAP headquarters in Walldorf to work with SAP R/3 Version 4.5 and later and ultimately helping Freudenberg meet its new business demands."

As an SAP Outsourcing Partner, Freudenberg IT is committed to growing its business by recruiting additional users and extending the range of SAP solutions and mySAP.com services that are provided to existing users.



Redwood is a registered trademark and Cronacle and Report2Web are trademarks of Redwood Software. All other products or company names mentioned are used for identification purposes only and may be trademarks of their respective owners.