

Redwood Business Solutions

Making complex processes easy to manage.

At A Glance

Industry

- Consumer Products

Environment

- SAP ERP, SAP CRM, SAP XI
- SAP APO
- SAP NetWeaver BI
- AIX/Linux
- Tivoli Enterprise Console

Key Challenges

- Lack of BI processing visibility resulting in incorrect information for business decisions
- Lack of automation flexibility
- Completing workload within time window
- Managing cross-platform dependencies

The Solution

- SAP Central Process Scheduling enabling centralized visibility into all SAP environments
- Controlled business user submission of processes
- Automated systems monitoring

Key Benefits

- Stabilized production workload environment
- Cross-platform dependencies fully under control
- Improved service levels for business users
- Reliable delivery of information for improved decision making

PHILIPS

Philips Consumer Lifestyle Improves Business Planning Reliability With SAP Central Process Scheduling by Redwood

Business decision making and planning requires up to the minute awareness of market trends, particularly for an organization like Philips Consumer Lifestyle, selling millions of consumer products around the world. SAP Central Process Scheduling enabled Philips Consumer Lifestyle to take control of critical processing, improve the quality of service and ensures that decisions are based on reliable information.



Philips Consumer Lifestyle is a global division of the Royal Philips Electronics organization, well known for design and manufacture of healthcare and innovative consumer products. With some 10,000 employees worldwide, the Domestic Appliances and Personal Care division is responsible for delivery of products across three consumer sectors: Shaving and Grooming, Health and Wellness, Domestic Appliances and Personal Care.

Philips Consumer Lifestyle make extensive use of SAP® solutions, including the SAP NetWeaver® Business Intelligence (BI) application. Providing a reliable service enabling business users to optimize BI information, critical for analysis of market trends and planning, was becoming an issue. “The main problem was visibility of what was being scheduled inside BI” comments Jacob Heres, SAP Technology Consultant and responsible for introducing and implementing SAP Central Process Scheduling within Philips Consumer Lifestyle.

“We trigger activities in the SAP ERP and APO environments following completion of BI workload and vice versa, but BI was like a Black Box to us.” continues Jacob, “Once the initial process had started, we would not know if anything had gone wrong until the next day, by which time the business might not get the required information, because of failures we could not monitor in BI, impacting service levels and affecting business planning and reporting tasks run by SAP APO.”

“The Black Box is gone. The visibility we now have of all processing, including BI, gives us the secure feeling that the business has access to the right information.”

Jacob Heres
SAP Technology Consultant,
Philips Consumer Lifestyle

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Looking Inside the Black Box

The previous scheduler could not monitor and control BI process chains or reliably integrate BI workload with the wider processing environment. SAP Central Process Scheduling provided a solution to this problem, delivering the visibility to ensure that exceptions in BI processing would be detected and appropriate action taken. It could monitor BI tasks and integrate them into subsequent SAP APO processing, resolving dependencies, automating error recovery and providing confidence that users would receive accurate information.

Managing and integrating BI tasks was only part of the story. Performance and flexibility were also important to support a global 24 x 7 operation. By delivering a flexible approach to process automation SAP Central Process Scheduling enabled more efficient workload management. "Furthermore, the previous solution's requirement to spend almost an hour every day reloading schedules was removed, freeing up valuable processing time" continues Jacob Heres. "The fact that SAP also believed in the solution, made our decision easier to make" adds Bart Lezwijn, IT Infrastructure Data & Processing Manager.

Smooth Migration and Added Value

Philips Consumer Lifestyle runs about 100,000 jobs across locations in Europe, the Americas and Asia daily. Migrating these into SAP Central Process Scheduling proved straightforward.

"Within three months we went live with our first SAP APO project using SAP Central Process Scheduling" says Jacob Heres, "Having worked with scheduling tools for almost 20 years our knowledge and experience is extensive. Although based on different principles, we adapted easily

to SAP Central Process Scheduling, without making concessions. The solution was able to resolve issues almost instantly. Support and technical knowledge is excellent. High priority calls get very fast follow-up and involvement and dedication to the customer is superb."

SAP Central Process Scheduling does more than manage SAP workload, it also enhances general system awareness, "We have been able to build intelligence into schedules" comments Jacob Heres, "For example, we can make sure that SAP ERP and SAP APO processing queues are empty before initiating batch jobs, depending on processed data. This was extremely tough, if not impossible, in the past, but with SAP Central Process Scheduling we can easily solve these issues. We can also automatically analyze job output and raise alerts by email, pager or notification to our Tivoli Enterprise Console dashboard, and have automated health-checks of our systems, previously a manual task."

"Scheduling ad-hoc jobs or job chains takes literally seconds and we can schedule jobs with a future start date, this was not possible with our previous scheduler. These are visible at once in the SAP Central Process Scheduling job monitor. We know the job is in place, we don't have to hope it will be there, as in the past. Giving key users insight into their own jobs and planning to allow them to submit their own jobs is also a strong feature of SAP Central Process Scheduling."

Improving Business Service Levels while Increasing ROI

SAP Central Process Scheduling enables daily reports from all business areas to be managed and analyzed centrally. "The Black Box is gone. The visibility we now have of all processing, including BI, gives us the

secure feeling that the business has access to the right information. More importantly we know when things have gone wrong and can act upon it," says Jacob Heres.

Bart Lezwijn adds: "There is an overall improvement in the service delivered to our customers."

Jacob Heres continues "We have claimed back lost processing time by taking out the 'dead period' required by the former scheduler for loading its daily schedules and by running tasks in parallel. This has brought us real benefits. We were implementing a hardware upgrade in order to get all our required workload completed within a seven hour overnight window. Without SAP Central Process Scheduling, the hardware upgrade alone would not have been enough."

Business Decisions Based on the Right Information

By implementing SAP Central Process Scheduling Philips Consumer Lifestyle addressed a lack of visibility into processing status that could lead to bad business decisions. Through centralized control and extensive interfaces into the SAP environment, quality of service has improved and production processing is more stable.

Jacob Heres concludes "The flexible approach enabled by SAP Central Process Scheduling gives business users more responsibility for their workload while retaining control in the IT department. Improved access to information resulting from critical business activities such as end of day runs and order processing has aided decision making. Automated error detection, notification and correction have improved and our ability to deliver a more acceptable service to the business, more than justifies the decision to move to SAP Central Process Scheduling."



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