

Redwood Customer Value Statements

Coca-Cola HBC

"Post implementation the daily scheduled batch workload was reduced from 300 to 180, partly as Coca-Cola HBC could then run parallel processing loads and were not limited by sequential scheduling from CCMS."

"Redwood's mapping of job chains highlighted redundant batches for removal, streamlining hardware usage and further optimizing SAP productivity."

"Reducing our ABAP programming workload saved us some time, as did error alert functionality because we no longer had to spend time checking batch log reports."

"We had a short timeframe with which to get the automation of our SAP® background processing in place. By turning to Redwood's professional services team we saved weeks of ABAP development. They had the knowledge and could begin making batch inventories immediately, saving us valuable familiarization time with the product."

Raymond Wooninck, SAP Technology Manager and Template Team Leader



"Three months after the Redwood 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 basis specialist could work on other projects."

"Redwood's event-driven capabilities allow 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."

"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 Redwood's load balancing functionality."

Hans Jansen, Senior Basis Specialist



"By providing a central point of control for all technical and business process management, Redwood gives us a really professional view of the system's functionality. It was a very easy installation, taking only three days. Because of SAP NetWeaver® and support from SAP Ramp-Up, configuration was really easy too. We were able to run both the old scheduler and the new one in parallel and then migrate everything to Redwood. We did not need any training to use it immediately."

"Because of its flexibility, Redwood enables us to handle special processing requests quickly and easily. I recommend Redwood to other SAP users."

Thomas Dillenberger, SAP Basis Specialist



"The productivity gains that we have realized have been good. Redwood 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."

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

Peter Oswald, SAP Basis Manager



Redwood Customer Value Statements



"There is simply too much to process during office hours. In the daytime, about 2,000 employees are online simultaneously. We need to free up enough capacity for them. At night, at eight o'clock, the offices close, at which point we use the systems for massive transformation of customer data."

"With Redwood we switched from time-driven to event-driven processes, resulting in an estimated 25 percent more efficient use of our systems. Depending on the starting point of an organization, even more gain in terms of efficiency is certainly feasible."

"With Redwood we can immediately react to incidents, which means we have better control of our ICT environment."

**Pascal van Wijk, Team Manager
Operational Management**



Ensuring that the enterprise data warehouse is refreshed on a timely basis is a major operational challenge, as each week 70,000 jobs, executing across 50 UNIX servers sustain a continual feeding process. As part of the planning of its data warehouse project, Toyota identified that a job scheduling solution would enable it to automate the movement of data between systems.

"Redwood was easy to use in comparison to other products and also offered the flexibility and processing power required for handling our high volumes of workload."

Richard Berg, Technology Manager



SWM was looking for a way to improve the billing process by optimizing its processing. The organization wanted to offer the highest level of transparency for all departments involved while keeping administrative complexity low. Because of the large number of mass jobs and their dependencies, manual time buffers had to be added between the processes repeatedly. To eliminate delays, the organization needed a solution that could ensure that the processes built upon one another could proceed without the need for buffers, so they looked for a solution that completely supported SAP IS-U processing.

"Thanks to Redwood, the hardware resources from dialog processing are available and there are no longer any 'printing problems.' In addition, we have significantly reduced processing time and achieved high customer satisfaction without the need for new hardware."

Christian Duschl, Team Leader



Redwood was chosen to provide the automation infrastructure for SAP NetWeaver production. The Redwood solution is a highly scalable, standards-based process scheduling solution for centralized management that meets the requirements of the SAP TD production team.

"The combination of Redwood with our production tools, together with the improved production processes that are enabled, produce a significant benefit for SAP. We plan to expand this infrastructure to serve other SAP development teams so they can also benefit from the solution."

"Redwood is one of the key players in the new production environment for building SAP NetWeaver. It is a key ingredient. The SAP NetWeaver production team can now deliver with shorter build cycles and fewer errors. And the solution has reduced our administration and operational overheads."

**Michael Gauges, Development Architect,
SAP NetWeaver Production**

Redwood Customer Value Statements

FRENCH CONNECTION

"We have chosen Redwood because we needed a powerful solution that could manage our growing SAP landscape with ease and handle future potential capabilities like our new Java point-of-sale system. Redwood will enable us to meet our objective of a real-time integrated system, allowing us to better manage our store network, distribution centers and manufacturing operations."

"Redwood's ability to address the needs of retailers and wholesale operations as well as the ability to be a long-term business partner were key factors in our selection."

Doug Gardner, IT director

SIEMENS

"All of the work that needs to be done in the background is dealt with automatically. We don't have to worry each morning about sorting out problems. Everything has been dealt with and everyone assumes that there are no problems. What users don't realize is that we could not achieve the levels of availability expected without the support of sophisticated tools like Redwood."

"In terms of measurable benefit, Redwood enables us to save on the work that one half of a full time employee would otherwise have to do. However, the real value of Redwood is that it has supported us in delivering a reliable SAP service to our users."

Ruud Driessen, Application Center Manager



With Redwood, AgustaWestland has chosen a robust, scalable business process automation solution to manage all of its SAP and non-SAP processing. The Redwood solution matches background processing with business needs, enabling organizations like AgustaWestland to free up valuable resources, increase opportunities, generate greater return on investment, and improve productivity.

"With Redwood, we can dramatically improve the way that we manage our SAP background workload. The system runs more efficiently with jobs running in parallel and dependent jobs starting as soon as preceding ones have completed. The Finance team gets their critical information on time."

Richard Cranton, IT Services Manager

"Our SAP financial month-end processing has to be completed within four working days. If any job errors factor into the equation, then the delays are unacceptable for our finance managers."



Prior to implementation, there were more than 46,000 SAP job definitions. With Redwood in place, Actebis managed to rationalize its huge number of SAP jobs down to 570 Redwood scripts, including 140 job nets and 300 independent jobs. Redwood was installed and deployed within one week.

"Instead of sometimes needing six basis administrators to create and submit jobs, we now only have one administrator looking after things, enabling the rest of the basis team to deal with other important SAP issues that arise during the day."

Joerg Heinemann, SAP Basis Administrator



"The success of the solution didn't go unnoticed. While the project was ongoing, the network department came to us with their problems, and we could practically resolve them immediately. Using the same team and the same solution. Which meant that T-Mobile received substantially more value with relatively few extra expenses. That's value for money and that's what you call an ideal solution."

"The key factor to our success was team work between T-Mobile and Redwood. While T-Mobile's technicians were very skilled in system engineering, the consultants from Redwood added value with their detailed knowledge and experience of Redwood."

Mike Chung, Project Manager

Redwood Customer Value Statements

PHILIPS

"The flexible approach enabled by Redwood gives business users more responsibility for their workload while keeping control in the IT department. Improved access to information resulting from critical business activities like end of day runs and order processing has improved 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 Redwood."

"The black box is gone. The visibility we now have of all processing, including Business Intelligence (BI), gives us the secure feeling that the business has access to the right information."

Jacob Heres, SAP Technology Consultant

ORBITZ WORLDWIDE

"Previously we had no coherent view of what was happening across our core applications. They were effectively running in isolation and output dependencies from one source as input for another had to be integrated more tightly if we were to speed up information delivery."

"Redwood enables us to look at our environment from a business perspective, ensuring that we can deliver the right information to users so that they can make decisions that improve service to our customers."

Ken Guettler, Manager of Enterprise Systems Management

UBS

UBS Switzerland generates more than one billion transactions per month, of which approximately 200 million accrue at the end of each month. In order to deal with this transaction volume the system must be capable of handling a throughput of 10 million postings per hour, managing 500 million account balances and extracting them quickly for reporting.

"Redwood is the crucial process automation component that acts as the glue holding the entire GEAR solution together. Only Redwood made it possible to control the many complex UBS processes..."

Thierry Schafflützel, GEAR Project Manager

"The system is getting faster day by day, thanks in part to the control by Redwood."

dunnhumby essential customer genius

In dunnhumby's production environments, Redwood executes millions of jobs, processing terabytes of data for clients. Continuing to expand its global footprint, dunnhumby is confident that Redwood will fully and confidently manage its future processing needs.

"Sometimes you know something is really working because nobody notices it. Redwood has become one of those things...a critical enabling technology that everyone just expects to work, and it just does."

Neil Lewis, Group Automation Manager

MARKETFORCE

"The Redwood solution has supported significant growth in the business without any need for an increase in IT headcount this fits in totally with our business model. The service delivered to our business users has improved to the degree that their expectations are now very high."

"Redwood was brought in to solve one issue. It did this so well that it is now used everywhere."

Tom Ben-Joseph, Applications Systems Manager

Redwood Customer Value Statements



Since the implementation of Redwood we've reduced the overhead of setting up and managing the daily workload. One member of staff is involved every day in this work and typically completes the required administration more than an hour faster than with the previous scheduling solution, freeing up time for other activities.

With the simplicity of setting up new jobs and the use of parameters to enable job definitions to be used multiple times for different tasks we have also reduced the overall number of jobs and experienced a decrease in housekeeping overhead.

"Redwood has improved the flexibility and responsiveness of our batch scheduling environment and has enabled us to integrate tasks that we previously could not..."

Keith Blomerley,
ProjectManager for IT Support



"Redwood manages 250 job chains per day, representing more than 4,500 individual jobs that no longer need to run sequentially."

"Redwood enabled us to halve the work required to migrate from one environment to another, such as from test to production."

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

Kristien Gruwier, Analyst-programmer



Redwood's integrated load balancing features ensure that these business-critical processes run automatically and error-free each and every time.

The company's previous solution on the mainframe ran hundreds of business critical batch jobs generating invoices, orders and sales figures every night. However, the product required the full time operational attention of four members of staff overnight. There are no dedicated operational type roles any more.

"Just one member of staff was keeping an eye on the operational environment as part of his job responsibility. It is a minimal activity for him now as Redwood allows us to alert operational and technical staff automatically via SMS if a batch job fails. As a result, we have also managed to achieve our 'lights out' objective."

Tariq Malik, Computer Services Manager



"During the day users are continually asking for reports. Such requests used to take days to turn around. With Redwood, the processing of report requests happens automatically with reports being emailed to end-users within minutes."

Redwood's ability to run processes in parallel as opposed to sequentially, together with its capacity for recovering jobs from the point of error has given Virgin Money a solution that not only takes the management and control of daily and overnight processing out of the hands of the operators, but has also resulted in an 80 percent reduction in Virgin Money's batch window.

Another pioneering use for the solution is in the synchronization of the production system, located in Leeds, UK, with the test system. "This task used to take four days, but with Redwood, we've now cut the job down to three hours. We are now able to synchronize as and when required, as opposed to every few months!"

"Before we had Redwood in place our overnight batch run would take over 11 hours. Now we can complete everything in two and a half hours."

David Carney,
Enterprise Infrastructure Analyst

Redwood Customer Value Statements



"It was taking our basis people one to two hours each day to work through the previous night's processing to check the outcome of SAP jobs. They would spend another hour checking through the log files for our Windows batch applications. We've seen savings with Redwood in this area as batch processing problems are now automatically highlighted. This ensures that the basis team knows what to investigate immediately. They also have the comfort of knowing, without checking, which jobs have worked OK."

"We were keen to work with a vendor who had a close relationship with SAP. Redwood was the first vendor to deliver the new functionality that SAP provided..."

Markus Fahss, Operations Manager



"Our number one technical requirement was an event driven solution that could handle complex scheduling requirements. Redwood met all the criteria, but perhaps more importantly we are now able to generate job streams on-the-fly, applying customer specific parameters to pre-existing job definitions. Not only does this enable us to respond in real-time to customer workload demands, we also have the benefit of re-using a lot of code. By doing this, we have reduced the number of job chains from several hundred to about 40, achieving significant reductions in administrative overhead and improving reliability as a result."

"The scope we have for growth, the flexibility we now have for using events to trigger workload and the advantages of being able to deploy new solutions quickly all add to the benefits that our business has gained from moving our workload automation up to the level provided by Redwood."

Mike Potts, Director of Technical Services



"In July 2005 we were already able to start the migration of our SAP environment to Redwood. Redwood provided migration tools that worked absolutely perfectly enabling us to complete phase one of the entire project by the beginning of 2006. In less than four months we successfully transferred hundreds of jobs from within the SAP environment to Redwood."

"We chose Redwood not only because of its outstanding capabilities in background processing but also because Redwood Software has such a strong relationship with SAP."

Piet Paardekam, ICT Architect



"Managing more than 70 SAP process chains per day, Redwood manages all interdependencies between jobs, removing the ABAP programming costs that would otherwise be required with the native SAP scheduler, CCMS. The flexibility to change process chain start times has also been a key benefit as this can now be done "on the fly".

"Using Redwood to maintain the SAP environment on our behalf, we have found that general maintenance and operations charges are reduced as manual log checks, ABAP development and other 'hands-on' work is removed. Therefore the solution is not only improving the speed and fluidity of SAP processing but in fact is saving us other business related costs."

Tjarda Smid, Team Leader