

Redwood Business Solutions

Making complex processes easy to manage.

At A Glance

Industry

- Technology

Environment

- Fujitsu Siemens UNIX Servers
- SAP® R/3®
- PeopleSoft, Scope, Paymaster, IXOS & Tibco

Key Challenges

- High volume batch jobs with complex dependencies difficult to control
- Need to monitor cross-platform processing environment
- No integration between SAP and non-SAP processing

The Solution

- Cronacle management and control of all SAP and non-SAP batch jobs
- Maintenance of complex job dependencies
- Tibco message routing based on system resource availability

Key Benefits

- Saving of half a full time employee in the management of SAP jobs
- More reliable service to SAP end-users
- More efficient overnight batch processing with fewer errors and interruptions

SIEMENS

Seamless batch integration means improved processing throughput for Siemens' SAP® landscape

When Siemens decided to migrate from SAP R/2® to SAP R/3®, it knew that robust technology to support the integration of batch processing between SAP R/3 and legacy systems would be required. Cronacle, from Redwood Software, offered the seamless solution that Siemens was looking for, ultimately enabling a better service to its SAP users.



Manufacturing anything from electric toasters through to power plants, washing machines through to high-speed trains, cell phones through to windmills, there are few organizations that can match the range and variety of products available from Siemens. Being such a diverse, global player, Siemens knows that keeping a tight, centralized control of its activities is imperative for success.

The Siemens name is synonymous with innovative technology. It is therefore not surprising that technology has played an integral role in supporting Siemens' business processes. For many years, the organization has been one of the world's largest SAP customers, running SAP R/2 on Siemens BS2000 platforms. In 2001, Siemens defined a corporate template for the deployment of SAP R/3 technology known as SPIRIDON. Siemens Netherlands N.V. was one of the first operating companies within the Siemens Group worldwide to

successfully implement SPIRIDON. In the Netherlands, the ICS (Information and Communication Solutions) division of Siemens offers solutions and services all along the ICT service chain from a single source - from consulting to systems integration right through to the management of ICT infrastructures. Typically, solutions may feature the hardware deployment of laptop PCs through to enterprise UNIX & Windows servers as well as associated

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Ruud Driessen
Application Center Manager, Siemens

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implementation and support services.

SAP R/3 Migration

The internal Siemens IT landscape used to be based around a mixture of mainframe SAP R/2 with client/server UNIX-based applications, servicing approximately 4,000 end-users. With the corporate mandate to migrate to SAP R/3, Siemens ICS soon realized that third party complementary technology could be used to fill in some of their gaps in their client/server landscape.

One area where there was an immediate cause for concern related to managing the integration of batch processing between SAP R/3 and legacy systems.

Ruud Driessen, Application Center Manager, takes up the story: "Project SPIRIDON made us aware that we would need an alternative to the BS2000-based scheduler that we used on the mainframe. From our previous experience of creating scripts to automate batch processing around our existing client/server applications, we knew it would make sense to buy a package rather than build our own job scheduler. The implementation of SAP R/3 proved to be the trigger in driving our quest to acquire an automated batch processing solution."

"We knew there would be a lot of high volume SAP batch jobs that would need to be run. We also knew that the tools that come out of the box with SAP would not enable us to create the sort of dependencies that we needed to establish when integrating SAP jobs with other non-SAP processing. It was also important that we implemented a solution that provided us with true cross-platform support. Needless to say,

seamless integration with SAP R/3 was another key requirement."

"We conducted an extensive evaluation of all vendors and eventually arrived at a shortlist of two vendors. We selected Cronacle because it offered the level of functionality that we were looking for at a cost-effective price and Redwood appeared to be more interested in helping us address our challenges."

Cronacle Implementation

The production deployment of Cronacle needed to occur before the end of Siemens' fiscal year. The concerns of the Steering Committee about Cronacle being capable of delivering scheduling functionality within such a tight deadline were put to rest when a pilot project demonstrated the ease of use and rapid deployment of the product. The production implementation of Cronacle was very successful and all jobs were being managed ahead of the go live date.

Mustapha Hadjih, Team Leader Application Center, comments: "Since implementing Cronacle we've managed to achieve a great deal beyond managing our SAP batch jobs. We use Tibco as our message broker between external applications and R/3. With Cronacle we can dynamically control the routing and distribution of Tibco messages based upon current system resource availability."

"We have also established error recovery procedures to automatically deal with operational problems as and when they occur. Problems that can't be fixed automatically are escalated, using email, SMS messages or our service delivery system, directly to the individual who can provide a resolution. We also use Cronacle to synchronize the transfer of SAP archive logs from our production environment to our back-up system. This process is event based, driven by a threshold set in the archive logs and has helped us deliver very high levels of availability to our end-users."

Automating the IT Infrastructure Now and Into the Future

Siemens is planning to grow its ICT service in all directions over the next few years. The existing end-user population will increase from 1,000 to 4,000 as the SAP R/3 service is extended to cover all of Northern Europe. There are also plans to expand the use of SAP solutions - for example, ICS is currently deploying SAP BW and is scheduled to implement SAP CRM in the next fiscal year. There will also be more non-SAP based applications going live as Siemens moves forward. Cronacle is very much part of this future and will play a key role in providing ICS with the flexibility to integrate these new applications with its existing systems.

Ruud Driessen summarizes: "In terms of measurable benefit, Cronacle 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 Cronacle is that it has supported us in delivering a reliable SAP service to our users."

"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 such as Cronacle."



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