

Customer Success Story

Exsigno Deloitte.

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For Exsigno Deloitte the complete and reliable 7x24h monitoring coverage of the data center and all external sites has optimized the system operation processes.

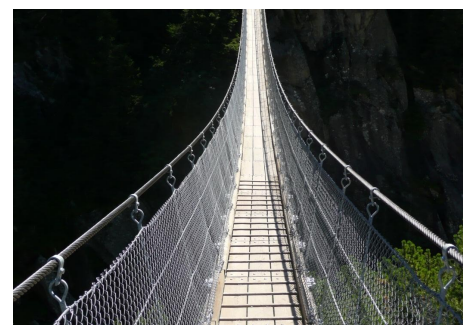
Stay connected: *syslink Xandria* at Exsigno Deloitte AG – operated by ASAP Consulting & Solutions GmbH

Starting Point

For its 50+ systems in the SAP area the Exsigno Deloitte AG requires a transparent and pro-active monitoring solution, as well as a Service Level Reporting tailored to the needs of its decision makers.

Up to March '10 Exsigno Deloitte's system operation partner, the ASAP Consulting & Solutions GmbH, had a small self-developed tool in place to perform system monitoring.

But this tool could no longer cope with the ever increasing demands and should be replaced with a standard solution. The new solution should also have the ability to centrally manage the SAP systems in the Exsigno Deloitte data center in Bern, Switzerland, as well as systems in remote office or customer sites, some of which are located abroad.



Buying Decision

During the common evaluation process of Exsigno Deloitte and ASAP Consulting & Solutions the ability to generate monthly Service Level Reports focused on manager's needs was considered most important. Other criteria were ease of administration, efficiency, high ROI, low TCO, central management of all sites, support of mobile clients.

Compared to other tools *syslink Xandria*, a system management application mainly focused on the SAP world, had the most convincing arguments. Furthermore, the product had become well established at multiple Exsigno Deloitte's clients already.

"Besides the other demands, the value for money compared to other products was a decisive factor – we simply couldn't resist", adds Jörg Müller, the owner of ASAP Consulting & Solutions GmbH.

Implementation

Thanks to the efficient negotiations of all participants a quick decision for *syslink Xandria* was taken. So the software has been installed in April '10 already.


A more detailed implementation concept was prepared within a couple of weeks in order to connect the different office and customer sites' systems with the central data center. *syslink Xandria* supports system management tasks being performed from a central server on systems located in distributed networks, security zones, and even external sites by means of a dedicated gateway component.

As of May '10 *syslink Xandria* was actively managing the following system types:

- 34 SAP instances (ABAP/Java, 4.6 to 7.01, 35 modules, partly self-developed)
- 36 databases (Oracle and Microsoft SQL Server)
- 61 servers (Microsoft Windows and Linux)

Lessons Learned

For Exsigno Deloitte the complete and reliable 7x24h monitoring coverage of all systems in the data center and the external sites has optimized the system operation pro-



We live System Management.

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Exsigno Deloitte AG

provides comprehensive services in the areas of Strategy and Process consulting, Human Capital and Insurance Mathematics consulting, and Enterprise Applications (SAP etc.).

Core industries are first of all the Public and the Healthcare sectors, but Exsigno Deloitte also supports numerous other organizations in Business Process Outsourcing matters.

With a revenue of CHF 85 million and more than 300 employees Exsigno Deloitte is one of the largest consulting firms in Switzerland.

Exsigno Deloitte AG is a subsidiary of **Deloitte LLP**, the British member of **Deloitte Touche Tohmatsu**.

ASAP Consulting & Solutions GmbH

founded in 2004, is an independent consulting firm with a comprehensive background in Integrated Data Center Services, IT system and configuration management, and SAP Technology Management in particular.

cesses during the past three months. Incident notification is vital in this area which is realized using Email, text messages, and the iPhone application XanMobile.

For the setup of the monthly Service Level Reporting the Service Level Agreements already defined for SAP systems between Exsigno Deloitte and ASAP Consulting & Solutions have been mapped to syslink Xandria. For the non-SAP systems new SLAs have been defined as well. Different incarnations of the Service Level Reports now can be generated based on system group definitions and other criteria. The SLRs are focused on manager's needs and can be delivered to the Exsigno Deloitte decision makers in due time.

Advantages

- Smooth implementation without service interruptions.
- Scalable extension on servers and applications.
- Complete and transparent monitoring options, including iPhone client.
- Simple integration of customer's systems.
- Well-arranged and management-focused layout of the Service-Level Reports.
- Quick setup in the heterogeneous environment of central data center and distributed office and customer sites.
- Value for money.

Value

The installation, setup, and initial customizing of the whole environment took only two weeks. All ICT responsible persons now have access to the central system monitoring facility using a simple web browser or the iPhone. System health states can be retrieved everywhere at any time, creating transparency between system owners, system operators, and customers.

Changes, availability, service interruptions, performance and usage of all monitored systems in all locations are collected continuously and traceable within the SLRs. All this is just a mouse click away, even outside the monthly reporting cycles, and available for the decision makers immediately.

Conclusion

syslink Xandria is a highly-innovative and easy-to-use system monitoring product. Even within the first month of usage the daily operation tasks have been simplified, operating processes are performed more efficiently, and systems are operated more securely.

For Exsigno Deloitte this means an increase in quality of service of its SAP system landscapes and a decrease in its expenses. For ASAP Consulting & Solutions it means new standards in day-to-day operating business. It's a classical win-win situation.

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Matthias Scherler
Partner Exsigno Deloitte AG

Jörg Müller
Owner ASAP C. & S. GmbH