



Image source: REWE Group



The Best Performance in System Operation

REWE Group successfully introduced syslink Xandria to centrally monitor all of its SAP Systems

“For us it was a vital requirement to find a solution that is not based on the SAP CCMS interface. And it was the decisive competitive factor of syslink Xandria”

*Wolfgang Ihlenfeld,
ERP / SAP System
Operation Department*

REWE Group

Starting Point

The REWE Group has monitored their SAP Systems using a globally deployed system management application together with a bunch of self-developed scripts till Fall 2010. Providing some high-level views on the SAP Systems, this solution however lacked in-depth results required to rate the systems' quality. The demand for a solution focused especially on SAP Systems operation became more and more obvious.

Course of Action and Buying Decision

At first the REWE Group defined further requirements of a solution: Central monitoring of and effortless integration with all deployed SAP Systems (using Oracle and DB2 databases), as well as an in-

terface to the global system management. The latter is still used for managing the on-call duty, among other things.

A vital requirement for the solution was to not rely on the SAP CCMS (RZ20) interface. This became a show stopper for instance for the SAP Solution Manager's monitoring facilities. And this is where syslink Xandria came into play.

A roadshow organized by proSolutions Consulting, a syslink partner, presenting successful syslink Xandria implementations from a customer perspective showed the way to go.

And finally a visit to a reference site as well as a several weeks lasting proof-of-concept period answered all open issues.



It simply works.

A small team of SAP experts is running the heterogeneous SAP landscape of the retail and tourism group consisting of more than 80 systems Europe-wide. Hav-

ing a specialized and efficient monitoring application in place is crucial to their smooth system operation business.

Implementation

The REWE Group's SAP Basis Team was able to manage preparations for the syslink Xandria implementation themselves. Afterwards they could completely setup the product in a single day with support from the syslink Professional Services team. This already included the connecting and configuring the more than 80 SAP Systems.

During the following two-day training session the Team integrated syslink Xandria with the central monitoring platform and established several email notification chains.

Thus syslink Xandria was ready for productive use within three days time and only needed some fine tuning during the following months.

Lessons Learned and Value for REWE Group

Thanks to syslink Xandria the SAP Basis Team at REWE Group is able to manage their SAP Systems proactively. Detecting potential issues before they can occur substantially increases the quality of system operations.

The purely web-based front end allows to access all relevant data from everywhere any time. And with the help from the iPhone App XanMobile even while getting from A to B.

The team at REWE Group particularly appreciates the small footprints of the monitoring agents, the quick and straightforward product support, and the ease of configuration adaptation during day-by-day business.

However, the major benefits of syslink Xandria are:

- » Proactive monitoring capabilities based on forecasts and customer-specific parameter sets.
- » Ease of configuration.
- » Low manpower requirements.
- » Generation of SLRs based on SLAs.
- » Effortless and centrally triggered rollout of monitoring agents.
- » Access from every browser.
- » Quickly set-up forwarding of important events to administrators and distribution lists.

Currently the REWE Group is planning the setup of syslink Xandria End-to-End Application Monitoring for dedicated productive SAP Systems and text message notifications.

At a Glance

Enterprise

REWE Group is a leading diversified retail and tourism group in Germany and Europe with a turnover of more than 53 billion € (2010) and over 310.000 employees. The company founded 1927 operates more than 15.000 stores in 14 European countries.

The REWE, toom, and BILLA supermarket chains, the PENNY discount supermarket chain, the toom BauMarkt DIY chain, and the ProMarkt consumer electronics stores are part of the Trading division.

The ITS, TJAEREBORG, JAHN REISEN, DERTOUR, MEIER'S WELTREISEN, and ADAC Reisen travel operators, as well as 2.000 travel agencies are part of the Tourism division.

SAP System Landscape

- » 102 Unix Servers
- » 65 Databases
- » Some 12.000 SAP Users
- » 84 SAP Systems

Monitored SAP Systems

- » ERP 6.0 (Retail, HR, FI,CO, MM)
- » ERP 5.0 (HR, FI,CO)
- » BI 7.0, incl. BI-Java
- » SEM, SEM-BW 6.0
- » SRM 7.0
- » CRM 5.0
- » SAP R/3 Enterprise (6.20)
- » SAP Portal (7.01)
- » Solution Manager, SLD, IDES



syslink software AG
Seedammstrasse 3
8808 Pfäffikon
Switzerland

Tel.: +41 55 417 4505
Fax: +41 55 417 4504
Email: info@syslink.ch
Web: www.syslink.ch

© 2001-2011 syslink. All rights reserved. Xandria is a registered Trademark of syslink software AG in Switzerland. SAP and the SAP Partner Logo are trademarks or registered trademarks of SAP AG in Germany and in several other countries.