



# MIGROS

## New Monitoring Software **syslink Xandria**, successfully launched for all SAP systems

*Through the launch of the System Management- and Monitoring Solution **syslink Xandria**, the stability of the SAP systems was increased, and simultaneously the operating costs were reduced significantly!*

*“It was important to us to have a system which is easy to handle, with a system administration and configuration that can be executed from a central position and that an early alert system can be established so that there won’t be a chance for emergencies even to happen.”*

*Balz Koch, Head of SAP Basis Services, MIGROS IT Services*

### **Starting Point**

With the increasing number of SAP systems operated by the SAP Basis Services Team, the need for an efficient, easy, and comprehensive monitoring process has risen as well. The existing software could only serve a part of the required benefits and was very hard to maintain.

### **Solution Approach**

For this reason, in summer 2007 an internal task force was brought up to evaluate a new system monitoring software. In a first step, the task force established a requirement specification containing all monitoring functions, components and systems. The list was then classified by importance and relevance, in particular for the on-call duty.

Overall five products were evaluated whereat three of them were discarded early on. For the two remaining can-

didates, a test installation was performed in-house and the products were tested thoroughly for efficiency for several weeks.

The main focus was set also on easy handling, a system administration and configuration from a central position and an early alert system to prevent emergencies before even starting to happen.

### **syslink Xandria**

Eventually, **syslink Xandria** was the winner, because the product is also specifically developed for all SAP systems and companies working with SAP systems. An because virtually all requirements were fulfilled. After final cost and license negotiations the contract was signed in December 2007 and the software was ordered.

### **Implementation**

In January 2008, a consultant of manu-



**It simply works.**

Migros SAP System Landscape: about 125 SAP instances (test, IDES, training, quality assurance and of course all production systems) of the IT departments of the company's Retail, Industry, MGB, and Corporate branch.

SAP products include standard R/3 (NetWeaver), FI / CO / HR, as well as SCM APO, Retail, XI, SRM, Portal, NW (KW, BI).

facturer syslink was invited to form a common implementation concept tailored to the special needs of Migros. Subsequently the installation and configuration of the monitoring systems started and the first SAP systems were connected to the monitoring. The alerts are sent out via text message or email and are visible on a central panel.

Further functions are automated Daily Checks on all systems so that performance issues and bottlenecks are identified at an early stage.

By now, all SAP systems are connected.

### Conclusion

"It can be said already now that syslink Xandria was worth the investment for us and our customers. We are able to detect potential issues and react quicker and more efficient to problems. For our customers that means improved security, availability and quality, and all of that for the same costs."

- » Reliable monitoring: SAP Basis Team detects issues and potential issues early
- » Improved stability: two break-downs of productive SAP systems were averted
- » System monitoring became a part-time activity
- » Central platform for system documentation and responsible people
- » syslink Xandria strikes by its simplicity!
- » Implementing patches is a child's play
- » The product is continuously developing

- » Direct technical contacts at the vendor's side
- » Clean interfaces → low resource consumption
- » Small footprint (only 500MB DB size)
- » No negative impact on servers or SAP systems

### Benefits for Migros

- » SAP system monitoring for our customers in accordance with SLAs
- » Removal of all in-house developed test scripts
- » Elimination of routine tasks
- » Central configuration of all monitored systems
- » Zero false alerts
- » Time savings of 10 to 20 days per patch
- » Updates are implemented in 30 minutes
- » Server Updates are implemented in 1-2 hours
- » Post-processing of system copies reduced from 3 hours to 3 minutes
- » Adding a new system to the monitoring process reduced from half a day to 30 minutes
- » Release Updates of the monitoring solution itself reduced from two months to one day (at most)

### Outlook

In the near future the use of the following functions is planned:

- » Working with Daily Checks
- » SLR Reporting

Balz Koch (May 2008)

## At a Glance

### Enterprise

- » Largest Swiss Retail Company
- » 590 Shops
- » Revenue CHF ~23 billion
- » Workforce ~83 000

### System Landscape

- » More than 120 Applications
- » 120 Unix Servers
- » 230 Windows Servers
- » 13 000 SAP Users
- » 125 SAP Systems

### Monitored SAP Systems

- » Retail ERP 6.0
- » BI 7.0, incl. BI-Java
- » KW 7.0, incl. J2EE Content SEM, SEM-BW 6.0
- » ERP 6.0 (Industry systems) SCM 5.0
- » FiCo / HR 6.0
- » XI 3.0
- » SRM 5.5
- » SAP J2EE (6.40)
- » IXOS 9.6, 9.5
- » SolMan (planned)
- » SLD (planned)
- » ESS-MSS Portal (planned)

### Initial Efforts

- » 1 Transport per System
- » 1 hour per 10 Systems
- » No external consulting required



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