

Clean solutions for medium-sized businesses

As a large service provider in the field of waste disposal, recycling, and environmental protection services, the City of Hamburg Sanitation Department makes sure that Hamburg and the surrounding metropolitan area stay clean. Due to increased monitoring and reporting requirements for the department's SAP systems, it was decided to replace the existing Nagios software. With REALTECH's theGuard! ApplicationManager, the sanitation department can now monitor all of its hosted systems while fully satisfying comprehensive reporting requirements.

: success story

City of Hamburg Sanitation Department



STADTREINIGUNG HAMBURG

Thomas Kluge,
Head of SAP Basis in Central Services / IT,
City of Hamburg Sanitation Department

"With REALTECH's theGuard! ApplicationManager, even small IT departments can successfully operate SAP and meet the requirements of comprehensive and application-oriented reporting. The reports are of great help when conducting capacity planning and analyzing the performance of our IT systems."





City of Hamburg Sanitation Department

The City of Hamburg Sanitation Department is a municipal service provider for the city of Hamburg with revenues of EUR 323 million and 2,500 employees. The sanitation department provides its waste disposal services to 930,000 households and about 100,000 commercial enterprises and operates a total of 15 recycling facilities. The department's wide range of services includes waste processing and recovery and the operation of waste incineration plants.

The City of Hamburg Sanitation Department has been using SAP systems and the industry solution IS-Waste&Recycling since the early '90s. The update from R/3 to ERP 6.0 was completed only recently.

Finding a solution

Over the years, the sanitation department was not only faced with a growing number of SAP users and modules, but also with growing demands on performance and availability. All of this called for monitoring and reporting mechanisms. Looking back, Thomas Kluge, head of SAP Basis Administration in the Central Services / IT department explains, *"the search for a software that would give us a price / benefit ratio that would best suit our needs lead us to the GPL solution "Nagios" which could not only be used to easily monitor systems "from outside", but also to monitor the performance by evaluating SAP's CCMS."*

After the turn of the millennium, however, the IT department was confronted not only with rising costs, but also with the management's plan to implement a comprehensive reporting solution for the SAP production systems. However, this was not possible with Nagios, and so the City of Hamburg Sanitation Department carried out a market analysis and invited a number of monitoring software providers to submit

their proposals based on a detailed list of requirements. *"REALTECH was able to meet these requirements with its theGuard! ApplicationManager and was therefore awarded the contract,"* reports Mr. Kluge. The solution has been in production use since fall 2005.



Introduction

The ERP software is hosted in a data center located in Oldenburg, Germany; the REALTECH software, however, is housed at the sanitation department's own data center.

The package that was installed for the department includes a theGuard! ApplicationManager server, SAP data collectors, a Reporting Console, a SAP DB data collector, and four operating system data collectors. *"The product analyzes processes and states of the SAP system that go far beyond SAP's standard monitoring and reporting functions,"* says Thomas Kluge. The entire project, including staff training, cost about EUR 20,000 at the time.

The software was implemented by REALTECH staff as part of a workshop, which gave the in-house IT department the opportunity to gain valuable experience from the start. The data collectors and alerting rules were configured according to the SLAs.

Advantages and customer benefits

The reports generated by theGuard! ApplicationManager can be used to assess hosting performance and to point out bottlenecks ahead of time.

SAP users sometimes complain about poor transaction response times. With standard SAP reports alone, however, it is rather difficult to support these complaints. The data collected by theGuard! ApplicationManager can, for example, be used to determine response times for individual transactions. This is of particular importance to the customer service center where employees need instant access to system information.

Furthermore, the data can also be used to identify trends, which provide a sound basis for future planning. Routine manual checks in the SAP system are now a thing of the past. Update errors, non-functioning RFC connections, activities that are considered safety-critical, in short, everything that had to be checked manually once or several times a day is now visible in theGuard! ApplicationManager. And if needed, the system will send the necessary alerts via e-mail, text message, or fax. *"The implementation of theGuard! ApplicationManager really did pay off for the sanitation department,"* sums up Thomas Kluge.