

SAP hosting for medium-sized businesses

As the IT service provider within the Freudenberg Group and as a global hosting company, Freudenberg IT places particular emphasis on the secure and efficient operation of SAP systems. This applies to the Freudenberg Group as well as to external companies and customers. There is perhaps no other industry that relies more heavily on high-availability, performance, and high-quality service to ensure end-user and customer satisfaction and ultimately the success of all involved.

: success story

Freudenberg IT



Peter Oswald
Head of Team Data Center Infrastructure and Support

“We have already managed to generate significant savings thanks to theGuard! ApplicationManager. Proactive monitoring in particular has boosted the high availability of our systems even further and has as a result yielded a rapid return on investment (ROI).”



Images:
Freudenberg IT





About Freudenberg IT

Freudenberg IT (FIT) provides IT services to medium-sized businesses, especially in the areas of automotive supply, discrete production, logistics, roll products, and technical trade.

As an international full-service IT provider, FIT implements, optimizes, and operates IT systems in SAP environments in a total of seven state-of-the-art data centers (three in Germany, two in the US, and two in China) and is a certified SAP Global Hosting Partner. FIT has eleven locations in Europe, the United States, and Asia.

- 11 locations – 3 continents
- EUR 50m turnover
- 1,000 customer projects
- 30 years of experience with SAP
- 7 data centers
- 180 SAP systems in operation on AIX, Oracle, or Max DB
- 200 communications links

Many years of reliability

As early as 1999, Freudenberg IT decided to introduce theGuard! ApplicationManager.

REALTECH's application and system management solution is deployed in the data center of the international service provider where it automates a large number of routine tasks associated with the proactive monitoring of a complex and dynamic IT landscape. This includes various SAP systems based on R/3 or SAP NetWeaver with SAP FI, SCM, CRM, BW, and EP. The built-in reporting functions are used to inform customers on a regular basis as to whether service level agreements (SLAs) were met.

Benefits and efficiency gains

"Today the ApplicationManager makes a key contribution to the high level of efficiency with which we are able to guarantee high

availability and maximum performance.

Thanks to matured automation technology, we are able to run the computer center with a relatively small team of staff despite the large number of systems subject to monitoring," explains Peter Oswald.

"What's more, theGuard! ApplicationManager impressed us right from the start with its ease of implementation and maintenance," adds Peter Oswald.

REALTECH software thereby contributes significantly to Freudenberg IT's ability to provide competitive services as an internationally active hosting company.

a dynamic staff and system structure and achieve a sustainable return on investment (ROI).

Customer-oriented and future-proof

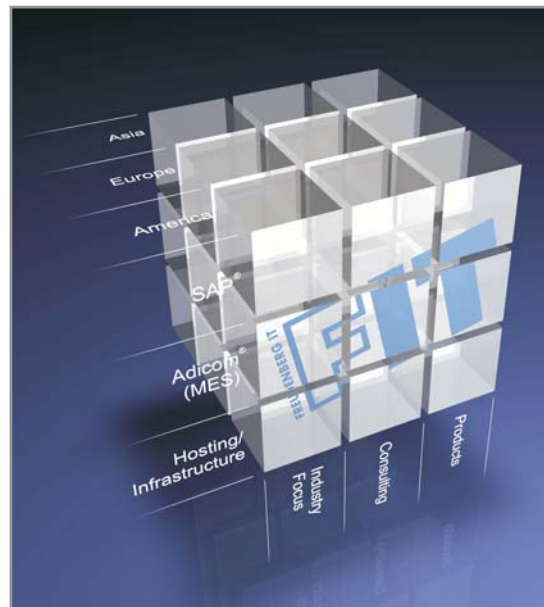
REALTECH's technical support simplifies Freudenberg IT's daily work: *"We receive exemplary support from REALTECH. All our queries are answered quickly and competently,"* reports Peter Oswald.

The close cooperation between REALTECH and SAP has a positive effect on the further development of the product: theGuard!

ApplicationManager will, for example, always support the latest SAP applications and SAP architectures.

For instance, REALTECH was able to provide customers with the necessary program enhancements for theGuard! ApplicationManager immediately following the availability of the Java stack in SAP.

"The long-term partnership with REALTECH has paid off for us and will be further intensified in order to continue to support the growth of Freudenberg IT as a global hosting company in the future," says Peter Oswald.



Operational integration

The flexible and intuitive alerting features and the forwarding of messages to the relevant operational staff or to other systems are exemplary. The integration of new SAP systems can be achieved with minimal efforts. The roll-out to new data centers can be standardized by using monitoring templates.

All of this helps Freudenberg IT keep its software maintenance costs down despite