

Cutting a path through the systems jungle

When PerkinElmer opted for SAP R/3, they faced a challenge that many companies know only too well. Deploying the standard ERP software led to increased administrative overhead within the IT department. theGuard! ApplicationManager relieves staff of time-consuming routine tasks. Thanks to the REALTECH solution, administration of the SAP system is now largely automated – enabling PerkinElmer's IT team to focus on their key tasks.

: success story

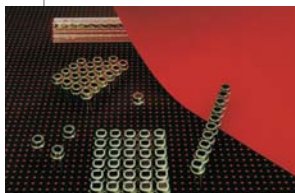
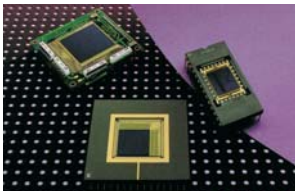
PerkinElmer Optoelectronics GmbH



Stefan Goerke
Information Technology Manager
at PerkinElmer

"Administration of complex IT landscapes eats up ever more time and money. Monitoring systems like theGuard! ApplicationManager provide an answer.

The REALTECH solution has enabled us to achieve our two most important goals – we have relieved our IT team of unproductive routine tasks, while boosting the quality of systems monitoring."



PerkinElmer Optoelectronics GmbH products:
Photos courtesy of the manufacturer





PerkinElmer is a world leader in precision optics. Founded in 1937, the company has subsidiaries in over 100 countries, and operates in four areas – optoelectronics, life sciences, instruments, and fluid sciences.

The company currently employs some 12,000 staff and posted revenues of 1.7 billion US dollars in fiscal 2000. During the 1990s, the company's optoelectronics business unit – represented in Germany by PerkinElmer OptoElektronik GmbH – introduced SAP R/3. Further modules were implemented, providing the basis for an end-to-end ERP environment that supports and automates virtually all processes.

System outages: A costly risk

Since many mission-critical processes and applications depend on the smooth running of SAP R/3, system outages are costly. As a result, IT specialists from PerkinElmer's in-house team were increasingly tied up with systems monitoring – stretching human resources to the limit. Against this background, the company opted to introduce software that would automate most of these administrative tasks.

When it came to selecting a suitable solution, PerkinElmer placed particular emphasis on expertise, flexibility, and performance. In addition to rapid implementation, the company was looking for a fast, quantifiable return on investment (ROI). PerkinElmer opted for theGuard! ApplicationManager from REALTECH. This has specially designed data collectors for SAP R/3 and mySAP.com. The solution is able to monitor a wide variety of parameters, and to detect bottlenecks and problems before they cause costly outages.

"The REALTECH solution met our requirements. It delivers complete monitoring functions, as well as straightforward, intuitive operation. Values are displayed and reported in an easy-to-understand form," says Stefan Goerke, Information Technology Manager at PerkinElmer. "Even during testing, the level of automation was impressive. The REALTECH solution handles repetitive processes without manual intervention. It is also excellent value for money."



PerkinElmer HQ in Wiesbaden, Germany

Rapid implementation

With the help of REALTECH's experts, PerkinElmer Optoelectronics was able to implement theGuard! ApplicationManager quickly and easily. Planning and preparation took less than four weeks.

After a pilot phase of only two weeks, the monitoring system was up and running. Settings are preconfigured for real-life needs, and the software can be easily integrated into existing systems landscapes. Today, PerkinElmer uses theGuard! ApplicationManager to monitor two SAP R/3 systems and twelve servers used to run databases, as well as the company's document management, e-mail and fax solutions.

Whenever theGuard! ApplicationManager identifies a bottleneck or any other potential problem, administrators are alerted via REALTECH's theGuard! CommCenter. Depending on the level of urgency, alerts are sent by e-mail, text message (SMS), pager, speech call, or WAP device. In addition, there is a knowledge base, which includes problem-resolution tips, context-sensitive help and information from the SAP online support system.

Maximum availability

"theGuard! ApplicationManager ensures that all our mission-critical applications are constantly available and operating at maximum efficiency. This is the key to high employee productivity – thanks to the REALTECH software, over 200 users can be sure that

the SAP R/3 modules are up and running whenever they are required, and with very fast response times," explains Stefan Goerke. In addition, the solution takes the strain off the in-house IT department, considerably reducing the number of staff required to carry out SAP administration.

The company's software specialists now have much more time to develop and optimize business-critical applications. And the IT department is better able to manage its current systems landscape and develop the landscape of the future.

