DUPONT
APPLICATION MANAGEMENT WITH SAP® SOLUTION MANAGER

QUICK FACTS

Industry
Science

Revenue
US$26 billion

Employees
60,000

Headquarters
Wilmington, Delaware

Web Site
www.dupont.com

SAP® Solutions and Services
SAP® Solution Manager application management solution

DuPont, a science-based company, creates products and services for better, safer, and healthier living for people everywhere. DuPont is the 3rd largest chemical maker in the United States and operates in 70 countries. Using the SAP® Solution Manager application management solution, the company has gained a central, automated monitoring platform for its vast software landscape, lowered total cost of ownership, and improved application performance.

Key Challenges
- Provide real-time monitoring of multisystem landscape
- Reduce administration efforts and cost of operation and support
- Enable automatic alerts and notifications
- Standardize change control process
- Improve reporting capabilities
- Prepare for rollout of the SAP® ERP application

Why SAP Was Selected
- Ability to meet key requirements
- Part of the SAP Standard Support option
- Integration with all SAP software
- SAP product support
- Unmatched insight into the core business processes
- Ability to offer integrated application management platform
- Repository for quality control metrics

Implementation Best Practices
- Minimal customization
- Alignment with strategic company objectives
- Senior executive leadership and participation
- Structured change management
- In-house implementation resources to reduce cost

Low Total Cost of Ownership
- Reduced IT support and operation costs
- Improved testing accuracy to minimize production impact
- Improved productivity to increase product innovation
- Expedited 4-month implementation using preloaded training content

Financial and Strategic Benefits
- Reduced annual operations costs by over US$11 million via central monitoring of system and business processes
- Optimized performance based on system health metrics; long-term trend analysis and planning; and real-time, root cause analysis across landscape
- Improved response time to issues through alerts
- Improved change management to help ensure reliability
- Improved quality of test-to-production cycle resulting in minimal production errors
- Redeployed personnel to more value-added initiatives

Operational Benefits
- Removed redundant monitoring software and avoided leasing costs for a combined savings of US$7 million
- Reduced headcount (including SWAT team) and saved US$5 million
- Reduced average system response time by 58%
- Freed up 32 FTEs to work on innovation activities
- Improved fixed-cost productivity of business processes
- Improved access to timely, accurate, and reliable data

"Out of the box, [SAP Solution Manager] included 80% of all the functionality we needed, including proactive, real-time analysis and issue prediction, implementation best practices and testing, and change management tools."

Michael J. Stoko III, Assistant Director, SAP Global Operation, Architecture, and Value Capture, DuPont

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DuPont Centralizes Application Management to Reduce TCO

By 2005, the SAP® software landscape at DuPont had become complex. With over 18,000 users, 300,000 transactions a month, and 1,500 interfaces, managing the SAP software was a challenge. DuPont used disparate legacy software to monitor system availability, as well as several databases to control change management. The company wanted to establish a central, automated monitoring platform for its SAP and non-SAP software to reduce total cost of ownership (TCO) and improve application performance. At first, DuPont considered integrating its existing tools but quickly dismissed the idea after receiving an estimate of several million dollars to complete the project.

To determine criteria for the new platform, DuPont conducted a needs assessment survey in its business units. The results revealed the top three drivers to be the need for 100% availability (56% of respondents), accurate and timely information (37%), and high-quality testing (24%). It was clear that manual processes and lack of integration within DuPont's SAP computing center were driving long cycle times, inaccurate information, and errors in the production system.

Complete Functionality

DuPont selected the SAP Solution Manager application management solution because it offers proactive, real-time analysis and issue prediction; best practices for implementation and testing; and change management tools. For monitoring processes, SAP Solution Manager let DuPont set the upper- and lower-level parameters for its Six Sigma processes and thus drive and control the quality of its SAP support and operations processes. DuPont also liked the cost; SAP Solution Manager is offered as part of the maintenance agreement in the SAP Standard Support option.

Fast Implementation

Using the training content preloaded in SAP Solution Manager, two DuPont staff completed the implementation in just four months. A critical success factor was the decision to provide a separate piece of hardware for the computing center management system from SAP. This provided greater system availability and avoided bottlenecks.

Profound Impact

The impact on the DuPont SAP software–related support and operations has been dramatic. As well as implementing core functionality for cross-landscape monitoring, service desk, and test and change management, DuPont has deployed a root cause corrective action process – so issues need be fixed only once. The firm has improved cycle times and improved productivity and effectiveness. In addition, proactive communication of issues has improved – the DuPont support staff now hears about an issue before it becomes a problem. Further, by using a single tool, the firm can produce accurate, long-range trend analysis for planning.

Implementing SAP Solution Manager has enabled DuPont to realize over US$11 million in value in 2006. The integration and resulting efficiencies have allowed DuPont to redeploy 32 full-time equivalents to focus on innovation. Further, by eliminating recurring problems, SAP Solution Manager has let DuPont improve system availability by 18%. The firm has also improved the availability of accurate information by 90%. In addition, improved testing processes have vastly reduced production errors and their related costs.

Looking Ahead

In the future, DuPont will expand the footprint of SAP Solution Manager to include plug-ins to integrate third-party tools and allow broader landscape integration.

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