

## SAP Customer Success Story Professional Services



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Hans-Ludwig Reinecke, SAP Manager, GISA GmbH

### AT A GLANCE

#### Company

- Name: GISA GmbH
- Location: Halle, Germany
- Industry: Professional services
- Products and services: IT services
- Revenue: €65 million
- Employees: 360
- Web site: [www.gisa.de](http://www.gisa.de)
- Implementation partner: SAP® Hosting organization

#### Challenges and Opportunities

- Monitoring and implementing IT landscapes with a variety of tools tax resources unnecessarily.
- Complex IT landscapes require extensive application management software.
- Unbundled processes must be auditable.

#### Objectives

- Ramp up to latest release of the SAP Solution Manager application management platform
- Increase efficiency of change processes
- Automate project life cycles
- Improve troubleshooting with the aid of alert functions

#### SAP Solution and Services

- SAP Solution Manager
- SAP Consulting
- SAP Hosting services

#### Implementation Highlights

- 35 users enabled
- Implementation completed in 5 months

#### Why SAP

- GISA's strategy geared toward consolidation of IT landscapes based on SAP software
- SAP Solution Manager suited for integrating distributed and heterogeneous IT landscapes
- GISA's previous experience and advanced know-how attained through working with previous release of SAP Solution Manager

#### Benefits

- Significant improvement in auditability
- Effective monitoring of complex IT landscapes
- Ability to offer customers more service through increased transparency and at the same cost
- Cost reduction of between 15% and 25% for upgrades, change management, implementations, and troubleshooting processes

#### Existing Environment

mySAP™ ERP application

#### Third-Party Integration

- Database: Oracle
- Hardware: Fujitsu Hub
- Operating system: Microsoft Windows NT

## GISA

### IT Service Provider Selects Multiple Functionality of SAP® Solution Manager to Cut Process Costs

When SAP first approached the Halle, Germany–based IT service provider GISA GmbH to ask whether it wanted to participate in the ramp-up to the latest release of the SAP® Solution Manager tool, the answer was an instant “yes.” With over 100 major German customers in the utilities, public sector, and media industries, GISA fully understands how important a proper application management system is – both for business and for the smooth running and performance of the 130 servers and 98 SAP software solutions the company monitors. “The SAP products GISA services,” explains Hans-Ludwig Reinecke, SAP manager at GISA, “are supported on distributed and heterogeneous landscapes. The increase in system complexity has led to the evolution of a software zoo with different monitoring and implementing tools. This needed to be consolidated.”

Since GISA's consolidation strategy is based on SAP software, the company decided to implement the broad portfolio of functionality the SAP Solution Manager application management platform offers. To exploit the platform's full potential and increase the know-how of employees working with it, GISA sought advice from the SAP Consulting organization. In the first six months of productive work with SAP Solution Manager, GISA achieved excellent results, reducing time and costs for processes significantly. “In the key application management areas GISA now saves between 20% and 25% in costs. SAP Solution Manager also lets us offer our customers more effective services with the same budget and manpower as before,” says Reinecke.

### **Consolidating Platforms: A Strategic Imperative**

Of the challenges facing IT service providers like GISA today, finding the right method for integrating and deploying software over several platforms is at the top of the list. As almost 70% of GISA's revenue is generated through implementation and upgrades of SAP software, having the proper application management tool has become central to long-term success. However, systems have grown ever more complex and diverse – in both their functionality and their interfaces. In 2004 GISA decided to take a proactive approach to its IT deployment strategy. The consequence of that decision was to implement SAP Solution Manager.

“We noticed,” explains Reinecke, “that individual monitoring and implementation tools had made themselves at home in the companies' various systems. Our aim, therefore, was to consolidate these different landscapes so that we didn't constantly need to use different tools or interfaces. We needed a multifunctional tool that let us roll out modern business landscapes, like the latest release of the mySAP™ ERP application, both for ourselves and our customers, and is fully auditable.” In 2004 with the introduction of the SAP Solution Manager application management platform, GISA gained functionality for monitoring and implementing solutions across IT landscapes. This represented the first step toward fulfilling its vision of consolidating its service and support platform for its customers.

### **Diverse Functionality for Diverse Objectives**

In late 2005 SAP contacted GISA and asked the company if it was interested in ramping up to the latest release of SAP Solution Manager. GISA accepted the offer without hesitation. “With the ramp-up agreement, we aimed to meet several objectives for improving service and support for our customers,” says Reinecke. “We needed to expand proactive support for processes and troubleshooting.”

As an IT service provider focused on satisfying the demands of the utilities industry, GISA had a priority to improve the efficiency and auditability of change processes, which involved saving the information stored at the time changes are made. With

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utilities companies now facing the EU legislation's mandate to “unbundle” processes to provide greater transparency in the market, auditability has become an important requirement for many of GISA's customers as well.

Choosing an extensive range of functions – including complete monitoring, diagnostics, change request management, system implementation functionality to enable implementation of projects, and service desk and maintenance processes – GISA went live with the latest release of SAP Solution Manager in April 2006. During the less than three months required to install and configure the application management platform, GISA took the

opportunity to reinforce its already strong know-how of SAP Solution Manager by attending workshops from SAP Consulting. Reinecke recommends this move in any case: “Even though SAP Solution Manager does not cost much in real terms, making extra investments in proper knowledge transfer lets GISA reap the benefits of the tool much quicker.”

### **SAP Solution Manager for Optimized Resources**

The extra functionality provided with the upgraded release of SAP Solution Manager contributed to improvements for GISA, both internally and regarding its customer contacts. Besides gaining the flexibility necessary to customize project management processes in compliance with GISA’s own project templates and enhancing its auditing capabilities, Reinecke sees great progress in the way employees now work. “For us,” he says, “auditability is of considerable importance, together with the fact that we can now monitor all systems quickly from one cockpit. Instead of having to check each system individually, proactive alerts tell our employees when they have to react.”

Directly associated with the increase in employee efficiency is the ability to save valuable time and money. By providing new proactive alert functions, SAP Solution Manager has, above all, contributed to optimizing individual processes and human resources for better customer services. “While the level of automation and transparency now makes it easier for employees to monitor complex system landscapes more effectively,” Reinecke says, “the increase in system, request, and monitoring functionalities lets us offer our customers more service without increasing costs. Without SAP Solution Manager, maintenance expenditure would now be much greater.”

### **GISA Strategy On Track with SAP Solution Manager**

In addition to tapping more of the potential of its existing resources, GISA has saved immense costs in the six months since implementing the new functions of SAP Solution Manager. Reinecke’s list of cost reductions in the four key areas of application change management, troubleshooting processes, continuous project upgrades, and implementation of project solutions is a compelling argument. “With SAP Solution Manager, we have cut implementation time by 20% and costs of troubleshooting by up to 15% in comparison to previous standards,” Reinecke states. “As far as the investment in SAP Consulting services is concerned, the costs will soon be leveled out, because we can now implement all further upgrades with our own resources.”

Increased self-sufficiency has brought GISA closer to fulfilling its IT strategy for the future. Besides simplified administration and monitoring of distributed systems, auditability gives GISA a considerable lead in the utilities market, where GISA’s major

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customers operate. As Reinecke says, “SAP Solution Manager provides us with the proper basis and support for unbundling processes; especially since this involves a large number of audits. But with the increased functionality and efficiency, we now have an excellent handrail to guide us through the most complex of processes.”

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