



## ARLA FOODS

# OPTIMIZING BUSINESS CONTINUITY BY MONITORING BUSINESS PROCESSES

Danish-based Arla Foods amba, one of Europe's largest dairy groups, delivers a wide range of fresh products to customers around the globe. With the SAP® MaxAttention™ support option, the group is proactively monitoring its business processes and optimizing the performance and stability of its SAP solutions.

### QUICK FACTS

#### Company

- Name: Arla Foods amba
- Headquarters: Århus, Denmark
- Industry: Consumer products
- Products and services: Dairy products
- Revenue: €6.6 billion
- Employees: 15,927
- Web site: [www.arla.com](http://www.arla.com)
- Implementation partner: SAP® Active Global Support (SAP AGS) organization

#### Challenges and Opportunities

- Optimize the performance of critical business processes in a complex technology landscape consisting of 60 systems and a wide range of SAP software
- Reduce the cost and manual effort required to monitor the IT systems supporting key business processes
- Increase business continuity
- Improve reporting capabilities

#### Objectives

- Automatically monitor business process performance in real time
- Proactively identify performance bottlenecks and take correct action

#### SAP Solutions and Services

SAP MaxAttention™ support option, including the business process monitoring functionality in the SAP Solution Manager application management solution, all delivered by SAP AGS

#### Implementation Highlights

- Rapid configuration and activation of the business process monitoring functionality in SAP Solution Manager by SAP AGS
- Expert knowledge transfer to the internal project team at Arla Foods

#### Why SAP Services

- Integrated application management solution within the SAP global support backbone
- Complete integration with all SAP software
- Expertise and knowledge of SAP support specialists

#### Benefits

- Benchmark the performance of critical business processes across different organizational units and sites in real time to highlight potential areas of improvement
- Gain a clear understanding of software performance from the business user's point of view via comprehensive business process monitoring
- Reduce the backlog of open issues and help ensure their rapid resolution by configuring SAP Solution Manager to monitor them
- Report on identified key performance indicators and service-level agreements at the push of a button
- Issue real-time alerts that accelerate reaction time and enable issue resolution in a more timely and controlled manner

“The business process monitoring functionality in SAP Solution Manager lets us monitor from a technical and business perspective. Using a single dashboard, we get useful information from both the senior management and end-user perspective.”

**Claus Qvistgaard**, Senior Director, Global IT, Arla Foods amba



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