DEUTSCHE TELEKOM

TELECOMMUNICATIONS GIANT INTRODUCES MONITORING TOOL FOR PAYMENT PROCESSES

"The monitoring functionality from SAP Solution Manager gives us total transparency into our payment factory. It helps us pinpoint and solve problems early on – saving vital time."

Werner Heisterkamp, Senior Application Manager, Payment Factory, Deutsche Telekom AG

QUICK FACTS

Company
- Name: Deutsche Telekom AG
- Location: Bonn, Germany
- Industry: Telecommunications
- Products and services: Fixed-line and mobile telephony and Internet, IT, and network services
- Revenue: €64.6 billion
- Employees: 258,000
- Web site: www.telekom.de
- Implementation partner: SAP® Consulting

Challenges and Opportunities
- Ensure smooth, reliable processing of daily payments
- Facilitate prompt responses to problems and critical incidents
- Provide comprehensive, transparent information on points of failure
- Increase operational efficiency

Objectives
- Introduce the SAP Solution Manager application management solution
- Leverage powerful functionality to monitor critical financial processes
- Enable monitoring of SAP and non-SAP software components
- Develop a customized tool to integrate third-party solutions

SAP Solutions and Services
SAP Solution Manager

Implementation Highlights
- Excellent teamwork between Deutsche Telekom and SAP Consulting
- Short implementation time

Why SAP
- Long-standing technology partnership with SAP
- Positive past experiences working with SAP Consulting

Benefits
- Complete transparency of payment processes
- Timely information on critical incidents
- Fast, simple access to data that allows IT staff to identify and solve problems
- Greater flexibility for future challenges

Existing Environment
Extensive IT landscape, including a large number of SAP solutions and some third-party software

Third-Party Integration
- Database: Oracle
- Hardware: Oracle
- Operating system: Oracle Solaris

Timely payment of invoices is essential for smooth business operations. Deutsche Telekom AG manages its financial tasks across subsidiaries with cutting-edge software. But to enable rapid incident resolution in the payment process, it wanted an end-to-end monitoring tool. That's where experts from SAP® Consulting came in. They implemented powerful monitoring functionality from the SAP Solution Manager application management solution. The German telecommunications giant now tracks its payment processes closely and can nip any problems in the bud.

Headquartered in Bonn, Germany, Deutsche Telekom is the country's leading telecommunications provider and the largest in Europe. The publicly traded company has operations and subsidiaries in 50 countries around the world. Deutsche Telekom focuses on providing customers with an integrated portfolio of products and services ranging from fixed-line and mobile telephony to broadband Internet and entertainment offerings. Its subsidiary for corporate customers T-Systems International GmbH delivers one-stop IT and telecommunications services to businesses. Deutsche Telekom employs a global workforce of 258,000. In 2009 it posted revenues of over €64 billion.

An Innovation-Driven Approach

As a provider of innovative solutions, Deutsche Telekom is committed to the continuous optimization of its business processes. To support this aim, the company is eager to keep its IT backbone in line with the latest technology standards. Underlying the telco's day-to-day operations is a highly complex IT landscape comprising multiple systems and applications. This environment consists largely of software from SAP. As Werner Heisterkamp, senior application manager of the payment factory at Deutsche Telekom explains, "Our successful partnership with SAP began back in the 1990s. Since then, we have extended and enhanced our systems and now have a large number of solutions from the software vendor in operation."

One of Deutsche Telekom's recent IT projects involved the introduction of a standardized tool for processing outgoing payments. The solution, dubbed "payment factory," is based on SAP software. It receives tasks from the telco's individual subsidiaries, transfers them to the central in-house cash system, processes them, and then forwards them to the relevant external financial institutions. "Our banks impose strict deadlines for when a payment can be made. Payment factory ensures that all the correct information reaches the bank so that money can be transferred on time," explains Heisterkamp.

The Right Partner

But to ensure that there are no roadblocks along the way and that Deutsche Telekom is not faced with penalties for late payment, the new solution needs to be monitored carefully. "Punctual payment relies on a long and complex sequence of events. If only one of the links in this chain is faulty, things can go wrong," says Heisterkamp. "We need to be able to pinpoint exactly when and where a problem occurred so we can take appropriate action. Ensuring fast resolution of any issues means they don't impact mission-critical processes further down the line."

On account of Deutsche Telekom's existing strong partnership with SAP, the telco turned to SAP Consulting for help. Experts from this organization

"Collaboration between the SAP team and our own people was very good. SAP Consulting was able to fulfill all our requirements – from enabling monitoring of non-SAP directories to creating a user-friendly graphical interface."

Werner Heisterkamp, Senior Application Manager, Payment Factory, Deutsche Telekom AG

presented several examples of projects where monitoring functionality from SAP Solution Manager had been successfully deployed. "These case studies clearly showed the potential added value that could be achieved by leveraging SAP Solution Manager," says Heisterkamp.

The Right Solution

SAP Solution Manager delivers a comprehensive set of tools, methodologies, and content for the entire lifecycle of an application. Its functionality covers all key aspects of solution deployment, operation, and continuous improvement, such as blueprinting, testing, project documentation, and system monitoring. The robust application management and administration solution supports entire IT environments, including both SAP and non-SAP software. The monitoring component of SAP Solution Manager performs near real-time monitoring of systems, business processes, and interfaces. A proactive approach helps companies avoid critical incidents by sending automated notifications and prompting fast responses to problems.

"Our aim was to establish a central cockpit, which would allow our support team to keep track of all payment factory processes. As the information is fed in from multiple sources, including SAP and third-party applications, setting up the interface was no easy task. Every time we linked up a new subsidiary to the payment factory, it created a new challenge for our project team."

Excellent Teamwork

Professionals from SAP Consulting were on-site in Bonn for the duration of the project to implement the solution and ensure smooth integration of all software. In order to hook up third-party software with SAP Solution Manager, the experts needed to develop a customized tool. This enabled the transfer of data from external applications to the SAP software landscape.

"Based on the success of this project, we're currently working on integrating the Netherlands and Austria into our payment factory. That means subsidiaries from these countries will also soon be linked up to SAP Solution Manager."

Werner Heisterkamp, Senior Application Manager, Payment Factory, Deutsche Telekom AG

"Collaboration between the SAP team and our own people was very good," says Heisterkamp. "SAP Consulting was able to fulfill all our requirements – from enabling monitoring of non-SAP directories to creating a user-friendly graphical interface."

Automated Processes

Thanks to SAP Solution Manager, all payment factory processes are now closely monitored – automatically. If the software detects a problem, an alert is generated and sent to the relevant employee at the support desk. As Heisterkamp explains, "Time is of the essence. Even a short delay can have serious effects for us. Many of the automated monitoring tasks are performed during the night. But it is vital that all notifications are sent out by 7 a.m. – so the support team can begin searching for a solution as soon as they start work in the morning."

The monitoring process is divided into three stages. In the first phase, interfaces between the payment factory and the subsidiaries are monitored. If, for example, an intermediate document causes an error, an automatic e-mail is sent to the help desk. Employees can use the information included in these alerts to determine the best course of action. The second step involves monitoring central payment processing. This includes checking background jobs and verifying that they have been performed within a defined time frame – helping to ensure the continuity of the entire process. If a job has failed, it can be carried out manually to avoid delays. The final stage oversees the transfer of tasks to banks.

Transparency and Speed

SAP Solution Manager helps Deutsche Telekom identify, locate, and resolve errors before they become critical incidents. As a result, payments can be processed quickly and efficiently, and all data is transferred to financial institutions in line with deadlines. "The monitoring functionality from SAP Solution Manager gives us total transparency into our payment factory," says Heisterkamp. "It helps us pinpoint and solve problems early on – saving vital time."

Support workers have a comprehensive bird's-eye view of all processes via a specially designed graphical user interface. They have information on the status of jobs and can see when an error will impact a critical process. In these cases, they can take manual corrective action to prevent serious consequences.

The Road Ahead

So far, Deutsche Telekom has implemented monitoring functionality from SAP Solution Manager for its Germany-based subsidiaries. But given the clear benefits of the tool, plans are afoot to roll it out to international organizations in the near future. "Based on the success of this project, we're currently working on integrating the Netherlands and Austria into our payment factory," relates Heisterkamp. "That means subsidiaries from these countries will also soon be linked up to SAP Solution Manager."

50 104 113 (11/08)
©2011 SAP AG. All rights reserved.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP BusinessObjects Explorer, StreamWork, SAP HANA, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects Software Ltd. Business Objects is an SAP company.

Sybase and Adaptive Server, iAnywhere, Sybase 365, SQL Anywhere, and other Sybase products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Sybase, Inc. Sybase is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.