


**CASE STUDY**

# European Retail Giant Uses Syslink Xandria to Optimize SAP System Management

Proactive monitoring enables streamlined control of daily business operations

**EXECUTIVE SUMMARY**

**CUSTOMER NAME:**  
REWE Group

**REVENUE:**  
€ 54 Billion (2016)

**INDUSTRY:**  
Retail and tourism

**ORGANIZATION SIZE:**  
325,000 employees

**BUSINESS CHALLENGE:**

- A small team of SAP experts manages a diverse SAP landscape
- Existing solution lack in-depth data to evaluate health of individual systems
- Needed to proactively prevent issues
- Lack of visibility to system performance

**SOLUTION:**  
Syslink Xandria business processes and technical monitoring

**BUSINESS VALUE:**

- Proactive monitoring based on forecasts and customer-specific parameter sets
- Simplified configuration of new systems
- Automatic generation of Service Level Reports (SLRs)



REWE Group is a diversified retail and tourism leader operating more than 15,000 stores in 14 European countries. The organization's subsidiaries include leading REWE, Penny, and Billa supermarket chains along with several prominent hotel brands. Based in Germany, REWE Group employs over 310,000 employees and generated more than \$58 billion in revenue in 2015.

A small team of SAP experts manages a diverse SAP landscape consisting of over 100 unix servers and 65 databases. REWE Group has 84 SAP systems in use, including:

- ERP 6.0 (Retail, HR, FI/CO, MM)
- ERP 5.0 (HR, FI/CO)
- BI 7.0, including BI-Java
- SEM, SEM-BW 6.0
- SRM 7.0
- CRM 5.0
- SAP R/3 Enterprise (6.20)
- SAP Portal (7.01)
- Solution Manager, SLD, IDES

Roughly 12,000 SAP users across Europe access these complex distributed systems on a daily basis – a heavy burden on the company's SAP administrators.

## Complex SAP Landscape Blocks System Visibility

Prior to 2010, REWE Group's SAP Basis team monitored systems using a globally deployed system management application combined with a large number of internally developed scripts. While this approach gave the team a high-level view of the company's network as a whole, it couldn't provide the in-depth data required to evaluate quality of individual systems.

With 84 active SAP installations across the continent, effective and efficient monitoring is critical to REWE Group's day-to-day business operations. The team knew that proactively preventing issues and optimizing system performance called for increased visibility, but their existing setup couldn't deliver granular insight that the company really needed.

**“It was a vital requirement for us to find a solution that wasn’t based on the SAP CCMS interface. Ultimately, this was the decisive factor in choosing Syslink Xandria.”**

– Wolfgang Ihlenfeld, REWE Group’s ERP/SAP system operation department

Over time, it became more and more obvious that the organization required a specialized solution focused exclusively on SAP system operation.

### Key Requirements for an Improved Monitoring Solution

The SAP Basis team’s formal evaluation process identified several key requirements for the new solution:

- Centralized monitoring and effortless integration with all deployed SAP systems using Oracle and DB2 databases
- An interface with global system management, used for coordinating activities such as on-call duty
- A viable alternative to SAP Solution Manager. REWE could no longer rely on the SAP CCMS (RZ20) interface, a critical requirement to monitoring facilities

ProSolutions Consulting, a Syslink partner, shared with REWE several successful Syslink Xandria implementations and organized an in-person visit to a reference site. Impressed with the benefits achieved by other customers, followed by thorough evaluation, the choice was clear. The team got its first look at Syslink Xandria at a roadshow highlighting several successful implementations for other customers.

Impressed with the benefits achieved by other customers, REWE Group followed up with an in-person visit to a reference site. Finally, a proof-of-concept period spanning several weeks answered any remaining questions the SAP Basis team had about the solution. After thorough evaluation, the choice was clear.

“It was a vital requirement for us to find a solution that wasn’t based on the SAP CCMS interface,” says Wolfgang Ihlenfeld of REWE Group’s ERP/SAP system operation department. “Ultimately, this was the decisive factor in choosing Syslink Xandria.”

### In Less Than 3 Days, Automated Monitoring Streamlines SAP Management

Because of the simplicity of installation, the SAP Basis team was able to independently prepare for implementation. With support from the Syslink Professional Services team, setup was complete in just a single day, including connecting and configuring the organization’s 84 SAP systems.

Two days of training is all the group needed to integrate Xandria with the organization’s centralized monitoring platform and establish several email notification chains. Within three days, Xandria was completely up and running, needing only occasional fine-tuning over the following months.

Major benefits the team has achieved from implementing Syslink Xandria include:

- Proactive monitoring capabilities based on forecasts and customer-specific parameter sets
- Ease of configuration for new and existing systems
- Streamlined, centralized rollout and small footprint for monitoring agents
- Web-based front end plus XanMobile app for iPhone provides access to data anytime, anywhere
- Automatic generation of SLRs based on SLAs
- Simple setup for forwarding events to administrators and distribution lists

In the future, the team also plans to set up Xandria’s end-to-end application monitoring and text message notification modules for dedicated productive SAP systems.

Today, Syslink Xandria allows the Rewe to proactively manage SAP systems and detect potential issues before they become problems. And they did set it up in a fraction of the time at a fraction of the cost. The ability to identify and monitor trends rather than just respond to past events has significantly improved the quality of systems operations, boosting productivity while minimizing disruptions.

Syslink Xandria simplifies the management of large-scale SAP landscapes. With nearly 20 year delivering SAP system solutions to IT service providers and enterprises globally we know what it takes to provide complete control of complex systems. Whether on-premise or cloud, we pair in-depth SAP monitoring automation with robust yet simple to use solutions –allowing our customers to optimize complex SAP systems performance, offer new services, reduce operational cost, and ensure compliance and productivity. Learn more at [www.syslink-xandria.com](http://www.syslink-xandria.com)



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