



Gneinsfelden hydropower plant
Image source: Energiedienst



Energiedienst

Sustainable SAP System Operation

Energiedienst AG, a regional energy supplier, is saving up to 90% of working time required for Daily Check execution thanks to automation using syslink Xandria. They also have their service availability under consideration of maintenance windows at hand immediately without computing it manually. And finally the SAP system operation team is fond of the very good vendor support.

“Going live with a system monitoring solution for a whole SAP system landscape in 1-2 days – for us unthinkable with the SAP Solution Manager.”

*Daniel Bähr,
Head of the SAP
system operation team
at Energiedienst AG*

Besides operating the 25 SAP systems, the four-member SAP system operation team at Energiedienst AG is also responsible for designing data centers, procuring, implementing and operating various server and storage systems, and supporting users and other IT departments in a cross-functional manner.

A demanding set of work that does not leave plenty of room for routine tasks.

Until the end of 2012, one part of this routine work was occupied by the **manual execution of Daily Checks on all SAP systems**. Besides automatically monitoring the SAP system availability in real time using a central Microsoft SCOM instance, the Daily Checks where the only means to detect potential problems early. And in a few cases this approach did not work as expected.

Although only small, there was a latent risk of SAP system downtimes imposing the danger of leaving the internal customers unsatisfied.

That was why Energiedienst started **looking for an appropriate system monitoring solution**.

During an evaluation period Daniel Bähr, Head of SAP system operation, and his staff defined a requirements list: the solution is supposed to **automate the Daily Check processing to 100%**, if possible, it shall have a very small footprint, and is needs to be implemented effortlessly by the staff **without the need to spend for additional consulting**. Finally, adding new SAP systems to the monitoring solution has to be an easy task and the system shall avoid false alerts.

Apart from syslink Xandria – Energiedienst has had a look into it already two years before – the SAP

syslink
Xandria®

It simply works.

The SAP system operation team at Energiedienst operates some 25 SAP systems on top of Microsoft Windows servers and Oracle database instances for 550 SAP users. The following SAP products and releases are in place: ERP 6

EHP6, CRM 5.0, Solution Manager 7.0 EHP1 and NetWeaver 2004s systems. The most important interface is directed towards the internal Seeburger BIS System.

Solution Manager and the SAP Probe by CA Nimsoft have been considered as well. The SAP Solution Manager dropped out early due to its complexity and the hard setup. While trying the SAP Probe the team already faced problems during the installation.

In the end, as a Proof-of-Concept, Daniel Bähr and his team **installed and configured syslink Xandria all by themselves**. Installation, basic configuration and agent rollout to a couple of SAP systems took place on a single day.

On the second day the team customized syslink Xandria to their special needs by disabling certain checks, adjusting monitoring parameters, defining additional custom checks, and setting up the notification process.

syslink Xandria was running smoothly afterwards and only needed minor adjustments. That finally made the purchase decision.

Since the implementation already took place during the Proof-of-Concept only the agents had to be rolled out to the remaining 20 SAP systems after the production license was delivered. **“We were running Xandria productively after two hours, and we only tweaked parameters afterwards”**, Daniel Bähr explains.

In a one-hour team meeting the most important features have been discussed to have all team members in sync.

The operating team relies on email notifications for RealTime Monitor-

ing results forwarded to the team's group mailbox with additional individual notifications to all team members in case of severe issues. The staff on duty works through the Daily Checks and documents its findings during the confirmation process. A self-developed extension collects these results from syslink Xandria and displays it on a central web site for other departments to view into.

For Energiedienst the **major benefits** of running syslink Xandria are the workload savings due to the automated execution of Daily Checks. **To-day the staff is able to spend more time on projects and other tasks**, and manually performing Daily Checks has never been very popular.

Before using syslink Xandria it took about 20-30 minutes per day to only perform the Daily Checks on production systems plus some 45 minutes per week for the development and quality assurance systems. Nowadays it only takes 2-5 minutes per day to assess the automatically executed Daily Checks for all systems.

“It's a comforting feeling to know that Xandria will **alert severe issues and even potential problems** for us to pro-actively take the appropriate measures in order to avoid them.

We've found exactly what we were looking for – a streamlined and smoothly operating software solution to automate our Daily Checks”, concludes Mr Bähr.

April 2013

Energiedienst Group – Green Electricity by hydropower

The Energiedienst Group is operating three hydropower plants located at the river Rhine between Waldshut (Germany) and Basel (Switzerland). It also has shares in other hydropower stations in the Swiss canton of Valais.

More than 750'000 people are supplied by the Energiedienst grid. All private customers consume green electricity branded NaturEnergie since 1999, and starting from 2011 “climate neutral” gas is offered as well.

There are 270'000 private and business customers, 3'100 corporate customers, and 43 municipal resellers both, regional and nation-wide. In 2012, 10.1 billion kilowatt hours of electricity have been sold.

The Energiedienst Holding employs 760 people, with 45 apprentices amongst these.

The Energiedienst Holding Group consists of the Energiedienst AG, the Energiedienst Netze GmbH, the green power subsidiary NaturEnergie AG, and the EnAlpin AG in the canton of Valais. The Energiedienst Holding AG is a associated company of the EnBW Energie Baden-Württemberg AG in Karlsruhe, Germany.



syslink software AG
Seedammstrasse 3
8808 Pfäffikon
Switzerland

Tel.: +41 55 417 4505
Fax: +41 55 417 4504
Email: info@syslink.ch
Web: www.syslink.ch

© 2013 syslink software AG. All rights reserved.
Xandria is a registered trademark of syslink software AG. All other marks are property of their respective owners.