



Image Source: Strauss Group



Creating Wonders Out of Basics

Strauss Group, the largest food company in Israel, migrated monitoring of its SAP systems from SAP Solution Manager to syslink Xandria. And benefits from a more reliable monitoring solution, less false alerts and increased employee productivity.

“I had one employee spending at least 10 hours every week only on maintaining the SAP Solution Manager. Now, this task is not needed at all!”

*Alon Senderovitz,
Manager
SAP BASIS Team,
Strauss Group LTD.*

For more than six years the SAP BASIS Team at Strauss Group used to monitor its SAP systems with the SAP Solution Manager 7.01. Throughout all this time, the administration of monitoring sets was hard to maintain, adding new systems was far from being trivial, and applying existing monitoring configurations to new systems required way too much of manual work.

Even worse, the administrators could never know for sure whether a newly applied monitoring configuration would work as defined and expected. So, it was time to move to a newer Solution Manager version.

Alon Senderovitz and his team installed a new SAP Solution Manager 7.1 instance, but things turned out to get even worse.

First, the team had to face the fact that it was impossible to migrate the already existing monitoring configuration from the old to the new system. Obviously, they were afraid that every single Solution Manager upgrade would have a negative impact on the stability of the monitoring solution.

On the other hand, given the architecture of the SAP Solution Manager, there were several other implementations on top of it, like Central User Administration, Central Customizing, Business Process Change Analyzer and others, that require periodic updates. And finally, the SAP Administrators perceived the alerts sent out by the Solution Manager as too hard to understand in many cases.

In other words, the SAP Solution Man-

syslink
Xandria®

It simply works.

Within the IT department of Strauss Group, Alon Senderovitz and the five members of his SAP BASIS Team are responsible for maintaining the more than 90 SAP systems and all Or-

acle databases of the group's five businesses. Thousands of SAP users from Israel, Europe and the US access the systems located in several data centers in Israel.

ager based monitoring was not reliable and required too much time to operate.

So, the team decided to head for a different monitoring solution. In a formal evaluation process, a couple of requirements were figured out: the solution had to be easy to install, maintain, and upgrade without impacting any SAP system; new systems should be included easily into the monitoring process; the feature set should cover at least all monitoring capabilities of the Solution Manager. Further, the new solution was supposed to have a pre-configured monitoring set that could be adapted easily on a per-system level. And finally mobile access to the solution was required as well.

Besides syslink Xandria, the BASIS Team also looked into a BMC product and considered a self-developed solution.

During a Proof of Concept supported by a local syslink partner, and after a reference visit at Migros, largest Swiss retailer, the Strauss Group decided for syslink Xandria.

The most important reasons for the buying decision are the ease of adding new systems and applying existing configuration to new systems, the update of monitoring agents without system downtimes, and the preconfigured monitoring sets that fit exactly the team's needs. It took only a single day until

syslink Xandria was operational, and only 14 days until it was implemented completely, managing all SAP production landscape.

“We were amazed by the simplicity of the system, how easy it was to add new monitored objects and to get notifications right away. It was very easy to learn how syslink Xandria works and I have to admit that the documentation is very good”, says Alon Senderovitz.

The team operates syslink Xandria by means of a central display showing all critical and warning system conditions. The most important alerts are also forwarded by email and text messages to the team members.

Alerts from SAP Job monitoring, locked users and others are sent directly to the corresponding departments, like Finance, Sales, or Human Resources.

A subset of the alerts is also sent to the local eyeShare installation in order to trigger actions based on pre-defined rules.

After all, the SAP BASIS Team today can really rely on its monitoring solution. It gets far less false alerts, and has more resources to spent on their project tasks.

“We are very happy with syslink Xandria.”

Alon Senderovitz

In Brief

Company

Strauss Group is an international corporation with a portfolio of five companies, which provide a response to two leading world trends – Health & Wellness, and Fun & Indulgence.

Strauss manages and develops its business in order to offer a wide range of quality Food & Beverage brands to the entire populations, which are marketed through various commercial channels.

The Group has 14,000 employees worldwide, is active in 22 countries, and has 29 production sites. The Group's turnover is estimated at NIS 8.1 billion (USD 2.3 billion) in 2013, of which its international operations account for 49%.

Strauss has collaborations with Danone, PepsiCo, Haier, Virgin and the global private investment firm TPG Capital.

Strauss Group is traded on the Tel Aviv 25 Index, which includes Israel's largest public companies, and has an AA+ credit rating.

SAP System Environment

- » About 90 SAP systems, 20 of which are production systems
- » Windows and Oracle on VMware
- » SAP ECC, BI, PI, SRM, CRM, SCM, EWM, BO, Portal, HANA, BIA
- » Interfaces to vendors and finance institutions mostly based on SAP PI



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