Customer success story: Getronics decides for Xandria as innovative SAP system management tool.

Getronics
a KPN company

Getronics continuously investigates opportunities to raise its SAP Hosting service for its customers to a higher level. An important aspect of this service provision is the management of SAP systems.

To be able to also perform pro-active management of SAP systems, Getronics has decided for Xandria. Because of the continuously increasing complexity of the SAP landscapes of customers, a tool such Xandria has become a necessity.

This also helps us to reduce the workload by automating the routine jobs. Xandria shall replace the CCMS monitoring.
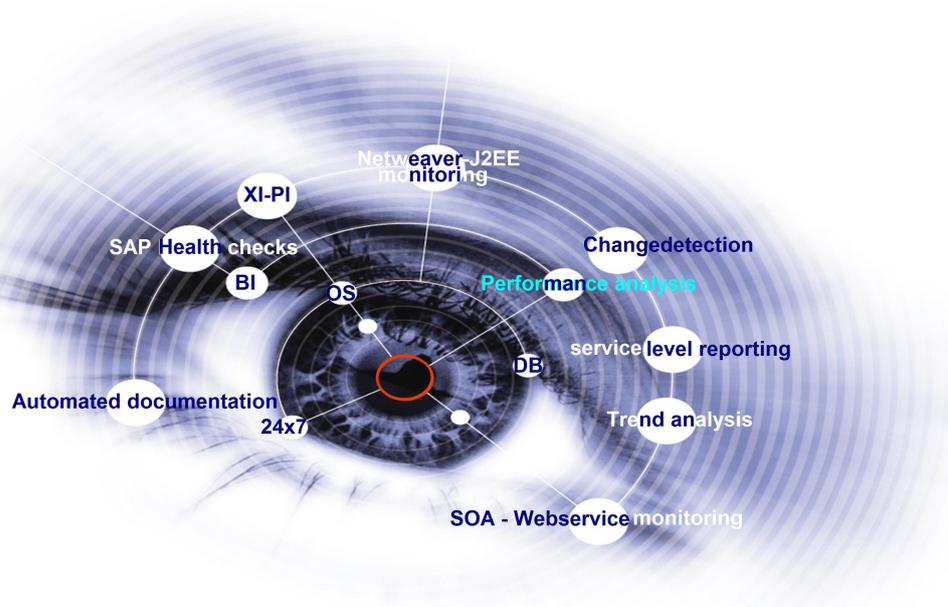
Summarizing: Xandria is a 'state of the art' system management tool, certified by SAP, that enables us to even better pro-actively manage the SAP systems of our customers!

Situation sketch of Getronics SAP hosting

With the increase of the technological complexity of SAP environments, also Getronics' need grew for an efficient, simple and comprehensive SAP management tool for pro-active management of SAP environments.
One of the SAP system management solutions evaluated for this purpose by Getronics, was Xandria, a system management tool certified by SAP. After an intensive "proof of concept", during which the product has been tested extensively on different SAP systems for many weeks, Xandria emerged as the most efficient, pro-active and cost-saving SAP management solution.

Netweaver J2EE monitoring
XI-PI
SAP Health checks
BI
OS
DB
Changedetection
Performance analysis
service level reporting
Trend analysis
Automated documentation
24x7
SOA - Webservice monitoring

The unique advantages of Xandria

SAP systems and their components often are mission critical. Xandria manages SAP *pro-actively* and *fully automatically,* resulting in an huge increase of the *management quality*, also because many routine jobs are being automated and because every 5 minutes an "SAP health check" is being carried out.

With the incorporated know-how and hundreds of standard checks, the management quality of SAP and complex components may be improved. Xandria is system management tool, certified by SAP, intended for the management of all available SAP releases and technologies.

ST-ADDONS⁺

Xandria's reseller in Northern Europe
Supplier of innovative and SAP certified solutions.
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Xandria®
SAP System Management
SAP Certified Integration

Getronics

a KPN company

Getronics is the largest ICT service provider in the corporate market in the Benelux and a leading global player. As expert in workspace management services, data centres & hosting services and consultancy, Getronics helps forward the employees of large corporations by offering a safe access to information, always and everywhere. As per October 2007, Getronics is part of KPN, the largest supplier of telecommunication services in the Netherlands. What else does Getronics do besides the management of SAP?

Some examples:

- We manage 2 million workplaces worldwide, of which there are 350.000 in the Netherlands
- We process 170 billion payment transactions per year
- We manage the municipal personal records database for the majority of the Dutch municipalities
- We are the only ICT service provider that manages digital signatures ate the top security level

SAP systems managed by Getronics:

- R/3 3.x – ERP/ECC 6.0
- BW 3.X, BI 7.X
- SAP IS-U, IS-H
- APO, CRM
- SCM, SRM
- NWDI
- SAP Content Server
- XI , PI, interfaces, databases
- SAP NetWeaver
- SAP Solution Manager, SLD
- SAP Portals, TREX etc,

The implementation time of Xandria

Together with ST-ADDONS, the Xandria representative in Northern Europe, and with Syslink, the supplier of Xandria, the Getronics consultants have realized the installation, configuration, training and rollout of Xandria for approximately one hundred SAP servers, within a timeframe of only *one* week.
As Xandria comes as an out-of-the box solution, already within one day, Getronics could implement and monitor these (physical and cluster) servers.

Overview of the SAP system landscape

Getronics manages over 200 SAP Instances, including development-, training-, QA- and of course productive SAP-systems.
The Getronics customers use several different SAP solutions, including R/3, ERP, BW, BI, CRM, industry solutions (IS-H, IS-U), SCM, APO, XI, PI, SRM, SAP Portals, NetWeaver and J2EE instances, and many related technologies and components.
All these components are monitored by Xandria.

The advantages for Getronics

- ☑ Permanent monitoring at SAP (incl. J2EE), OS and database level
- ☑ Elimination/relief of routine jobs in SAP
  Monitoring cockpit: at a single glance insight in the actual status of all relevant SAP components (management view)
- ☑ Automatic notification to ticketing systems, email, text messages
- ☑ Automatic documentation of changes and "daily checks".
  Pro-active management, (performance) trend analysis, "early warning" of critical aspects, critical transaction monitoring, etc.
- ☑ Automatic service level reports
- ☑ Automatic monitoring of cluster and HA environments
  Incorporated know-how via many of hundreds of predefined SAP instances, BI, XI, PI, J2EE, OS and database checks and analyses
- ☑ Being able to activate the management of an SAP system in approximately 30 minutes
- ☑ Release update of the monitoring tool(s) itself, in maximal 1 day

In summary: Xandria is "state of the art" for SAP management!

Xandria is a high-quality 'out of the box' SAP management tool that strongly improves the quality SAP management and manages all SAP related critical components and monitors them 24x7, without additional human effort!

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