Stadt Zürich
Organisation und Informatik

Successfully introduced system management and monitoring solution syslink Xandria: a minimum of implementation efforts in a rapidly expanding heterogeneous SAP system landscape!

Back in 2007 the IT-Services Department of the City of Zurich (OIZ) began implementing a new IT strategy by order of the City Council. The strategy ensures an optimal resource utilization and a medium-term cost containment at the same time.

> *"Besides the quantifiable benefits through the usage of Xandria, an extraordinary high acceptance by the SAP Basis staff was discovered within a very short period of time."*
>
> *Olaf Eichkorn,*
> *Team Leader Unix, SAP Basis, IT-Services Department, City of Zurich (OIZ)*

Starting Point

During the past three years the amount and the complexity of SAP environments owned by the City of Zurich have increased tremendously due to strategic centralization and standardization decisions. Monitoring of these system landscapes only took place in a fragmented manner, to some extent by self-developed scripts.

Request for Proposal and Selection Process

Still in 2007 the evaluation of a system monitoring tool started. One of the major requirements was to allocate less of the human resources during introduction phase and to minimize future operation efforts. Two products have been installed, configured and tested internally, one of them was Xandria.

Decision for syslink Xandria

Olaf Eichkorn, responsible for the introduction at OIZ, says: "Setting up a Xandria environment including installation and configuration of three management agents took about four hours. During this time the syslink installation support has transferred the essential know-how to the OIZ staff in order to enable us to further extend the Xandria environment ourselves.

Adding a fourth SAP system autonomously took another 30

syslink Xandria®

It simply works!

minutes of time, the fifth one required only 10 more minutes. The default parameters of Xandria matched our requirements to the largest extent. So the remaining configuration and customizing work was an insignificant task during day-to-day business.

Our support calls at syslink were answered in a very competent way, in time and in quality.

The efforts of implementing and operating Xandria were only a small fraction compared to the competing product, so we took an unambiguous decision for Xandria."

Conclusion

OIZ is now monitoring all productive SAP systems of the City of Zurich. New systems can be added to the monitoring process in an efficient and effective way due to the following facts:

» pro-active monitoring leads to an improved system availability,
» ease of use,
» very small footprint of the management agent,
» minimal administration effort,
» fast and competent support organization,
» internal system monitoring efforts have been reduced to the largest extent.

Plans for future usage

One of the next planned steps is the productive use of the Daily Check function, which will automate the daily verification activities on the SAP systems.

In Brief

City of Zurich

» ~ 24'000 employees
» ~ 15'000 PC workplaces

SAP landscape

» Operating Systems: IBM AIX
» Databases: Oracle
» 58 SAP systems, thereof 21 productive
» 4 SAP Basis administrators
» SAP ECC 6.0
» R/3 Enterprise 4.7
» NetWeaver 2004s: Portal, BW/BI, NWDI
» NetWeaver 04: BW/BI, NWDI
» ABAP-stack systems
» Java-stack systems
» Double-stack systems
» MCOS systems

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