



DREGIS Dresdner Global IT-Services: In good hands with RS/6000.

Dresdner Bank AG is the third-largest bank in Germany and one of Europe's leading banking firms. The credit institution employs more than 50,000 people in over 70 nations worldwide, and in 1999 reached a balance sheet total of approximately 400 billion Euros. In July 2000, Dresdner Bank transformed its Dresdner Global IT Services (DREGIS) business unit into an independent affiliate. Besides developing applications, it is responsible for overall information technology for the international banking firm. With a workforce of 1,000 at its Frankfurt headquarters, the Munich operation and the Singapore branch, DREGIS works to meet stringent security and quality requirements. Among its main functions is the continuous improvement and delivery of the IT infrastructures for banking processes and system environments, enabling them to meet the needs of the future. In the future, DREGIS will offer this expertise to external customers as well. Small and medium-sized banks, for which an individual infrastructure of this sort would be too expensive, will be the first to profit from this.

“Very good services and reaction-times are essential for a bank. You want to be in good hands, as we are with our partner IBM.”

Martin Dussel, DREGIS, Host-Services,
SAP Competence Center

Competence in e-business

DREGIS sees e-business as the greatest source of growth in the Internet. Already, business-to-business scenarios are a basic assumption in banking and are indispensable in developing business relationships efficiently and effectively. That's why Dresdner Bank decided to establish an internal e-procurement system to simplify procurement for everyday needs and to structure them in a more economical way. The products are sampled and ordered via a Web browser. The corresponding product catalog software runs on an IBM Netfinity server that functions as a Web server in completing transactions via Internet Transaction Server. Supply requests, including the downstream permit process, are carried out in the

Industry	IT-Services
Application	SAP R/3
Software	AIX ITS Tivoli
Hardware	RS/6000 SP RS/6000 S80 SSA and ESS Netfinity Server



SAP BBP (Business to Business Procurement) system; the follow-up process is handled as before in the SAP R/3 core system. The data is transmitted in electronic form to the supplier through the associated Business Connector. While the goods are being physically shipped, billing and payment occur electronically. The system is to be introduced to 10,000 users across Germany in early 2001.

mySAP.com applications in use

This innovative project represents a new path for DREGIS, which is consequently making use of mySAP.com applications as an effective and efficient tool. The service provider relies completely on mySAP.com for transactions. In its own SAP Competence Center, the hardware and software technologies necessary to do this are made available and smooth functioning is assured. In all, more than 40 SAP systems with widely varying configurations are administered here. The largest SAP R/3 system has upwards of 12,000 users, works with a 200 GB database and performs an average of 7 million dialog steps. The smallest system currently has 44 users. Responsible for the overwhelmingly positive reviews from customers are the 0.4 second response times and total system access – even during release upgrades. DREGIS takes responsibility for both.

IBM RS/6000 offers maximum flexibility

The SAP Competence Center also achieved good results in their HR migration from SAP R/2 to R/3. The platform change to the IBM RS/6000 SP that occurred in the process cut the time for the 60,000 payroll runs from two nights to four hours. Three IBM RS/6000 systems with a total of 50 nodes are now being used for SAP R/3 – an RS/6000 S80 and two RS/6000 S7A. The RS/6000 S80 is used as a database server and gains many fans with its excellent performance. The RS/6000 SP systems function as applications servers to provide a high degree of system accessibility, flexibility and security against system failure. "Since RS/6000 has been in operation, it has run as steadily and hassle-free as a motor that you hardly notice after switching it on the first time," says Martin Dussel of DREGIS Host Services at the SAP Competence Center. "It is the optimum platform for R/3."

Tight security – at all levels

Because of Dresdner Bank Group's international activity, uninterrupted operation of critical applications is imperative. The High Availability Cluster Multi Processing (HACMP) high-availability application makes this possible. For this demanding installation, DREGIS is relying on Tivoli Enterprise as a centralized systems management tool.

As a centralized integration tool, Tivoli offers the options of illustrating in a scalable manner the many aspects of a systems management solution and reacts automatically to error situations. Particularly in the area of availability, the Tivoli manager plays a leading role in displaying mySAP.com applications in a comprehensive context that covers all applications. Tivoli Storage Manager (formerly ADSM) is now backing up and restoring all SAP systems. The efficiency of the data backup process is enhanced by the use of Magstar tape pools and fast ESS (Enterprise Storage Server) disk subsystems. The ESS systems, one of which carries the operational system's data load of 2.1 TB, deliver optimum throughput. The new ESS storage technology, which will gradually replace the Serial Storage Architecture (SSA) still in use, has already yielded clear time savings of about 50 %. For this reason DREGIS plans to use another ESS to ensure the ability to mirror SAP R/3 system data in the event of a catastrophe.

Decision with a future

Since its establishment in 1997, the SAP Competence Center has promoted the use of the IBM RS/6000. The AIX operating system has also seen continuous improvement in functionality and performance over the years, proving itself to be very administrator-friendly and operating with exceptional stability. The IBM RS/6000 SP has won over many with its scalability, which allows SAP applications of any size to be processed easily and can be adjusted as necessary. "Because of it, we have the right product for every software application and can get years of use from every system," says Martin Dussel. He also leaves no room for doubt about the security of the investment. "It's in the applications that are critical to the enterprise that the efficiency of the RS/6000 SP really shows up," he says. "New products are easy to integrate and operate, and

administration is for the most part automatic. Continuing development of the platform affords decisive protection of our investment, because the hardware grows with our needs. The IBM RS/6000 puts us on the safe side for the future, too."

Expanded and optimized services

An internal e-procurement project is currently under way. Following a trial run with 100 pilot users, 10,000 Dresdner Bank AG employees are expected to be connected in the first quarter of 2001. An equally ambitious project is currently being implemented with the SAP HR module. Following the German operation's migration from SAP R/2 to R/3 in early 2000, the worldwide systems for the United States, Hong Kong and Europe (London and Luxembourg) are being adapted, so that the employees in the international branches of the Dresdner Bank group can also be optimally served. At the same time, DREGIS plans to expand its worldwide service center network with branches in New York, London and São Paulo.



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70548 Stuttgart
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