



ThyssenKrupp Information Services Group relies on IBM RS/6000.

The ThyssenKrupp Information Services Group is one of the leading international system houses. With 3,000 employees and sales of more than 800 million DEM, the group has a worldwide focus and ranks among the leading providers of IT services. Core business areas are: Outsourcing, speech-data communication, SAP services, application development and application services targeting specific industries and business processes. Among the strategic business areas are: e-business, business process resources, and training and education. Long industrial experience puts ThyssenKrupp Information Services Group at the forefront of the health care, facility management, chemical, pharmaceutical, manufacturing, automotive and media services markets.

Currently, the group serves 60 clients with a total of 30,000 SAP R/3 users who process millions of transactions per day. The 400 SAP systems under its watch make it a leader among Europe's SAP R/3 service providers.

"IBM is our partner of choice in many areas. Ranging from our mainframe area, and our mission critical applications, to systems management, we rely on the experience and the knowledge of IBM."

Hermann-Josef Bienen, Supervisory Regional Manager for the C/S Systems Profit Center

Europe's first IBM RS/6000 SP

With the construction of the UNIX data center for SAP customers of the ThyssenKrupp Information Services Group in 1994, the first available IBM RS/6000 SP servers were installed. In a consolidation of servers, they tied countless smaller file servers into one central computer.

Today at the Krefeld location alone, five IBM RS/6000 SP systems with more than 120 nodes serve as the main platform for internal and external SAP systems. Distributed over all locations, approximately 300 IBM RS/6000 systems for various solutions are in operation. The SAP R/2 system which is used group-wide and various host applications run on an IBM S/390.

Industry	IT Services
Application	SAP R/3
Software	AIX HACMP MQSeries Tivoli Linux ITS
Hardware	RS/6000 SP RS/6000 S80 Netfinity Servers SSA and ESS

ThyssenKrupp Information Services
IT's evolution.



ThyssenKrupp



The Telemanagement-Center of ThyssenKrupp Information Services in Krefeld

ThyssenKrupp Information Services own SAP R/3 system runs on an IBM S/390 as a database server. The IBM RS/6000 SP are set up as applications server. IBM MQSeries enables the connection to various older systems. HACMP is used as a high-availability solution.

For one of the clients, Thyssen Elevators two IBM RS/6000 S80 servers are in operation. Says Norbert Hoeffner, C/S Systems Area Manager: "The first experiences using the IBM RS/6000 S80 already yielded an excellent performance, making the S80 an outstanding database server. In combination with the proven IBM RS/6000 SP, whose price/performance ratio we have come to know and appreciate, this is the best platform for our SAP R/3 solution."

Tivoli in a large-scale operation: more than just systems management

To serve an IT landscape of this size comprehensively and efficiently, ThyssenKrupp Information Services Group uses Tivoli Enterprise. Tivoli Enterprise is based on a framework that provides the foundation for effective systems management. ThyssenKrupp Information Services Group's systems management disciplines, such as Monitoring, Control and Software Distribution, all operate on the basis of this framework – whether SAP R/3 systems, databases, or operating systems of other IT components are being used. The Tivoli Enterprise Console provides intelligent evaluation of even complex problem situations and their automated reactions within the entire system landscape. Tivoli Software Distribution guarantees effective distribution of software. It allows ThyssenKrupp Information Services Group to determine its own maintenance cycles and assure the safe, automatic distribution of software across platforms.

The Tivoli Storage Manager (formerly ADSM) is responsible for ThyssenKrupp Information Services Group's central data protection. Tivoli Data Protection is used as a complement for SAP R/3 and Tivoli Manager for IBM DB2 and Oracle. This guarantees effective, automated storage management. Not to be forgotten: the Tivoli Manager for SAP R/3, which integrates all SAP systems and instances into the entire central systems management system.

For hard-drive operations and data protection concepts, ThyssenKrupp Information Services Group uses not only Serial Storage

Architecture (SSA) but also the IBM Enterprise Storage Server (ESS), which makes a quick, flexible and capable disk storage pool available and has proven to be a very economical solution. The disk space to be protected comes to about 30 TB and requires data backup of about 3 TB every night. With a throughput rate of 30 GB per hour, ESS visibly shortens the backup protection process. The data volume of all SAP R/3 systems amounts to well over 200 TB and places the highest demand on the data protection products.

On the cutting edge with mySAP.com

In May 2000 the ThyssenKrupp Information Services Group acquired the Frankfurt IT service company HiServ, further expanding its product range as a leading provider of outsourcing. It now offers SAP R/3 with all modules and industry solutions. In Dortmund, two SAP APO projects are currently in progress. In the future, ThyssenKrupp Information Services Group is planning to expand applications support for mySAP.com to include external clients. A Linux system is also being thoroughly tested on IBM Netfinity Servers in the training division.

"We have long experience with SAP on various platforms, and we are impressed and excited by the stability of our first SAP R/3 installation with Linux on the IBM Netfinity servers."

Ralph Mueller, Manager ERP Profit Center ThyssenKrupp Information Services Group

Performance backs up decision

The central SAP R/3 systems platform of the ThyssenKrupp Information Services Group is the IBM RS/6000 SP. Its scalability guarantees that the group can keep up with the growing number of clients. And its flexibility makes it possible to adjust simply and easily to new priorities in data processing at any time. Since 1994, it has proved its capabilities again and again. The rapid expansion of the group in the first three years required not only the addition of further SP nodes, but also the annual installation of another SP system

that has merged seamlessly with the existing IT landscape. "We are very happy with our IBM RS/6000 SP systems," Hermann-Josef Bienen says. "They are simply reliable. We had no problems with the rollover to the year 2000 either, and expect just as little difficulty in our switch to the Euro. That's why this platform will continue to be our first choice in the future."



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