



Libelle's database mirror shadows GE CompuNet's SAP R/3 data.

GE CompuNet is Germany's largest manufacturer-independent system house for services, solutions and products across the spectrum of Internet and information technology. Established in 1984 in Cologne, it supports market leaders with its broad-based service and sales network – which has covered Germany since 1992 – across the nation and all of Europe. GE CompuNet, an affiliate of the US General Electric group since 1996, concentrates on the setup and operation of distributed IT infrastructures across clients, networks and servers. In its linkage of IT products and services, it has specialized in enhancing round-the-clock availability, effectiveness and affordability. The objective of their services is to create real added value for customers through the integration of new IT developments.

No less than 28 of the DAX-30 companies profit from this core competency. In the 1999 fiscal year, 3,704 employees helped to realize total sales of DM 2,693 million – DM 661 million

of which was in services – on 312,000 customized PC workstation systems. In Kerpen, headquarters of the logistics and technology center of GE CompuNet, the service provider's 600 specialists offer a bundle of all procurement and distribution functions, as well as customer service and data center services, to Germany and Europe.

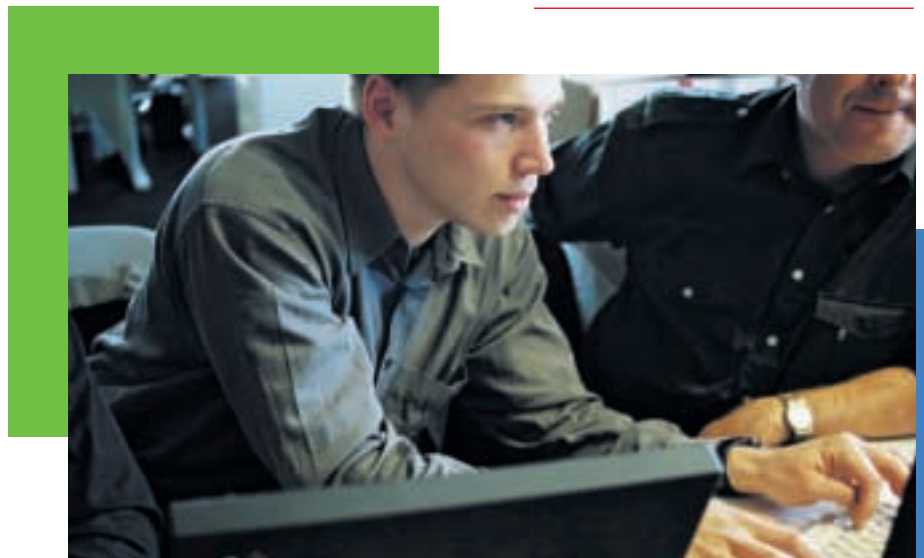
GE CompuNet handles a large portion of its procurement volume via intranets and the Internet. Production orders are generated overnight from incoming requests. The systems are produced and delivered the following day. For optimum collaboration with manufacturers and customers, GE CompuNet uses an SAP-based inventory management system. The system now handles about 4,500 named users.

Industry	IT Services
Application	SAP R/3 modules: FI, CO, AM, SD, MM, HR, PS, PP
Software	AIX HACMP MQSeries Tivoli
Hardware	RS/6000 ESS

GE C m u N t

“The user interface of the Libelle database mirror is self-explanatory, the software is easy to install, and it naturally handles the load of a very large SAP R/3 database. I don't know of any comparable product in the IT industry.”

Ralf Wegener,
GE CompuNet, SAP Applications



Database security is top priority

The ever-growing computer market, with manufacturers, customers, providers, constantly new systems and tools spread around the globe, generates data that cause the database of a company to grow incessantly. In order to be able to keep processing this glut of data, more powerful systems are required. That's why the management of GE CompuNet decided to install the new applications on new hardware and then to incorporate them into the IT landscape.

The choice fell to the IBM RS/6000, because the system meets GE CompuNet's high-availability and scalability requirements completely. The servers can be adapted at any time to easily handle the load of the SAP R/3 database – which has since grown to 430 GB. High availability of the complete production system is guaranteed by several factors: HACMP and on the database side, the database shadowing solution by Libelle comes into play should a database crash occur.

The data center in Kerpen is the European call center for SAP R/3 applications. "System crashes would cause damage in the millions", says Ralf Wegener of GE CompuNet SAP Applications. "Just imagine in today's time the consequences of an EDP crash for the economy! The quantity of data that is processed today in business forms the basis for every business success. And so it is clear that in a company like GE CompuNet, a 7x24 operation with targeted maintenance is indispensable!"

Libelle database shadow

For round-the-clock protection of the SAP R/3 database – also against software and user errors – GE CompuNet uses the database mirror from Libelle Informatik. The advantage of this solution is that the database is mirrored in a completely automatic manner and at customer-defined intervals. In the event of a crash, a swap can be made immediately to the mirroring system and the last error-free status can be reconstructed. The recovery solution is thus clearly faster than a restore from tape with subsequent recovery, and thus functions as a high-availability solution. While HACMP corrects hardware errors on its

own, the Libelle database mirror additionally offers individualized options for capturing them in the application. In contrast with a conventional backup, the solution does not require any particular expertise and no additional support. Within a few minutes, the Libelle database mirror allows normal work in the system to continue.

"To test developments in production conditions, we need to make a copy of the production process on the test system and/or the security system every three to four months", says Ralf Wegener. "To do this, we use the Libelle tool, which, in a remarkably simple manner, constructs a configuration and/or a copy of the production data via a graphic interface. And all this is done faster than with conventional applications. Updates and patches are also very easily implemented. Even rerunning the mirror, and mirroring back the original in the case of a swap, turns out to be very simple with the Libelle database mirror. In emergencies the administrators are especially under pressure. It is then that the simple and organized user interface is a most crucial aid in planning the entire process in a straightforward and manageable manner.

Backup/recovery copies that are handled via LAN mean increased technical effort that is only possible with extensive custom development. With the Libelle tool, on the other hand, one simply copies the active database online into the indicated target system with a single mouse click and then starts the second mirror via a graphic interface. For a 430 GB database, we need just about three to four hours in our cluster. That will convince any database administrator!"

With its migration to SAP R/3 on the IBM RS/6000, GE CompuNet has equipped its proven inventory management system for the future. This can make e-commerce solutions even more efficient and give the complete range of services – from simple system expansion to the pre-installation of entire networks – even better coverage. Information exchange, checking installation parameters and electronic call-up of all order and inventory data and basic software updates occur via intranet portals and are one step further into the future.



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