



# Triaton GmbH relies on IBM RS/6000

Triaton GmbH, formerly ThyssenKrupp Information Services Group, is one of the leading international system houses. With 3,000 employees and sales of more than 800 million DM, Triaton GmbH 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 Triaton GmbH at the forefront of the health care, facility management, chemical, pharmaceutical, manufacturing, automotive and media services markets.

Currently, Triaton GmbH 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. From our main-frame area and mission-critical applications to systems management, we rely on the experience and the knowledge of IBM."*

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

## Europe's first IBM RS/6000 SP

With the construction of the UNIX data center for Triaton GmbH's SAP customers 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.

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



*The Telemanagement Center of  
Triaton GmbH in Krefeld*

Triaton GmbH's own SAP R/3 system runs on an IBM S/390 as a database server. The IBM RS/6000 SP's 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 have 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, Triaton GmbH uses Tivoli Enterprise. Tivoli Enterprise is based on a framework that provides the foundation for effective systems management. Triaton GmbH 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 Triaton GmbH 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 Triaton GmbH 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, Triaton GmbH uses not

only Serial Storage Architecture (SSA) but also the IBM Enterprise Storage Server (ESS), which makes available a quick, flexible and capable disk storage pool 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 demand on the data protection products.

### **On the cutting edge with mySAP.com**

In May 2000 Triaton GmbH acquired Frankfurt IT service provider 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, Triaton GmbH 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 Triaton GmbH*

### **Performance backs up decision**

The central SAP R/3 systems platform of the Triaton GmbH is the IBM RS/6000 SP. Its scalability guarantees that Triaton GmbH 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 Triaton GmbH 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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