



IBM Worldwide SAP Beta Test Site: Quality guaranteed.

Headquartered in Armonk in the State of New York, IBM Corporation is the world's largest IT Company. It was founded in 1896 by Hermann Hollerith as the Tabulating Machine Company and in 1924, under Thomas J. Watson, became International Business Machines. Since then, IBM has developed into a global corporation with sales estimated at \$88.4 billion in 2000 alone. IBM is the world's largest supplier of hardware, software, IT services and IT financing. Its activities range from distribution services and production to a wide variety of development projects. Worldwide, IBM has 25 production sites, 18 development laboratories and 8 research centres with work being distributed among these groups. The company employs a total of around 316,000 employees and is represented in more than 160 countries.

IBM is a one-stop-shop providing competence and experience in almost all fields. IBM is a forward-looking enterprise, producing product solutions that are also compatible with other manufacturers' systems. With 150,000 employees world-wide, IBM Global Services offers

comprehensive consultancy, integration and outsourcing as well as maintenance and customer service as part of its core business offering. This enables the company to fully cover the areas of strategic outsourcing/web hosting, business innovation services, integrated technology services and learning services.

IBM's own team of experts for SAP solutions

Ehningen near Stuttgart, is one of IBM's computer centres where the Worldwide SAP Beta Test Site (BTS) is housed in a Geoplex centre. Exhaustive tests are carried out at the site on all SAP releases and products to assess their possible use and functionality. The BTS also uses its SAP expertise to support IBM's internal projects worldwide. As a result, in 2000, after years of certification, this team of IBM experts was singled out by SAP

Industry	IT
Application	mySAP.com
Software	OS/390, AIX, DB2, Commonstore, MQSeries
Hardware	zSeries pSeries xSeries ESS



“The SAP solutions ideally map the processes of IBM. We test applications and support the internal SAP projects. In so doing, we position all solutions from a very sound basis.”

Dr. Jan Schaumburg, Worldwide SAP Beta Test Site, IBM Deutschland GmbH



with the CCC (Customer Competence Center) Logo Partnership and is now just one of 17 certified Logo Partner CCCs in the world.

Standardisation throughout the corporation

IBM's strategic decision in 1995 to opt for SAP software throughout the corporation and establish a central test site close to the software supplier laid the foundation for its continued success. At the time, IBM also established a strategy that the purchase of applications is preferable to developing in-house solutions so long as they met a high percentage of IBM specifications and requirements.

After the core processes that were to be covered by SAP had been identified, standardisation throughout the corporation got under way. Firstly, re-engineering was carried out on a global scale, then new hierarchies and structures were created and binding regulations were adopted. In the course of the year, a considerable portfolio of measures and services were built up which now serve to ensure quality control and to consolidate the global processes supported by the SAP system within IBM. Having opted in favour of SAP, IBM is supporting its most important business processes such as fulfilment, production, procurement and finance.

There are currently 26 productive SAP systems within IBM in various process-oriented configurations, currently used by some 26,000 users worldwide. Eight years ago, things looked quite different. Heinz Schröder from BTS recalls, "When we began to selectively introduce SAP into the corporation, IBM was still organised on a country level. There were around 9,000 different applications being run – an estimated 1,000 were being used in the fulfilment organization alone." Today, IBM is working on consolidating and hence optimising these productive SAP systems even further. BTS has a significant role to play here as well.

Cooperation between SAP and IBM

An important outcome of the work done by the team of IBM BTS experts is the Template Enterprise SAP (ESAP), which is an up-to-date "master" version of SAP R/3. For SAP projects within IBM, this stands as a reference system whose specifications

are binding for new SAP introductions. This not only saves IBM time and money, it also effectively secures the data integrity and shared functionality of the applications. As a base the SAP Business Office defines which version of the SAP applications are used by IBM as a strategic release. The BTS team of IBM experts also provides invaluable help in developing test tools, analysing and evaluating them in practice, and advising the SAP Group on new tools and innovations. This is how, in collaboration with the SAP Development Group, the Test Workbench (the SAP Computer Aided Test Tool – CATT) which is now used by many companies, was refined.

Other services located in Ehningen include IBM's SAP Support Desk, offering first level support as well as merger or conversion specifications, Euro-conversions, upgrade support with downtime reduction, the set-up of CCCs, quality assurance/test support, or data migration from legacy systems. The BTS team of IBM experts now also offers these services to external customers.

26 SAP systems under control

26 SAP systems are currently being operated worldwide within IBM. These cover production, procurement, finance and fulfilment as well as solutions for the Software Group and Services. The different segments are supported by various hardware configurations. Fulfilment is supported by the IBM @server zSeries as database servers with complex ALE scenarios to connect distributed database systems, currently for more than 2,000 users.

In the IBM Software Group, to which both Lotus and Tivoli belong, the FI, CO, SD, MM and SW modules ensure smooth operation. For the more than 10,000 users in the field of production, the IBM @server pSeries servers are primarily used. In the Personal Computing Division in Guadalajara alone, more than 4,500 users work with the SAP system. To manage this complex landscape IBM naturally relies on its own products: DB2 is used as the database of choice to handle the enormous quantities of data. The Master Data System, which runs on an IBM @server zSeries configured as Parallel Sysplex, takes its toll on hardware and software. To secure data the IBM Enterprise Storage Server is used, guaranteeing fast and seamless

data security. In the software environments, MQSeries is used to connect old systems and Commonstore is used for data archiving.

Close proximity; a decisive factor

The close cooperation between IBM and SAP is possible primarily as a result of the consistent use of technical options such as the SAP Service Marketplace and through the establishment of personal contacts. The close proximity of Ehningen to Walldorf promotes intensive exchange between the two companies and contributes considerably to direct communication. For the team of IBM experts, this secures a key role as a Worldwide SAP Beta Test Site, whilst SAP will continue to profit from IBM's know-how. For both companies, this means quality – guaranteed.



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IBM Form GK12-3702-0 (09/2001)