



Rüsch International – DB2 for more security and satisfied users.

In order to serve the growing number of SAP users and reduce administration, the company Rüsch converted its server architecture to IBM @server pSeries and DB2 – and since then satisfaction has reigned in the IT Department.

Rüsch is a group of companies operating globally with its head office in Kernen near Stuttgart. The company supplies numerous medical technology products for modern investigative and operation methods, anaesthesiology and respiration technology. The group of companies, with around 2700 staff, 9 production centres and 20 sales offices, can look back over 100 years of company history. Essential for an international player such as Rüsch is a stable, global IT network. Hosting, support and administration of the overall infrastructure and the SAP applications is carried out by TFX IT-Service AG (TIS), headquartered in Waiblingen near Stuttgart, formed in the year 2000 out of the Rüsch Group's IT services. As application service providers, TIS offers medium-sized companies with branches in different countries the full spectrum of mySAP.com solutions in the form of web-based services

along with the necessary infrastructure for global networking. Both Rüsch and TIS are part of the American Teleflex Group, Philadelphia, a global conglomerate with 17,000 staff and a turnover of approx. 1.9 billion US Dollars in the year 2001. It is active in five market segments: automotive, marine, industrial, medical and aerospace.

Central SAP system for all sites

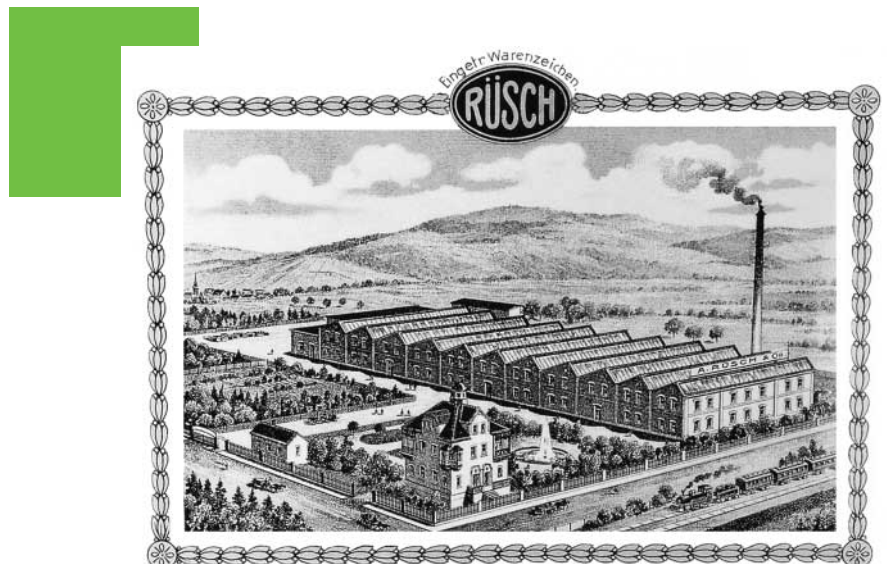
Rüsch has introduced SAP R/3 to all sites in several phases, enabling the users to access the central TIS computer centre in Kernen via the Internet. Until mid 1997 a pure Microsoft® Windows NT® environment was also employed by TIS on a dozen individual servers of a competitor with SQL databases. The monthly data increase at Rüsch of around 6 GB led to regular server expansions with the associated stand-stills, scalability left much to be desired and the increasing batch load eventually became unmanageable. This capacity

Industry	Medical Supply
Application	mySAP.com
Software	AIX® DB2® Tivoli®
Hardware	IBM @server® pSeries™ IBM @server® xSeries™



“Since converting our IT to IBM servers and software our SAP users have experienced significantly better response times and our administrators can finally get a good night's sleep.”

Jochen Guther, CFO and ASP,
TFX IT Service AG



deficit led to a desire for a better solution. "A smooth-running IT environment is of the utmost importance for us as ASP providers", declared Jochen Guther of the TIS Finance Board and former IT Manager at Rüsch, "we cannot afford constant reorganization and time-consuming expansions. Our customers expect high availability and reliable operation – which we can offer with the IBM solutions."

Platform and database migration for better performance

In order to guarantee a reliable and high performance system environment, TIS opted for unilateral migration. Firstly the competitors' servers were replaced by two IBM RS/6000®, which also meant changing from the NT operating system to AIX. After successful tests, the approx. 70 GB database running on the old parallel system was migrated within one week. Data export and conversion of around 130 connected network printers took place at the weekend.

The change from Microsoft SQL to DB2 brought immediately apparent improvements: the SAP system ran up to 30 % faster while access to the sales information system was up to 10 times faster. An effect also applauded by the 300 users at Rüsch. Guther is satisfied: "Performance is no longer an issue. Under NT the response time was around 700 milliseconds, today we need just 500 milliseconds. That's despite the fact that Rüsch accesses our computer centre via the Internet using a Linux based VP solution. We are giving our customers a turnkey solution, based on two xSeries servers: one as a central router and server, the second as a VPN gateway for the encoding."

2 years in production with DB2

The SAP system has been productive since March 2000, and even after more than 2 years in operation TIS is very satisfied. "The IBM @server can be totally managed by two administrators with little effort and we are fully covered", says a happy Jochen Guther. With round-the-clock operation and more than 99.5 % availability the customers are happy too.

All mySAP.com solutions run on an IBM DB2-database. The Rüsch database currently stands at 300 GB and grows by around 8 GB every month. In the case of Rüsch the requirements are particularly high, as the medical products are made in small batches with strict documentation requirements. 200,000 production orders alone are already managed by the system with all documentation from materials requisition through to the control records. Jochen Guther: "We use our database for various applications and are constantly adding new ones. The DB2 database manages the high data input absolutely perfectly thanks to its scalability. The performance of mySAP.com has increased and the administration reduced with every DB2 version. Even SAP is surprised by our response times. Our system is also far better to use. Our administrators remember when the run-time of some batch jobs was up to 6 hours, then all of a sudden it went down to 2 hours."

"The RS/6000 H70 in conjunction with Tivoli manages the large backup jobs effortlessly. To keep pace with the constantly growing data volumes we plan to use IBM Ultrium tape drives." If a tablespace is full the administrators are automatically notified via SMS and e-mail. Jochen Guther: "They then log on via laptop and VPN client and manage the system remotely." Proprietary scripts are still employed here but will be completely replaced in the long term by Tivoli. TIS have a total of three pSeries servers in use as a redundant system under AIX. An S80 is used as the productive system, an H70 for testing and consolidation and for Tivoli and smaller SAP systems, and a 260 model for projects and temporary jobs. The productive systems are mirrored by redundant SSA loops, the SSA boards are 2.5 TB and are backed up by the Tivoli Storage Manager.

Migration into the future

After the recent Euro conversion TIS is preparing to migrate Rüsch systems from SAP R/3 Release 3.1i to 4.6c. As a result of its numerous subsidiaries Rüsch has 20 accounting divisions in the system, which are very costly in terms of functionality and the volume of data. The

migration also requires 2 SAP systems for tests, which will increase the number of DB2 databases to 5, each with 300 GB. With the release change, TIS will also convert the operation of mySAP.com to 64-bit architecture. Jochen Guther: "AIX fully supports the 64-bit kernel of the SAP application as well as DB2. We can then fully exploit the 64-bit functionality and undoubtedly improve our performance even further."



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