

IBM SAP International Competence Center: SAP Alliance 2002 Highlights



HIGHLIGHTS

TOP TO BOTTOM

we know
they know

END TO END



Dear Alliance Colleagues,

The economy continues to be difficult, and set the agenda in our industry in 2002. Despite that, I can say that the synergistic combination of our two companies' offerings enabled us to enjoy qualified success. May I thank you all for your contribution to what has again been a strong team performance.

Looking back it's worth recalling a number of the year's key events, and remind ourselves how much progress we have made over the last twelve months. Way back in January, our partnership established a strong start at SAP's field kick off meetings in Nice and Philadelphia. IBM was invited as a partner to experience first hand teaming with your sales and executive teams. The introduction of MySAP All in One and mySAP BusinessOne this summer marked a significant step forward to have SAP and IBM partner for the small and medium business market.

Another landmark this year was PriceWaterhouseCoopers and IBM BIS services teams joining forces. Within the newly formed IBM Business Consulting Services (BCS), the SAP Practice has over 12 000 expert practitioners dedicated to consulting and implementing SAP solutions in our customers. BCS provides customers with a 'second to none' services partner to SAP and to the marketplace.

Our company's offerings together are innovative, competitive and comprehensive. With the unique global reach and industry expertise our teams are in a stronger position than ever to capture growth opportunities in almost every industry, in every country. Let us build on the momentum IBM and SAP have established in 2002 and accelerate this in 2003.

A handwritten signature in blue ink, consisting of a stylized first name and a last name.

Volker Loehr, Vice President,

Global IBM and SAP Alliance

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1 SOLUTION AREA: CUSTOMER RELATIONSHIP MANAGEMENT

1. Platforms

IBM Collateral for mySAP CRM:

Various collateral has been produced to promote mySAP CRM on IBM **@server**.

A specific focus has been on the Intel-based IBM eServer xSeries, where different mySAP CRM scenarios such as Mobile sales and Internet sales have been described, and sample sizings and configurations have been listed. Marketing material includes the brochure 'IBM **@server** and mySAP Customer Relationship Management' produced by IBM as well as the brochure 'IBM Solution Series for mySAP CRM' produced jointly and printed by SAP. Three technical whitepapers describe detailed scenarios for Interaction Center, Internet Sales and Mobile Users on IBM eServer xSeries, made available to the IBM field force.

1.2 Successes

Customer Project at FAG Kugelfischer:

Integrated Sales Processes with mySAP CRM Field Sales 3.0

One of the first mySAP CRM 3.0 Mobile Sales Systems implemented in Germany in a very tight schedule for the sales force of FAG Industrial Bearings. The system offers a variety of functions accessible via mobile Clients regarding opportunity tracking, customer contacts, competitors, and task tracking. A synchronisation of data takes place between the CRM Middleware, MS Outlook, and the central SAP R/3 System. A further european and worldwide roll-out for FAG is planned as well.

Customer Project at Hero:

Hero, based in Switzerland, was the first project that was closed over the SAP IBM Joint Sales Engagement (JSE) Pipeline. The project can be regarded as a first major proof-point of the successful teamwork in the sales area, resulting in incremental revenue for both companies.

CRM resource dedication:

IBM has dedicated one technical eTS (e-business Technical Support) specialist for each region in EMEA to specifically focus on mySAP CRM: EMEA, Central, North, West, Nordic and South each have a mySAP CRM responsible person. Furthermore, the eBSC (e-business Support Center) in La Gaude has dedicated one person to mySAP CRM.

CRM Sales Training:

Two technical teleconferences 'Sell IBM with mySAP CRM – Training Teleconference' were prepared in 2001 and conducted on Jan 16 and Jan 30 2002. The teleconferences were designed for technical pre-sales architects and brand specialists, solution sales specialists and IGS solution professionals. 70 professionals from EMEA, AP and the US participated.

Customer References:

Tchibo/Eduscho: Retail • Austria • iSeries

Orga/Fiducia: Financial Services • Germany • xSeries

Kern AG: Manufacturing • Switzerland • iSeries

Intersport: Retail, Germany, iSeries

Bertelsmann: Media • Germany • pSeries

Dresdner Bank: Banking • Germany • pSeries

Lufthansa: Transport • Germany • pSeries

Dr. Oetker: Retail • Germany • pSeries



2 SOLUTION AREA: SUPPLY CHAIN MANAGEMENT

2.1 Platforms

APO Benchmark on IBM eServer pSeries:

IBM was first to release a certified APO Benchmark ever with pSeries M80 and AIX OS. 6 months later the same APO benchmark with 50% more throughput on a pSeries M85 demonstrated the potential of a combination of SAP's newest software technologies and IBM's continuous efforts in hardware development.

APO Pilot Project at Bosch:

Bosch as pilot customer for APO 3.1. Consolidation of numerous WIntel based servers on partitioned IBM p690 Unix servers while migrating from 32bit to a full 64bit APO/liveCache environment.

APO whitepaper on IBM eServer pSeries:

This document is dedicated to the new 64bit liveCache port for UNIX as experienced on the AIX platform. The intention of this document is to share experiences gathered in the early days of testing this implementation both in the labs and with the pilot customers. Primarily this document focuses on the APO basis and performance.

2.2 Software

APO 64-bit demo at CeBIT:

Miele demo with integrated APO at CeBIT by BIS.

Successful port of liveCache and DCOM interface to AIX:

In a joint development effort together with SAP APO development and other platform partners, IBM enabled the timely release of APO 3.0 and a 64bit liveCache version on UNIX platforms in 2001. The benefit of such a solution has successfully been proven by the first APO benchmark, see above. Meanwhile the transition to IBM's newest version of AIX 5L has been achieved seamlessly and is running towards pilot phase.

Proof of Concept for liveCache 7.2 HA / cluster architecture:

In a real customer scenario at Fa. Wacker Electronics, IBM was the first to set up a productive 7.2 liveCache Cluster for improved availability of vital product data. The setup was documented in a technical White Paper and propagated for further installs.

Rapid Planning Matrix project for Daimler Chrysler:

This joint IBM SAP development and scalability effort was done in support of the Daimler SECAM project using the new APO automotive functionality available with APO 3.1 and the 64bit LiveCache 7.4 on AIX. Using real-life data supplied by Daimler, this stress test scenario simulated the monthly production planning of the A-Klasse for the smaller plant, and the

C+E-Klasse for the large plant requirements. The benchmarks were run on multiple IBM @server pSeries; M61 for low end price performance and p690 for high end scalability. These tests provided the first concrete sizing information for this new APO implementation. The resulting performance and scalability improvements reduced the machine resource requirements for SECAM to 1/3 of the original SAP projected sizing.

The objectives of these tests were many-fold: to verify the solution functionality, to ensure scalability and performance of the automotive solution, to get some feel of sizing requirements, to determine the best performance conditions for AIX, to ensure large pSeries scalability, and ultimately to verify the stability and performance of the new LiveCache under AIX 5.1 for the p690.

2.3 Successes

Customer Project Bertelsmann mediaSystems:

Win and successful mySAP APO implementation on the IBM eServer platform.

CCIT = 'Customer Center Integrated Technology' combines integrated strengths of mySAP solutions for R/3, BW and APO on IBM @server pSeries infrastructure. The joint customer project was highlighted at CeBIT 2002.

IBM participation at SAP e-university on SCM:

The WW IBM IGS BIS Rollout Manager for the IBM SCM Offering, including APO. He participated in the panel discussion at the SAP e-university on SCM as well as in the online chat that was performed.

SAP E-Business-Kongress SCM at Maritim Hotel, Bonn, 4-5.7.2001.

Customer References:

Motorola: Manufacturing • US • zSeries

Colgate: Manufacturing • US • pSeries

Kern AG: Manufacturing • Switzerland • xSeries

Bohnacker: Manufacturing • Germany • xSeries

Bertelsmann: Media • Germany • pSeries

Lufthansa: Transport • Germany • pSeries

Dr. Oetker: Retail • Germany • pSeries

Alenia: Manufacturing • Italy • zSeries



MOTOROLA



Lufthansa Systems



3 SOLUTION AREA: PRODUCT LIFECYCLE MANAGEMENT

3.1 Software

CATIA interface to mySAP PLM:

Developed by IBM's Business Partner Cenit, this interface from CATIA V4 to SAP's PLM solution offers a variety of functions, ranging from basic CATIA document management to the integrated SAP R/3 management of digital prototypes based on CATIA. In addition, all relevant SAP R/3 functionality can be offered right at the engineer's desk. The early availability of CAD data in mySAP PLM supports the optimization of the product development process with SAP R/3. Red Bull Sauber Petronas is one of the customers exploiting this CATIA V4 interface to mySAP PLM.

3.2 Successes

Consultant Education for mySAP PLM:

IBM Global Services has undertaken mySAP PLM education of its employees in BIS Central Region (GS BIS CRM PLM Services). All employees were taught on a consulting level about the value of mySAP PLM. This mySAP PLM consulting approach has later been used at several customer cases, where a mySAP PLM assessment has been undertaken, and a recommendation made for the customer.

Joint Participation at National Manufacturing Days:

Together with the SAP's manufacturing sector, IBM participated in the National Manufacturing Week Show at the Chicago McCormick Place Trace Center, US. The booth was a joint IBM and SAP effort with the purpose of delivering a message that together as a team we can improve our customer's bottom line performance and take some of the stress out of running a business – 'wind down and gear up'. The SEAS tool, SCM, CRM, PLM, ALM and CAD integration have being featured. The show yielded 1928 lead cards, which have been equally shared between IBM and SAP and processed over the joint pipeline tool.

Customer References:

INA: Manufacturing • Germany • zSeries

Danfoss: Manufacturing • Denmark • iSeries



4 SOLUTION AREA: BUSINESS INTELLIGENCE AND PORTALS

4.1 Platforms

Customer project Colgate:

IBM provided pSeries S80 hardware and infrastructure services for a joint project at Colgate. IBM and SAP performed a joint customer stress test for Colgate who decided to go ahead with the solution based on the good results. As a result of the lessons learned, SAP BI performance could be improved, e.g. through more optimal storage configuration.

Customer project ZF Friedrichshafen:

The project at ZF Friedrichshafen was nominated through the JSE and is another example of successful teamwork through joint sales teams. ZF decided for a company-wide Enterprise Portal system, and a project team consisting of IBM and SAP employees covered all project steps, from concept and design up to the implementation, including prototypes and pilots.

Hardware resourcing to SAP BW development:

IBM provided a 4-node pSeries SP server for SAP's development measurements. SAP BW high-speed network traffic and performance measurements were undertaken, as well as development works and workshops conducted with this machine.

4.2 Software

Collateral for IBM Intelligent Miner:

The SAP Solution Brief 'SAP Business Information Warehouse and IBM DB2 Intelligent Miner for Data – the perfect combination' was jointly produced by IBM and SAP. The solution brief describes the value and competitive advantage that customers gain when they couple SAP BW with IBM Intelligent Miner.

IBM Intelligent Miner Interface to SAP BW:

IBM DB2 Intelligent Miner for Data (IM) delivers functionality in addition to the SAP BW reporting and analysis scenarios which enables customers to fully exploit the hidden value in their business data.

IBM IM got optimized for performance and integration with SAP BW. That means data in SAP BW and even individual reports can be made available to IBM IM. The associated metadata is transmitted automatically so that customers can concentrate on the analysis itself. The results of these analyses can then be transferred back to SAP BW. This type of integration means that data mining is not isolated from the data analysis process.

A joint development team of IBM and SAP was realizing the integration of both products in a short period of time in close partnership with the SAP retail customer tegut. Tegut is the first customer in food retailing to evaluate large volumes of scanner data using IM.

DB2 EEE as very scalable, parallel DB for SAP BW:

The IBM Toronto Lab implemented a 12-node Linux cluster with DB2 EEE v.7.2 and mySAP.com and SAP Business Information Warehouse (BW) applications on top of it. Eleven IBM **@server** xSeries x342 servers built the database (10 active servers with one DB2 partition each and one server hot-spare). The interconnect was realized through the available HCA. The prototype includes two 32-port InfiniSwitch 100 switches. The scalable DB2 solution for SAP BW was demonstrated at CeBIT 2001 and highlighted in an article 'InfiniBand Opens the Throttle' in DB2 magazine. A whitepaper has been written as well.

SAP Mobile Solution on IBM WebSphere Everyplace Suite (WES):

IBM enhanced WebSphere Everyplace Suite to support the SAP Mobile Engine. A live demo was developed in the ISICC featuring various SAP mobile scenarios.

SAP Mobile Solution Implementation at Wesertal:

The implementation at Elektrizitätswerk Wesertal GmbH is the first of its kind, combining the features of SAP Mobile Engine with the implementation knowledge of IBM Global Services. Using SAP Mobile Engine (ME) and mobile data acquisition devices, the technicians pass their work data directly on to the central office and receive their orders. The implementation shows the benefits utilities can achieve by implementing a mobile solution for their field engineers, and Wesertal now acts as a reference for IBM and SAP.

4.3 Successes

IBM SAP mySAP BI campaign:

SAP and IBM ran a joint marketing campaign for mySAP BI. Mailings have been sent out to nearly 10K contacts in D, CH, AT, F, IT, ES and UK, targeting SAP R/3 customers on IBM **@server** or DB2, which did not have SAP BW yet. In addition to the mailing, customers were called and qualified by an agency. A webpage www.bi-sap-ibm.com was set up and is still used and updated to highlight the portfolio of IBM and SAP for mySAP BI. On Dec 5, a 1-hour eSeminar for customers was performed, speakers were Peter Grendel (SAP) and Peer Casper (IBM).

Customer References:

Paul Hartmann AG: Manufacturing • Germany • pSeries

JAB: Retail • Germany • pSeries

OMV: Oil & Gas • Austria • zSeries

Montana Powers: Utility • US • xSeries
Danfoss: Manufacturing • Denmark • iSeries
Hollister: Manufacturing • US • iSeries
Intersport: Retail • Germany • iSeries
Bertelsmann: Media • Germany • pSeries
Lufthansa: Transport • Germany • pSeries
Grundfos: Manufacturing • Denmark • pSeries
Zuger Kantonalbank: Banking • Switzerland • pSeries
Colgate: CPG • US • pSeries
Deutsche Telekom: Telco • Germany • zSeries
Bohnacker: Manufacturing • Germany • xSeries
Italian Railways: Transport • Italy • zSeries
Alenia: Manufacturing • Italy • zSeries
ZF Friedrichshafen: Manufacturing • Germany • Services



5 SOLUTION AREA: ERP

5.1 Platforms

Leading SAP SD 4.6C High End Benchmark:

#1 Result for SAP SD running DB2 UDB on IBM **@server** p680 pSeries platform:

This SAP certified benchmark was performed on IBM's eServer p680 pSeries, running on the foundation of DB2 Universal Database V7.2. The result of 25.560 SD users was a new record 3-tier SAP R/3 Sales&Distribution benchmark which again demonstrated IBM technology leadership with DB2 and mySAP.com (cert. # 2001046). The configuration consisted of one p680 with 64 GB main memory as database server and 19 p680s with each 24 GB main memory as application servers.

IBM Sponsorship of SAPPHIRE '01 Asia Pacific:

To power SAPPHIRE'01, SAP TechEd'01 and SAPPHIRE'01 Online, SAP needed a partner with the capability to create the complex infrastructure necessary to demonstrate SAP's applications on a scalable, flexible, reliable and robust platform. IBM was the partner of choice. To provide a total solution for SAPPHIRE '01, IBM build seven network with over 6kms of fibre cable and 7kms of ethernet cabling. Over 200 A22 ThinkPads, more than 50 flat panel TFT monitors, printers, workstations, and 16 IBM **@server** xSeries 350's were needed at the heart of the infrastructure. The technology powered more than 200 users working with the SAP demonstration environment – including mySAP HR, mySAP CRM, mySAP SCM, mySAP Enterprise Portals and mySAP Exchanges. IBM invested 90K US-\$ in the sponsorship of the event.

Global Language Support for mySAP.com on IBM eServer iSeries:

On November 9, 2001 SAP AG and IBM announced delivery of Global Language Support (GLS) for mySAP.com solutions on IBM **@server** iSeries. GLS allows customers to mix languages that are on different codepages, which enables them to run operations for countries like China, Russia and US together in only one SAP system, thereby getting a consolidated view of their worldwide operations. This was made possible through the support of a GLS ASCII version for iSeries instead of the traditional EBCDIC encoding scheme. VEKA AG Germany was quoted in the press release as a first reference customer for the solution.

Windows 2000 Application Server Support for mySAP.com on iSeries:

Together with GLS, IBM and SAP also announced the support of Windows 2000 Application Servers connected to a database server on DB2 for OS/400. The new connectivity to Windows 2000 based Application Servers allows a heterogeneous combination of Win 2000 and iSeries application servers, increasing the flexibility of iSeries customers and providing a consolidated approach to multiple SAP solutions on a single iSeries Database Server.

mySAP.com on Linux for IBM eServer zSeries:

At CeBIT on March 22, 2001 in Hannover, IBM and SAP announced plans to deliver the mySAP.com e-business platform with the SAP Application Server on Linux for the IBM @server zSeries. The announcement was based on a joint development project and was underscored by a live demonstration featuring server consolidation and web enablement. The new solution combines the high scalability and reliability of the 64-bit zSeries platform with the openness and flexibility of Linux, enabling customers to benefit immediately from the availability of mySAP.com on the Linux platform. ScaleOn, the IT subsidiary of Bayer, was quoted as a first reference customer in the press release. Customer presentations were held by Alcatel and OMV in addition, and IBM executives referred to the announcement in major IBM press conferences. Press release and FAQs were published on IBM's external web pages, and SAP published the press release on its pages in addition.

5.2 Successes

Win at Nestlé:

Nestlé, the world's largest food and beverage corporation, chose IBM as the exclusive provider of servers, storage systems and database software for the next five years for the GLOBE data centers at the heart of Nestlé's comprehensive, worldwide business transformation initiative. Nestlé decided to implement mySAP.com and consolidate its information technology operations based in more than 100 sites, in five GLOBE Data Centers around the world. These centers will be based on IBM @server, including pSeries Unix servers and xSeries Intel servers, Enterprise Storage Servers, storage area networks, DB2 software and Tivoli software. The agreement for IBM to build the technology e-infrastructure for these centers is valued in excess of \$500 million. When the IBM infrastructure is fully implemented, Nestlé employees will be able to access mySAP.com via an internal, role-based portal customized by the functions of the employee's job.

Migration: 'Schichtwechsel' Upgrade & Euro Forum:

IBM and SAP had a joint 2-day event in Dortmund, Zeche Zollern II/IV, on June 26-27. The event targeted customers on SAP R/3 and educated them about the need and the benefits of an SAP release upgrade. Strategies for both the migration to mySAP.com as well as the conversion to the Euro were presented by SAP and IBM speakers, and customers discussed their upgrade experiences. Webpage and a CD with handout material were created by an external agency.

SAP/IBM Migration Forum for SAP R/2 customers:

In 2001 IBM and SAP continued the joint mission of migrating the remaining SAP R/2 customers to SAP R/3 and mySAP.com, with the deadline of 2004 for end of maintenance coming closer. A two-day event in Munich on June 19-20 featured presentations by SAP and IBM experts as well reference customers. Invitations and handout-CD prepared by an external agency.

New, New Economy Truck Tour:

SAP developed a mobile marketing program and platform that toured the U.S., presenting the power of the mySAP.com e-business platform. The New, New Economy Tour exhibit was actually a self-deploying tractor-trailer. IBM was a major sponsor of this effort and IBM hardware and software was prominently displayed and actually powered the exhibit. The tour launched in April 2001 and ran for a year.

Customer Stress Test at dsb Media IT:

dsb Media IT in its capacity as SAP ASP (Application Service Provider) has developed specific add-ons for subscription management on the basis of the industry solution IS-M/SD and was looking for an optimum platform to power the pilot project in summer 2001. High data volumes of the applications and high batch load capability were critical decision criteria. As well as an IBM solution with RS/6000 and DB2, the choice also included UNIX servers from two other manufacturers as well as a further leading database software product. In a customer benchmark based on actual data, all possible solutions in all variations were intensively and thoroughly tested against one another. The results revealed the clear superiority of the pure IBM solution. The combination of RS/6000 and DB2 responded significantly faster than the other alternatives tested, with the response time of the DB2 database being significantly lower.

Migration Offering for mySAP.com on zSeries:

Based on the needs of large accounts that were looking to consolidate their SAP systems on IBM @server zSeries, IBM developed an optimized SAP migration process for SAP Releases 4.5B and 4.6B, 4.6C and 4.6D. This process helps customers on source databases such as Oracle and Informix to migrate their SAP systems to DB2 for OS/390. The delivered tools are based on the standard SAP migration tools, but provide enhancements such as partitioning support and a faster migration process ('crossload'). This process enables even the largest SAP customers to migrate their systems on a week-end, which was previously possible only for smaller accounts. In addition to tools and monitoring programs, IBM also provides services and development assistance for customer projects. AOK was the first customer to deploy the new migration offering.

Customer References:

Toyota: Automotive • Germany • pSeries

Taronga Zoo: Public • Australia • iSeries

dsb Media IT: Media • Germany • pSeries

Stadtsparkasse München: Banking • Germany • zSeries

Kern AG: Manufacturing • Switzerland • xSeries

Gerling: Finance/Insurance • Germany • zSeries

Grazer Stadtwerke: Utility • Austria • xSeries

New Zealand Tourism Board: Public • New Zealand • xSeries

Body Shop: Retail • US • iSeries

Klafs Saunabau: Manufacturing • Germany • iSeries

Hoffmann Neopac: Manufacturing • Switzerland • iSeries

Muenchener Hypothekenbank: Banking • Germany • pSeries

Migros: retail • Switzerland • pSeries

GE CompuNet: Manufacturing • Germany • pSeries

Ruesch: Manufacturing • Germany • pSeries

Ogilvy and Mather: Media • US • pSeries

Jo-Ann Stores: Retail • US • zSeries

KMD: Public • Denmark • zSeries

United Nations: Public • US • xSeries



6 CROSS SOLUTION ACCOMPLISHMENTS AND SUCCESSES

6.1 Platforms

IBM @server xSeries:

SAP Certifications for x235, x255, x360, x440

Server Consolidation:

x440 and VMware presentation

Whitepaper technical evaluation and recommendations

Server testing and development support

new FAQ – 64bit Intel based computing for SAP

new FAQ – VMWare on xSeries for SAP

SMB related activities:

Business One White Paper technical evaluation

Sizing and Performance:

x440 an ideal platform for mySAP

updated xSeries SAP configurator document

Linux related activities:

Updated presentation – mySAP for Linux on xSeries

Test and Support of HA solution from SteelEye for SAP

Active support of SAP Linux Lab

IBM @server iSeries:

Sizing and Performance:

coordination of benchmark requirements and expectations

Review and coordinate performance figures

EBCDIC/ASCII conversion:

Q&A document, Presentations

Customer & Business Partner Workshops – USA & EMEA

Customer support:

Coordination and support of Retail Benchmark for Woolworths

pre- and post sales support and escalation management at

Montblanc, Marcigaglia, Wella, Northern Foods, Dairy Farmers

Support in Asia Pacific:

Education for Customers, Business Partners and IBM colleagues

Asia special – Walter Lang, ISICC, supports APA Sales initiatives

April Basic Training: SAP on iSeries

Technical Consultants from IBM, SAP, BPs and Customers 5 days, Shanghai/China,
5-day technical training: Installation + Management of SAP on iSeries; plus extra topics

April Meeting: IBM-SAP JSE

Meeting with SAP China to discuss ways of IBM/SAP cooperation in the GCG iSeries
market, acc. to IBM/SAP JSE agreement 1 day, Shanghai/China

April Customer Meetg: EASTCOM

Meeting with SAP/400 reference customer, to discuss open problems+issues:
performance, 2tier vs. 3tier etc. 1 day, Hangzhou/ China



*picture from the left: Hu
Dong Ming (IBM), Walter
Lang (IBM), Catty Zhao
(IBM), Guo Lei (Eastcom)*

Nov. Basic Training: SAP on iSeries

Technical Consultants from IBM, SAP, BPs and Customers, 5 days, Kuala Lumpur/
Malaysia, 5-day technical training : Installation + Management of SAP on iSeries;
plus extra topics

Nov. Meeting with BPs

Meeting with local BPs (TELITI, DeLoitte) to update them on the 'iSeries opportunity'
Status,Trends,Directions of SAP on iSeries. 2 days, Kuala Lumpur/ Malaysia, 5-day
technical training Installation + Management of SAP on iSeries; plus extra topics

Nov. Meeting with Prospect: F&N

Meeting with IT staff of F&N, a large SAP/400 opp.ty; Status,Trends,Directions of SAP
on iSeries, plus Qs+As 1 day, Selangor/ Malaysia

Nov. Basic Training: SAP on iSeries

Technical Consultants from IBM, SAP, BPs and Customers, 5 days, Mumbai / India, 5-
day technical training : Installation + Management of SAP on iSeries; plus extra topics

Nov. CritSit Meeting: Indofood

Critical Meeting with SAP/400 ref.customer to discuss/resolve vital performance pro-
blems of SAP BW

IBM @server pSeries:

Sizing und Performance:

Regatta benchmark – world record results achieved with DB2 on Regatta

IBM's latest result for the SAP® Standard Application Sales and Distribution (SD) three-tier Benchmark establishes a record performance level by supporting over 80 percent more users than the previous high-water mark. IBM used DB2 v7.2 running on an p690 to achieve 47,008 SAP SD benchmark users.

- Oracle 8i/9i comparison benchmarks
- Support of iSeries i890 benchmark in Rochester

AIX 5L:

- Coordination of SAP component availability and Availability support Matrix for 64bit solution stack
- White Paper LPAR feature evaluation and impact
- AIX 4.3.3/Oracle 8.1.7 -> AIX 5L/Oracle 9i migration guide

APO

- Whitepaper on APO Rapid Planning Matrix for Discrete Industries
- World Record APO DP certified benchmark
- SAP SCM Center of Excellence – Infrastructure planning and implementation

HA

- Whitepaper HACMP support for replicated enqueue
- Oracle RAC HA tests, evaluation and Benchmark support
- Workshops for Technical Support team in EMEA – CR
- Customer pre- and post sales support and escalation management:
- Daimler-Chrysler, Bosch, Bertelsmann, Nestle, Colgate, Saudi Aramco, Whirlpool, VAW

CERTIFICATION

SAP Standard Application Benchmarks

The SAP SD Standard 4.6 C Application Benchmark performed on September 14, 2002 by IBM in Beaverton, OR, USA, was certified on October 2, 2002 with the following data:

Number of benchmark users & comp.:	47,528 SD (Sales & Distribution)
Average dialog response time:	1.88 seconds
Throughput:	
Fully Processed Order Line Items / hour:	4,799,330
Dialog steps / hour:	14,398,000
SAPS:	239,970
Average DB request time (dia/upd):	0.044 sec / 0.047 sec
CPU utilization of database server:	96%
CPU utilization of appl. servers:	90% (dia/upd:91 %, msg/enq: 19%)
Operating System all servers:	AIX 5.1
RDBMS:	DB2 V8.1
R/3 Release:	4.6C
Total disk space:	6,228 GB

Configuration:

1 Database server:	IBM eServer pSeries p690, 32-processors SMP, Power4, 1.3 GHz, 24 MB L2 cache, 64 GB main memory
14 Application servers:	
13 Dialog/Update servers:	IBM eServer pSeries p690, 32-processors SMP, Power4, 1.3 GHz, 24 MB L2 cache, 64 GB main memory
1 Message/Enqueue server:	IBM eServer pSeries p690, 8-processors SMP, Power4, 1.3 GHz, 6 MB L2 cache, 8 GB main memory

Certification Number: 2002053

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IBM @server zSeries:

Marketing:

- SAP on zSeries trends and directions presentation
- zSeries features for SAP presentation
- zSeries value for your business presentation

Server Consolidation:

- Application component support matrix document
- Tuning SAP on DB2 for zSeries white paper
- Multiple Components One Database (MCOD) White Paper and Red Book

Linux on zSeries:

- mySAP.com on Linux for zSeries presentation
- Linux for zSeries performance overview
- Customer OMV experience with Linux presentation
- Advantages of Linux for S/390 White Paper

Customer pre- and post sales support and escalation management:
Schueco, Nestle, Air Products, Saudi Aramco, Schneider Optische Werke.

Storage:

Presentations and Demos:

- SAP and Storage Proven Programm
- Presentation at SAPPHIRE, Lisboa, and CEBIT 2002
- Prototype for SAP CRM Solution developed
- Storage and SAP timeless, serverless backup and cloning
- Storage and high availability solutions
- Storage and disaster protection solutions

Server Consolidation:

- Combine SAP SW, Server, Storage and Backup
- SAP Benchmark for Customers
- SAP BW and APO, AIX, pSeries, Storagesubsystem ESS
- SAP Certification of an integrated solution

6.2 Software

DB2 Data Management Software

White Papers in SAP format:

- Fast Migration from any database to DB2
- Split mirror – Creating a SAP R/3 clone with IBM DB2 and EMC (joint IBM Comparex WP)
- SAP BW DB2 EEE scalability measurements
- SAP BW ODS performance for SAP banking solution

Flyers/brochures:

- SUN IBM DB2 Flyer – value prop, customer examples
- IBM DB2 and mySAP.com overview brochure
- JDE TCO similar for SAP and DB2
- IBM SAP BI alliance fact sheet preparation

Success Stories with Sun:

- Brann, LLB, Caterpillar, Warner

Success Stories with VARs

- 3 stories with Plaut
- Murr-Electronic – global SMB customer with AIX DB2, 300 user, 1000 employees
- Linux customer with SAP DB2
- Windows 2000 customer using MS cluster server for high availability with DB2

Sales support material

- reference/customer list – most customer details (db size, no of user, industry)
- DB2 install list

GSI Events

- Anderson, GSI event in Italy, Ernst & Young, Deloitte & Touche, PwC

SAP consultant education

- 24 May – IBM DB2 in the mySAP.com environment
- 12 July – IBM DB2 z/OS and mySAP.com

Interviews

- SAP Info.net interview, SAP and Informix Roadmap further directions with Karl-Heinz Hess and Janet Perna
- SAP internal DB2 rollout

Joint Sales Initiatives with SAP

SAP and IBM announced that the SAP Global Partner Management IBM negotiated a new revenue stream for SAP. This new agreement enables SAP to financially participate in IBM Data Management license sales, regardless if the customer buys the licenses through SAP OEM or directly from IBM.

In addition to the existing SAP OEM agreement with IBM Data Management, the new contract focuses on the direct sales of IBM Data Management products within the SAP market. SAP Account Executives will be awarded for direct sales of IBM Data Management products into SAP accounts, if these customer situation were nominated and supported by these teams up front.

WebSphere software

- Value Proposition Workshop
- Development of Portal positioning paper
- WAS WebSphere Application Server positioning paper
- Multicustomer event focusing on Portal and Enterprise Application Integration, resulting in deal closure at Bang & Olufsen
- Development of WebSphere Presentation
- Definition and Development of 25 Portlets for SAP
- WebSphere demo for TechEd and Sapphires
- Support of Sales Situations i.e. VW, Audi, Siemens, Colgate, Bosch, Mahle and others
- Customer Special for Coca-Cola in support of their multi-million dollar project 'Pinnacle' resulting in Coca-Cola's strategic decision for WebSphere



Tivoli software

- Sales enablement activities
- SAP High Security Project
- Business Process Management
- Autonomic Computing
- Sales support, i.e. for Deutsche Bahn bid, resulted in deal closure worth US\$20m
- Product Management for Tivoli portfolio in SAP environments
- GSI Enablement Initiative
- Support of TechEd and Sapphires
- 50 Customer Briefings held at ISICC, highlight: closing of Nestle deal worth US\$18m



Lotus software

- establishing a dedicated human resource to develop IBM Lotus business in SAP deals
- first achievements are the Quickplace and Sametime Integration into SAP Portal
- SAP Enablement Sessions for Lotus Sales
- New Demo Scenarios
- TechEd and Sapphire support
- Customer Briefings: Continental; Stadt Stuttgart; Phoenix Contact; Honda Europe; Stork Industries; Sap SI
- Highlight deal closure of the year: Grundfos



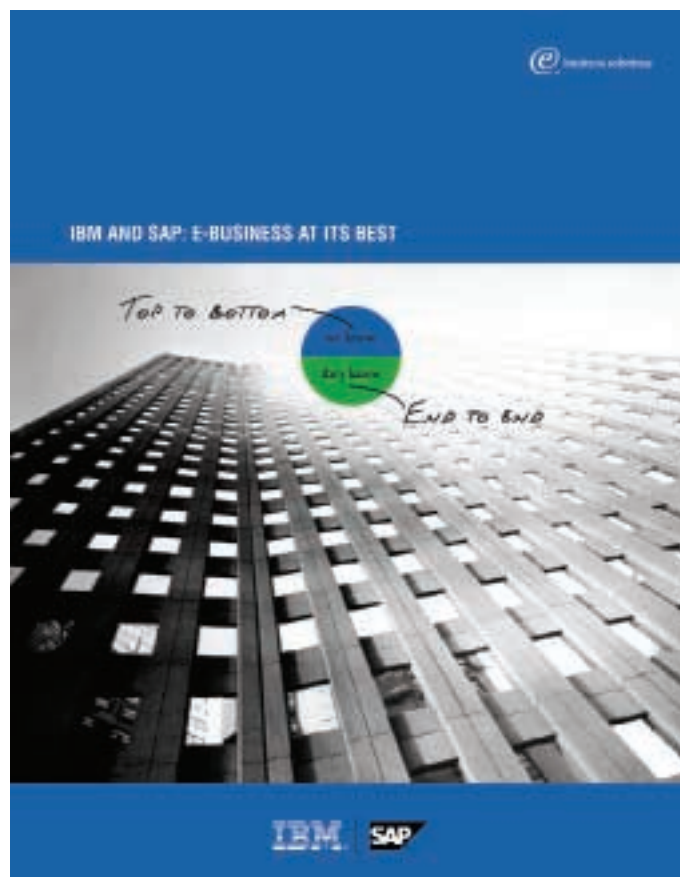
6.3 Success

Collaterals:

IBM SAP Pocket Guide for Sales



Alliance Broschure



Demos:

Flash Demo for SAPphire and Events



- WebSphere Demo for Saphire and Teched
- Portal Demo
- Dynamic LPAR Demo TechEd Bremen
- Demo SAP Replicated Enque Server pSeries
- SAP Business One Demo for Saphhires (DB2, xSeries)
- SAP BW Demo on DB2 EEE for BI Congress Leipzig (DB2, xSeries)
- W2k Application Server Demo (iSeries)
- new SAP GLS ASCII Version for iSeries

Content for Internet page: www.ibm-sap.com

In case you haven't visited our joint Internet page, it is about time. In the past months it has undergone a massive update and is now filled with useful information you can point your customers to. Have a look and judge for yourself: <http://www.ibm-sap.com/us/>

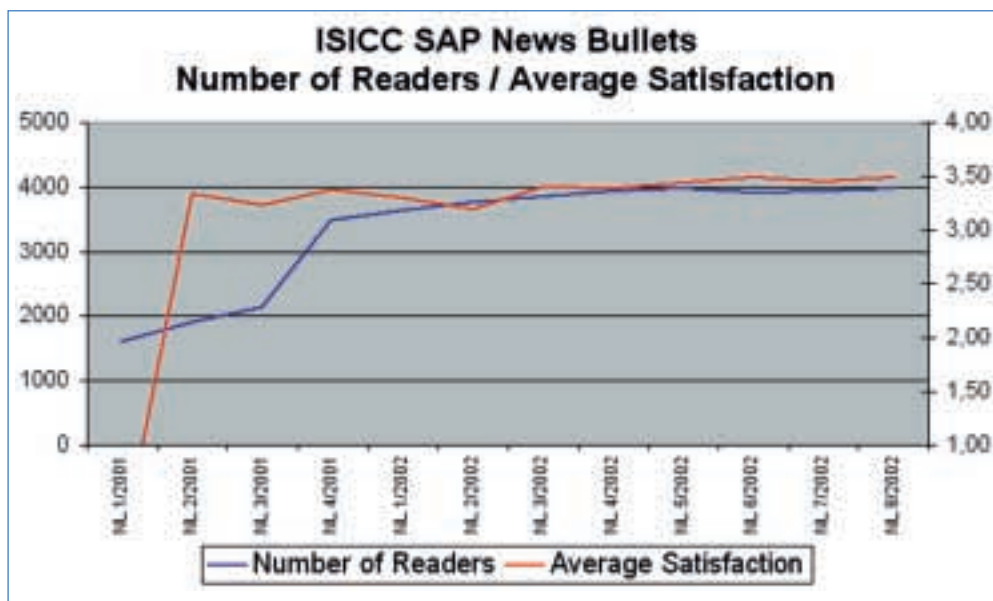


Communication and Information Sources:

Knowledge about our Sources of Information increased by more than 10% with an overwhelming majority of 90% being 'OK' or 'Very satisfied'.

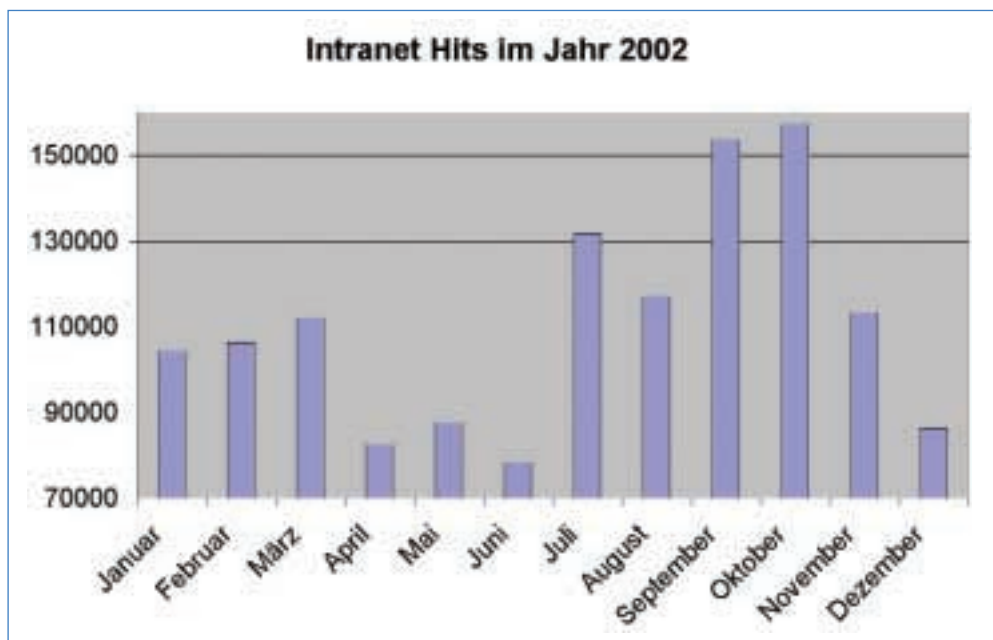
IBM SAP News Bullets:

growth of audience within one year: 1.500 – 4.025, satisfaction rate: 3.4. Knowledge about the „News Bullets“ increased by more than 30% with an outstanding 99% 'satisfied' customers in 02.

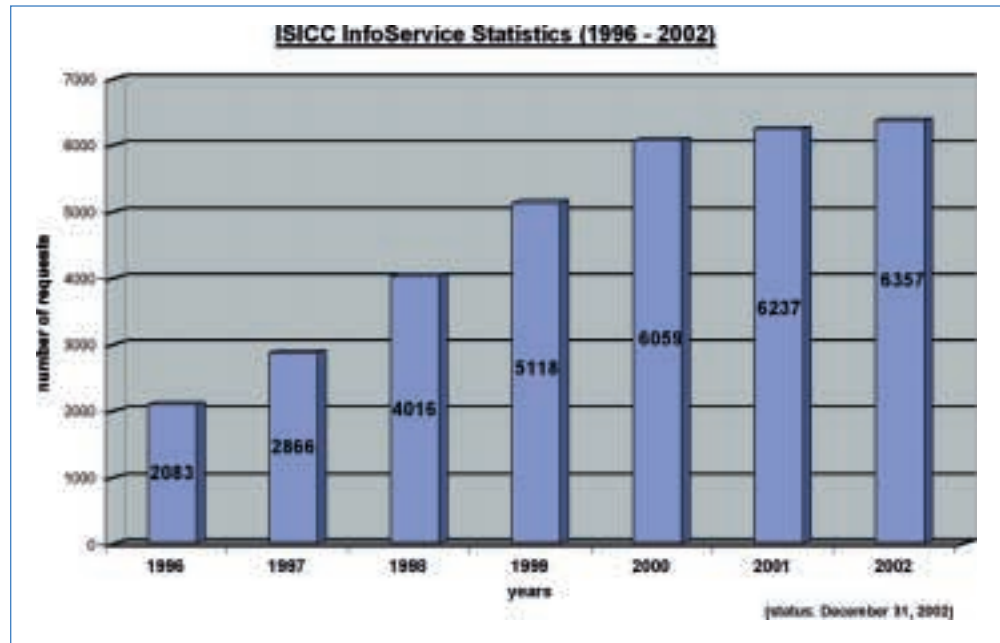


Intranet pages:

- one million hits (1.331.137 exactly) in 2002, which is an average of 110.000 hits per month
- highest hit rate in October 157.292 - this is three times the www.ibm-sap.com Internet hit rate



ISICC InfoService:



InfoService Statistics:

Total Number of Requests:	6357
Requests per e-mail:	4535
Requests per phone and fax:	1822

Requests answered by desk management: $2345 + 1822$ (phone + fax) = 4167 == 65.6 %

response < 1 working day	4665	73.4
response between 1 and 3 working days	699	11.0

response < 3 working days	5364	84.4
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Sales Enablement

References:

- The ISICC developed 20+ new customer success stories
- 7 new reference customers in Central Region have been built up for visits and public use
- Customer reference site visits for PDVSA, Levi's, Shell, Chinese Ministry of Railways, Grundfos, MOD, Woolworths, Air Products hosted
- Deal closing rate after reference visits: 98%
- Provided speakers and presenters for CeBIT, SAPphire, and other events
- Submitted all success stories into CRDB database and distributed to other IBM channels

Customer Briefings:

- 94 customer briefings held at the ISICC
- Highlight: Levis (important Winback from HP, IBM closed a deal worth 18 Mio US\$)
- Briefings dedicated to a special topic or solution:
Portal Day for our Nordic customers, resulted in closure of the deal at Bang & Olufsen
mySAP Business Intelligence Days, held twice due to high demand (with 50 participants – mainly automotive and process industry: Audi, Daimler-Chrysler, Volkswagen, Lafarge, Bayer, BASF, Zeiss, RWE, and ABB etc.)
- Highlights: customer deals closed after Briefing in the ISICC: Grundfos, MOD, Levi's, Rolex...

Sizing:

The ISICC has organized various sizing classes to help develop the skills of IBM dedicated SAP specialists. The target audience is IBMers and Business Partners who have to size and architect infrastructures for mySAP.com solutions.

- Workshop for EMEA cross platform and solution
- Workshops for AP cross platform and solution
- Sizing efforts for SAP solutions:
 - Business Information Warehouse and Enterprise Portal
 - Sizing Industry Solution for Telecommunication and AFS
- Sizing efforts for platform and infrastructure:
 - New Methodology for Customer Specific Ratios between DB and APP server
 - New LPAR sizing considerations for pSeries
 - Competitive eServer performance values based on HiWater results
 - Mapping requirements to Central SAPS and removing DB and APP SAPS

Sales Education: SAP University 12. – 14. February, 2002 in St. Leon-Rot

Education of 300 EMEA Field People

First Award for Joint Sales Engagement



given (amongst others) to Rolf-Werner Diederichs for Nestlé as win of the year 2001

picture left to right: Henning Kagermann, Rolf-Werner Diederichs, Mike Lawrie



The event was honoured by the participation of

picture left to right: Stephan Rossius (Senior Vice President SAP Global Partner Management), Bruce Harreld (Senior Vice President, Strategy, IBM), Mike Lawrie (Senior Vice President, Group Executive SD, IBM), Henning Kagermann (CEO & Co-Chairman of SAP Executive Board), Volker Loehr (Vice President, Global IBM/SAP Alliance, IBM)

Awards

Pinnacle Awards

won for CRM Sales and Marketing and Joint Sales Engagement Cluster

On the final night of SAPPHIRE'02 Lisbon, SAP presented the winners of its first global partner awards of excellence, called the 'SAP Pinnacle Awards' – to recognize SAP technology and software partners that have excelled in developing their partnership with SAP. At the evening ceremony, held at the Carlton Palace in the Portuguese capital, Les Hayman, Chairman of SAP EMEA, and Stephan Rossius, Senior Vice President of SAP Global Partner Management were on hand to welcome the winners, with Stephan personally awarding the prizes to executives from the award winning partners.



The award categories reflected key SAP initiatives: customer relationship management, supply chain management, enterprise resource planning, exchanges, and enterprise portals, as well as technology in the areas of sales, marketing, development, and innovation. Additionally, awards for customer satisfaction and support and joint sales engagement were also presented. The Global Partner Awards for Excellence were established to help bring partners closer to SAP's strategic initiatives, consistently bring across a 'one voice' message, and to strengthen and grow existing relationships.

Award of Excellence

IBM wins SAP's Americas Technology Award of Excellence, our successful US team was awarded during SAPphire US with the beautiful trophy.



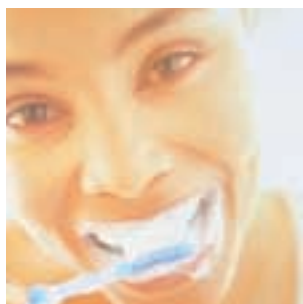
Left to right: David Browell (SAP Global Partner Manager IBM Americas), Harald Martin (SAP Global Partner Manager Operations), Brian Burke (IBM Global Sales Executive Americas), Leo Apotheker (SAP President Americas and ww Sales), Tim Wheaton (Client Executive Americas, Global Business Partners, DR).

Highlight Wins of 2002:



Levi's Strauss, US

Over the past several years, Levi Strauss & Co. has developed strategic partnerships with HP, Compaq, and Hitachi. After a tireless, eight month marketing effort, those vendors have been replaced by IBM. Levi Strauss committed to our zSeries, pSeries, and xSeries servers throughout the world. They have also chosen ESS as their SAP storage platform (almost 70TB), and DB2 as their database for SAP over the Oracle/HP solution.



Colgate, US

The Colgate Palmolive corporate group has decided to build up an efficient e-infrastructure for data-intensive business intelligence solutions based on IBM. Colgate relies on IBM and SAP for its Business Intelligence Solutions. Faster data analysis and information gathering by using IBM TotalStorage Enterprise Storage Server and IBM @server pSeries. Project volume of more than \$20million US Dollars

Under the new deal, Colgate will continue moving data to IBM @server p-series Unix servers, IBM Total-Storage Enterprise Storage Servers and Tivoli enterprise management software. Colgate-Palmolive estimates that these solutions have already resulted in a 40 percent performance boost and substantial reliability improvements over the company's previous systems in the areas where they were used.

Novartis, Switzerland

IBM has been selected in the context of the PEP European Infrastructure RFP at Swiss Pharma giant Novartis. Real work has only just begun and is still subject to appropriate approval boards, however the final documentation is being prepared and IBM is confident to get this contract signed soon. Please keep this IBM confidential until official confirmation.

LG Chemical in Korea

IBM in Korea has closed a \$3.6m deal at LG Chemical, comprising the full nine yards with pSeries server, ESS, a nice SAN solution and some xSeries too. The customer was won against competition of HP, SUN and Compaq thanks to the convincing partnership story we have with SAP - and of course thanks to the stability of the pSeries platform.

Postbank, Germany

One of our favourite ex-ERP Solution Sales reps :-)) closed his year with a wonderful christmas present: IBM has won the deal for an SAP e-infrastructure for the brand new SAP AM industry solution and core banking system at the Postbank, one of Germany's largest banks. A nice US\$15m for hardware only to begin with. The team won against Sun and Siemens. The Postbank has around 10 million customers with 4 million checking accounts and 20 million saving accounts and they operate the largest banking network throughout Germany with 14.000 locations. They service appr. 600.000 online customers and are the market leader with 1 million phone banking customers.

Eastcom, China

Our IBM colleagues in Beijing are turning the recently announced Global Language Support into an immediate success: The Chinese iSeries team won their first SAP project: EASTCOM (Eastern Communications Co. Ltd.) , China's largest manufacturer and supplier of mobile phones and mobile communications equipment with a turnover of appr. US\$400 million in 1997. The contract comprises 3 servers (1 x 830, 2 x 270). EASTCOM will be using SAP's ASCII/DBCS version to provide their users with native Chinese language support. This win was achieved against fierce competition from HP and SUN , and is a real breakthrough for substantial follow-on business with SAP on iSeries in the Chinese ERP market.

Cosco, China

Cosco in China has signed a major services contract with IBM, worth \$1.2m, scope is the implementation of mySAP Financials. IBM is expecting also to see a related hardware deal coming in soon. The competition beaten was PriceWaterhouseCoopers and SAP consulting. IBM won thanks to strong sales coverage and the excellent performance of the proposal team, who demonstrated skill advantage and true team spirit. Congratulations to our colleagues in China!

Zuger Kantonalbank, Switzerland

Swiss banks are renowned for their high level of security. To follow this guideline even in their IT environment, the Zuger Kantonalbank has moved their complete SAP environment – with SAP banking solutions and a SAP BW – onto pSeries, topped with DB2 and Tivoli and ESS. Being the first customer in Switzerland for SAP's banking, they put full trust into IBM by outsourcing the entire environment to our computer centre in Winterthur.

Philips, Belgium

Philips has signed a one year extension of the SAP Outsourcing contract in their Consumer Electronics Division. The contract covers SAP strategic outsourcing and SAP Functional Support and runs till 2004. TSV value - of the extension - is over 2m Euro. IBM implemented SAP in 19 Philips organisations in 5 countries over 3 continents on a infrastructure managed and maintained out of IBM Zoetermeer. After the implementations IBM is servicing the organisations with Managed Operations, SAP AMS and Interface Monitoring Services. The turn around for this contract has currently reached the level that Philips is willing to act as reference-site for other IBM customers.

ABN AMRO Bank, Netherlands

During a recent global COO meeting at ABN AMRO Bank, the earlier „in principle“ decision of the COO meeting of August to go for IBM was confirmed. It means that IBM is the single SAP platform provider with the combination of zSeries database servers with pSeries application servers, to support ABN AMRO's non-banking processes. IBM was selected because of the lowest TCO, scalability and high availability options with this platform, the performed partnership of SAP with IBM towards ABN AMRO, the proven smooth migration of SAP from HP/Oracle to IBM DB2 zSeries – pSeries and last but not least, the (developed) preferences for IBM at influential and decisive levels within the bank.

Queensland Department of Health

Queensland Department of Health (QH) has signed a \$3.8m contract over the next four years for the provision of server infrastructure (two Regattas) for the SAP financial system as part of an in- tasking strategy. This is the first of several projects the Department is returning in-house and was won without going to tender against stiff competition from SUN, who have a significant presence in the account. QH have also standardised on IBM ESS Disk and Tape for all SAN storage of their corporate systems, including SAP, Clinical Benchmarking & Asset Management.

Welch Allyn, US

In working with Cap Gemini Ernst & Young (CGEY), Welch Allyn had chosen to implement an ERP strategy with SAP R/3 software. To reduce the overall implementation cost Welch Allyn choose to outsource the system management to CGEY's operation center in Kansas City. Although Welch Allyn was a long time IBM customer, the CGEY operation center had little IBM experience as their skills were on Hewlett Packard technology. Since both Welch Allyn and CGEY operation personnel would be involved in the implementation a decision on which IT infrastructure to be used had to be made. Together they developed an RFP that went out to IBM, Hewlett-Packard and Ernst & Young Technology (EYT) - an HPQ and IBM Business Partner. The cooperation resulted in a competitive win which kept IBM technology in a long time client.

Shi Jiazhuang Steel, He Bei Province in China

Shi Jiazhuang Steel, He Bei Province in China, was won for SAP on iSeries. Shi Jiazhuang Steel is the one of the top-notch state-owned enterprises in China Manufacture Industry. After undergoing a series of carefully planned consulting since 2001, the decision for an ERP project was taken. The vendor choices for all components of the solution blueprint narrowed down to SAP, Intenia, Oracle on the ERP software; IBM, Triaton, PWC, Oracle, SAP, HanPu on the implementation and IBM, HP, SUN on the hardware platform. Against fierce competition from HP and Sun the battle was won, despite their unrealistically alluring offers and the initial lack of knowledge at the customer side about our iSeries offering. This win is significant for our AP colleagues, for it is the first SAP on iSeries reference case in the China Manufacturing Industry.

Business Results

The SAP Global Alliance achieved a total of over 3 Mrd US\$ for IBM.

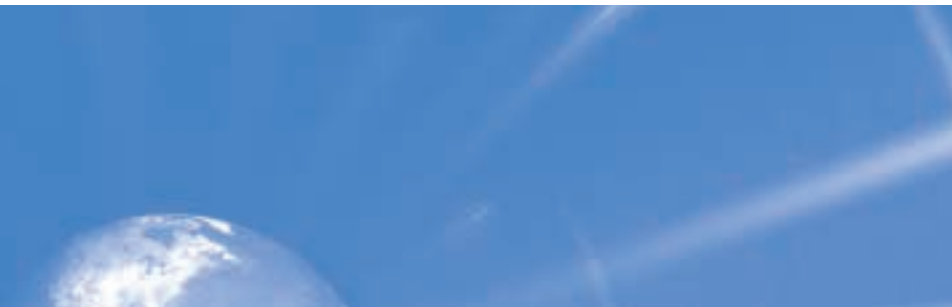
Highlights: 4Q: Achieved 135% of plan, driven by strong SW and Services.

@server achieved 108% of plan, driven by zSeries and iSeries.

Full Year: Achieved 118% of Plan, of which

@server achieved 96% Storage 103%, SW 186%, IGS 122%

		Updated: 14th Jan 2003		
		Adjusted plan at mid year.		
		FY	FY	
		Actuals	Plan	%
WW	zSeries	314.2	272.00	116%
	pSeries	515.5	608.20	85%
	iSeries	128.8	129.90	99%
	xSeries	115.3	110.00	105%
	Total eServ	1073.7	1120.10	96%
	Storage	329.9	320.70	103%
	SW	236.7	127.40	186%
	IGS	1182.9	967.20	122%
	Other	190.0	9.80	
	Total Solution	3013.3	2545.20	118%
Americas	zSeries	110.3	97.10	114%
	pSeries	202.2	266.00	76%
	iSeries	46.7	54.60	85%
	xSeries	52.3	47.60	110%
	Total eServ	411.5	465.3	88%
	Storage	134.6	141.90	95%
	SW	103.4	56.50	183%
	IGS	424.7	327.50	130%
	Other	92.9	0.00	
	Total Solution	1167.0	991.20	118%
EMEA	zSeries	192.0	156.00	123%
	pSeries	258.1	299.90	86%
	iSeries	70.7	65.70	108%
	xSeries	51.3	54.90	93%
	Total eServ	572.1	576.5	99%
	Storage	173.6	158.20	110%
	SW	111.8	61.90	181%
	IGS	475.2	429.50	111%
	Other	60.6	9.80	
	Total Solution	1393.3	1235.90	113%
AP	zSeries	11.9	18.90	63%
	pSeries	55.2	42.30	131%
	iSeries	11.4	9.60	119%
	xSeries	11.6	7.50	155%
	Total eServ	90.1	78.3	115%
	Storage	21.8	20.60	106%
	SW	21.5	9.00	239%
	IGS	283.0	210.20	135%
	Other	36.6	0.00	
	Total Solution	453.0	318.10	142%



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