

Global Value drives SAP value for Fiat.



Overview

■ The Challenge

Global Value needed to build a scalable and highly-resilient infrastructure for SAP applications and data, in order to ensure reliability and availability for external customers

■ The Solution

Industry: Automotive

Application: SAP®

Hardware: IBM @server® pSeries™;

IBM @server xSeries™;

IBM TotalStorage® Enterprise Storage Server®

Software: Tivoli®

■ The Benefits

High availability; reduced server management overhead; flexible scalability with IBM Capacity Upgrade on Demand; ability to manage growing number of SAP users, disaster recovery capabilities

Global Value is a full service provider for SAP solutions, supporting thousands of users in the Fiat Group and other major global businesses. With more than 100 SAP systems managed in-house, Global Value exploits multiple IBM technologies to deliver lasting results for its customers.

Fiat Group owns many of the world's most-recognised automotive brands, including Ferrari, Maserati, Iveco, Magneti Marelli and Fiat itself. Global Value was formed in 1996 as a joint venture to provide IT services to the Fiat automotive group. The company has since branched out to win external business, and customers now include global brand names such as Benetton and Edison. With the support of more than 3,000 consultants offering a full range of technical services, Global Value's 30 SAP specialists deliver exceptionally high service levels regarding availability, reliability and performance.

Alessandro Morro, SAP Competence Center Manager at Global Value, comments: "In 2000, we started to sell our services outside the Fiat group, and our target is to reach 50 % of the SAP out-tasked marketplace. To achieve this, we need to have technology that delivers on its promises, and is capable of matching our growth rates. That's why we chose IBM as our strategic technology partner."

Accelerated growth.

Today, Global Value's Competence Center manages an SAP infrastructure that spans 118 systems – 98 are SAP R/3 instances, with 11 mySAP Business Intelligence solutions, five mySAP Customer Relationship Management solutions, two mySAP Supply Chain Management solutions with the SAP Advanced Planner and Optimizer and two SAP Enterprise Buyer Professional environments.

The SAP solutions are hosted on IBM @server pSeries and also on IBM @server xSeries. Using this resilient architecture, Global Value provides a range of SAP services – from simple hosting to full 24/7 support – for more than 40 customers, representing a total of more than 35,000 named SAP users.

The massive, highly complex SAP infrastructure at Global Value requires high-performance storage, which is provided by a large storage area network with multiple IBM TotalStorage Enterprise Storage Servers, and three IBM ATL 3494 automated tape libraries with 23 drives. Total allocated disk storage is approaching the 10TB mark.

Before selecting the IBM solution, Alessandro Morro and his team considered the key business requirements: "We add a new SAP implementation approximately once every twenty days, so it was vital that our infrastructure could accommodate this speed of growth. We selected pSeries as the most resilient and cost-effective choice."

Rising to the challenge.

The scalability of pSeries is proving to be a key factor in the successful growth of Global Value's business. With Capacity Upgrade features, the servers enable Global Value to switch on new processing power whenever required, which has allowed the company to plan for the future in a cost-effective manner. Extra processors or capacity can be ordered with each new server, but are not paid for until they are actually needed, then switched on with minimal disruption to live systems.

Says Morro, "Global Value offers customers the benefits of centralisation and shared expertise, but we must be ready for large workload increases as new customers join. With pSeries, we can easily scale up our processing power exactly as we need it, running precisely the same software on progressively more powerful systems. This keeps hardware costs down and enables us to cope with peaks in demand," comments Morro. "SAP solutions are becoming more and more complex, with the number of new components like the mySAP Business

Intelligence increasing heavily in the past years. A strong platform allows us to concentrate on the application instead of worrying about the technology."

Comprehensive availability.

By centralising operations and expertise, Global Value is able to provide a more comprehensive service offering than any individual IT department would be able to manage, and at lower cost. Furthermore, the resilience of the IT infrastructure ensures higher availability and reliability of SAP solutions than could be expected from a single-company set-up.

Clustering of both hardware and application logic including IBM's advanced High Availability Cluster Multi-Processing (HACMP) for pSeries has been widely implemented to reduce application outages. To support growing data requirements, Global Value has also implemented Tivoli Storage Manager to provide an overview of both the performance of its SAP implementations and the resources they require. Continuous system analysis enables the company to produce periodic reports on performance, service levels and customer satisfaction.

"By selecting IBM as our single supplier, we have built a complete operational environment in a way not possible with any other supplier."

Alessandro Morro, SAP Competence Center Manager at Global Value

Morro adds: "IBM's full offering – hardware, storage, software and services – has allowed us to create a truly integrated infrastructure that gives us direct management cost savings."

"For example, we now have fewer than 30 people managing more than 100 SAP systems, yet when we started that ratio was almost one-to-one. The total resilience of pSeries ensures that our customers get the best possible availability from their SAP solutions, and means that we can focus on adding business value rather than on maintaining servers."



IBM Deutschland GmbH
D-70548 Stuttgart
ibm.com/de

The IBM home page can be found at:
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