

Deutsche Telekom: A perfect connection with SAP and IBM.



Overview

■ The Challenge

Developing a comprehensive human resources solution for the company – wide personnel management of Deutsche Telekom, including time management and a business intelligence solution based on high performance central database servers

■ The Solution

*Industry: Telecommunications
Application: mySAP® Human Resources; mySAP Business Intelligence
Hardware: IBM® server® zSeries™;
IBM® server pSeries™;
IBM TotalStorage® Enterprise Storage Server®*

■ The Benefits

Parallel Sysplex and logical partitioning of the zSeries ensure high availability and optimum system usage; effortless scalability during operation; fast response times thanks to 64-bit technology; high performance for over 280,000 personnel statements a month; fast recording and administration of time management data for over 130,000 employees; integrated SAP® BW as an ideal basis for company-wide strategic and operative management decisions



"Long nights of accounting procedures are a thing of the past. What formerly required a great deal of time and system resources is now done in a few hours", says Frank Hoffmann, Manager of Business Center Human Resource Solutions (BC HRS) at T-Systems (the IT and telecommunications provider for Deutsche Telekom). And he's not just talking about a minor detail: more than 286,000 payroll accountings must be put through the SAP system each month – on time and error-free, because after all, the employees and pension recipients 'count on' everything being as it should on the last day of the month: payroll in hand and money in the bank. The responsibility for this (and much more, of course) lies partly with Frank Hoffmann. Together with a team of colleagues around overall Project Manager Stefan Schreiner, Project Manager Frank Rubbenstroth (System Planning and Operations), Project Manager Günther Müller (IV), Project Manager Thilo Hausberg (Time

Management) and others, all from T-Systems, in recent months he has realized the next level of a project based on mySAP Human Resources, the like of which in scale is hard to find.

T-Systems, with headquarters in Frankfurt am Main, is one of the leading service providers for IT and telecommunications in Europe, and, with its approximately 42,000 employees, is present in more than 20 countries. Revenues for the year 2002 amounted to 10.5 billion Euros. T-Systems brings together technologies, products, networks and services, and on this basis delivers system solutions for the most diverse electronic business processes.

SAPHIR, the human resources system developed for Deutsche Telekom, today includes countless facets of company-wide personnel management, from administration to distribution to accounting to an integrated time recording solution. "We now have at our disposal an integrated, stable system that brings substantial economic advantages with it, and there are no more problems with interfacing, data redundancy or individual software.

The focus on the standardized processes of the SAP solutions and central administration of data on the IBM @server zSeries save a great deal of money", Hoffmann is convinced.

Looking back with satisfaction.

At the start of the project more than three years ago, it wasn't exactly 'en vogue' to decide on a mainframe solution; at that time client/server systems were still all the rage. Therefore, before the start of the project Frank Hoffmann lined up the IBM S/390® solution against what at that time was the most efficient UNIX® solution – according to the SAP standard benchmark – of a rival. In a stress test based on 240,000 data records and up to 4,500 concurrent users, both platforms had to process a complex mix of typical business cases. Result: the IBM configuration was far ahead in performance and scalability. This high performance was also apparent in the first step (personnel administration) of the SAPHIR project, implemented over a number of years. Planning and reality corresponded. "Thus there was no question that the system then initiated for payroll, the Employee Self Service solution and for the Business Information Warehouse would be realized on the basis of the proven system environment", says Project Manager Rubbenstroth.

IBM @server and Storage:

More efficiency, more reserves.

At the center of today's configuration are two IBM @server zSeries 900 servers, which, as Parallel Sysplex, take on the central function of a database server for mySAP Human Resources and other applications such as the Employee Self Service solution and the SAP Business Information Warehouse (SAP BW). "Parallel Sysplex as a logical connection of several physical systems and also the partitioning of the servers using LPAR technology ensure a high degree of availability and optimum use of system resources", explains Frank Rubbenstroth. Just recently, the flexibility of the mainframe

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Frank Hoffmann, Manager Business Center HR-Solutions

environment proved its value. Upgrading to processors with 64-bit technology was, as he said, 'done in a flash', and system operations continued without interruption; users only noticed the pleasant side of the technological change – in the form of even better response times.

Linked to the zSeries server are three IBM TotalStorage Enterprise Storage Servers (ESS), each designed for 2.5 terabytes. Two are used for the productive system, a third for the development, test and quality assurance systems. Performance, security and scalability make the ESS an ideal component for such complex system solutions with large amounts of data as required by Deutsche Telekom.

IBM **@server** pSeries are used as application servers. Just recently, new pSeries models replaced older IBM RS/6000® systems. Frank Hoffmann didn't leave anything to chance here either: to ensure that the new hardware would live up to the batch load of settlement runs, a small benchmark was run that supplied the basis for the

current configuration. The advanced security requirements – authentication and encryption via smartcard – are met by T-Secure, a program developed specially by T-Systems and certified by SAP.

Naturally, efficiency, reliability and availability also play an important role in personnel management with so many users. Frank Hoffmann is more than satisfied: "We now look back on many years of experience with our IBM platforms, and the stability and reliability perfectly meet all our needs. The recent expansion during ongoing operations has shown that we can count on a linear scalability. For us, this means that the platform also provides reserves for the future. As we also offer our solutions outside the Telekom group, we are thus perfectly prepared for all eventualities and demands."

Integrated time management for 130,000 employees.

The figures from the broad range of applications speak for themselves: in addition to the requirement of producing over 286,000 payroll accountings

monthly via SAPHIR, the newly initiated Employee Self Service solves the problem of recording and administering the time management data of approximately 130,000 employees. With about 16,000 working-time models, this solution is surely one of the largest SAP HR systems in the world. Thilo Hausberg, Project Manager of Time Management, is visibly proud that it was introduced within a relatively short initiation phase with hardly any problems.

Employees record their time management data (working hours, vacation, training, illness, etc.) – usually with the use of a smart card – on one of approximately 2,100 recording terminals; however, data can also be entered over the telephone or by delegation through time sheet representatives (who can also make corrections and rectify errors), or input via laptops with docking stations over the internal network. And thanks to SSL encryption, each employee can safely call up his or her data on their Internet browser. Thus employees always know their time and vacation balances.



SAP BW: the right decision.

In addition to the daily administrative, accounting and time management 'business' for employees, T-Systems has mastered yet another challenge: the introduction of the mySAP Business Intelligence solutions with an SAP Business Information Warehouse (SAP BW). The SAP BW runs in a partition of the zSeries and is therefore fully integrated into the overall system.

In the SAP BW, all personnel business information is collected – now the complete basis for company-wide strategic and operative management decisions in the personnel area. What qualifications do employees have, how and where are they available, what does the age structure, what does the salary structure look like? Almost any personnel policy question can thus be quickly answered and illustrated in comprehensive reports and analyses (query, reporting, OLAP functions). About 600 statistical characteristics, which previously had to be adjusted and/or called up via self-defined interfaces, have now been transferred into the standard SAP BW environment. "We purposely focused on the given equipment and the business content models already supplied by SAP", explains Hoffmann, who is convinced that "the closer to the standards we work, the more secure, economical and universally usable the system will be".

He regards his experience of the optimum interplay of IBM technologies and SAP applications in the last three years as so positive that he is sure he will be promoting further developments on this basis, and making use of them for other customers of T-Systems.



IBM Deutschland GmbH
70548 Stuttgart
ibm.com/de

IBM Austria
Obere Donaustraße 95
1020 Vienna
ibm.com/at

IBM Switzerland
Baendliweg 21, P.O. Box
8010 Zurich
ibm.com/ch

The IBM home page can be found at:
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