



XEPTUM Success Story

At a glance

The customer

Balluff GmbH

Schurwaldstraße 9
73765 Neuhausen a. d. F.

Balluff GmbH, headquartered in Neuhausen a. d. F. is one of the world's leading providers of sensor technology. Founded in 1921 as a mechanical repair shop, the family company now has over 2600 employees and turnover of 335 million Euros (2013) and stands for innovative technology with clear cost/benefit advantages. Balluff has production and development locations around the globe as well as 56 international subsidiaries and representatives.

The project

- Introduction of SAP Solution Manager 7.1 with focus on technical monitoring

Balluff GmbH

Introduction of SAP Solution Manager 7.1

The increasing globalization of the Balluff processes made uniform monitoring a greater necessity in order to keep round-the-clock tabs on the availability and performance of the globally running processes implemented by the different Balluff companies.

The specific requirements derived from this situation were primarily oriented towards the availability of individual technical SAP and hardware components, and their performance. An additional goal of this effort was to reduce the daily overhead of SAP administration while simultaneously increasing and optimizing the stability of the systems. The entirety of the requirements could only be met by active monitoring with appropriately defined KPIs and auto-reaction methods.

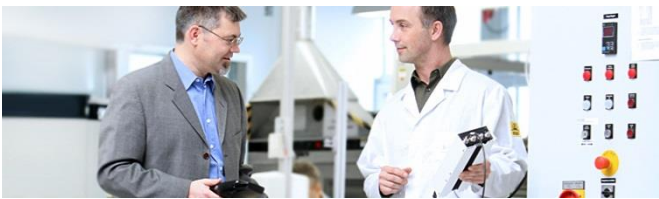
Another objective was to establish the monitoring requirement uniformly within the existing SAP landscape. This would cover not only core items such as hardware and operating system monitoring, but also the monitoring of additional SAP-specific objects such as locking tables and IDOCS.

The best suitable basis for meeting the requirements and objectives was identified as SAP Solution Manager 7.1. This product covers the core items perfectly while also offering additional functionality.





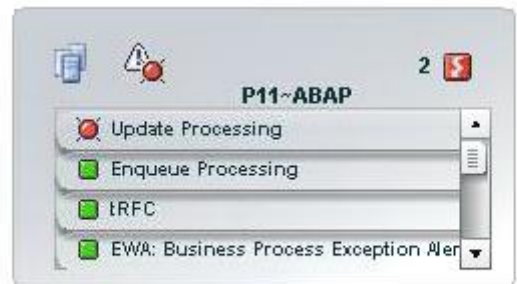
In the first phase of the project, the existing SAP Solution Manager 7.01 was updated to the new release 7.1. The new SAP Solution Manager release provided additional functionality that Balluff used in the current project, but which could also be useful in future efforts.



In the final step, the technical infrastructure for uniform monitoring had to be established. Specifically, the SAP ERP systems and their associated SAP Solution Manager Diagnostic Agents are connected to the SAP Solution Manager and configured within different solution landscapes.

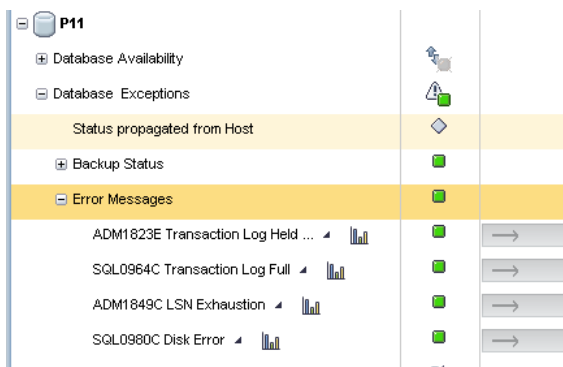
After completing the technical requirements, the KPIs and corresponding organizational background had to be worked out in workshops and defined in templates. Here, not only the templates provided by SAP were used; customer-specific metrics were also prepared.

Along with the project, the customer was also trained in the various functionality of SAP Solution Manager and the details from the different monitoring areas were communicated. As a result, Balluff was able to adapt monitoring to meet their own needs even after completion of the project.



The specific points of the project were:

- Upgrade of SAP Solution Manager
- Establishment of the monitoring infrastructure
- Connection of the different SAP ERP systems
- Definition of auto-reaction methods
- Definition of monitoring templates with customer-specific metrics





Alert Details

Include metrics with rating:

Change Configuration

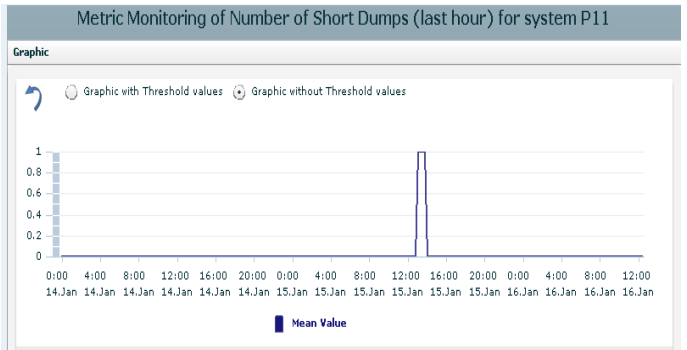
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▼ ALERT_ShortDumps		C11~ABAP~	_C11_00				
▪ Anzahl ShortDumps pro Stunde		C11~ABAP~	_C11_00				23

Customer statement:

We are grateful to XEPTUM for their commitment and pleasant collaboration.

The introduction and configuration of SAP Solution Manager were carried out flawlessly. The associated workshops and later support contributed a great deal to our better understanding of Solution Manager and our better ability to use it. The introduction of SAP Monitoring will allow us to act proactively to problems as they occur instead of simply reacting.

In XEPTUM we found the perfect partner for SAP Solution Manager administration.



reddot design award
winner 2012



Additional information ...

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