

REFERENCE



BADEN IT GMBH

Increase efficiency and customer satisfaction. Reduce downtime.

Industry
IT Services

Software
Libelle *SystemCopy*[®]

2014

CHALLENGE

Service quality is critical to the competitiveness of an IT service provider. In order to ensure smooth and uninterrupted updates of the SAP[®] systems, preliminary tests with current data on a test system are required. Since three systems have to be handled at the same time, it was imperative to find knowledgeable and, above all, available employees to perform the SAP system copies.

SUCCESS

Significant reduction of time expenditure for system copies. Much more relaxed personnel planning. In combination with Libelle **DBShadow**, badenIT was able to further reduce downtime.

SOLUTION

Libelle **SystemCopy**





The effort required for homogeneous system copies has been reduced to less than half

Harald Ruh
Team Leader SAP Basis
badenIT GmbH



Nowadays utilities are much more than just municipal utilities or energy providers. In addition to major tasks such as gas, water, wastewater, heating and electricity, regional and municipal utilities now often provide other services, such as Internet offerings for consumers as well as business customers. As a subsidiary of the utility company badenova, badenIT GmbH in Freiburg is responsible for operating the IT infrastructure not only for badenova's requirements, but also for making the computing power available to commercial users - with the highest service levels.

„Service quality is critical for us in terms of competition. Numerous measures in IT ensure that we can meet our high standards of stability and availability,“ explains Mr. Harald Ruh, team leader of SAP Basis at badenIT. This is particularly important so that companies such as the parent company badenova or other customers can access reliable, up-to-date business IT at all times.

Challenge

Service quality is critical to the competition. System maintenance is absolutely essential

In addition to regular maintenance measures, legally required updates in particular require increased effort in system maintenance. To ensure a smooth and trouble-free update of SAP systems, preliminary tests with current data on a test system are required.

The typical approach to the so-called homogeneous system copy is to create scripts or work through long to-do lists created individually for each system. „Two person-days per system was needed even by our experienced staff for the 130 work steps,“ explains Mr. Harald Ruh: „This to us also involves the cost of time and the outmost concentration. Since we have to handle three systems at once, we face the additional challenge of finding the appropriately knowledgeable and also available employees.“

Solution Approach

Automated system copies. Use competence in a most effective way

„Of course, the allocation of employees for the system copies was primarily a planning issue,“ explains Mr. Ruh: „Holidays or vacations were simply not allowed then.“ The expertise is at hand in the company; after all, badenIT has not only been a reliable IT partner of badenova and many other customers for years, but is also a certified SAP Customer Center of Expertise (CCoE). In its search for a suitable tool, badenIT did not have to look around for long time. After evaluating the system copy solutions available on the market, the decision was made in favor of Libelle **SystemCopy**. Mr. Harald Ruh's team already had good experiences with the asynchronous database mirroring Libelle **DBShadow**.



Success

More relaxed staff scheduling

With the Libelle solution, specialists now only have to spend 0.5 to 1 people-days per system on system copies. At the same time, most of what still needs to be done consists out of monitoring work - of all functions of the SAP infrastructure, of course. The reduction in time is also relevant because, as a rule, the homogeneous system copy must be performed simultaneously for three systems - the network system, the sales system and the CRM system.

This also enables badenIT to provide an even better service to its internal as well as its external customers. Compared to working with lists that were set up and processed manually, this clearly is a noticeable improvement.



Libelle Insights

More flexible maintenance times

The SAP Competence Center at badenIT therefore also lives up to its title in terms of system copies. In addition to reducing maintenance times and planned downtimes, the company has also become more flexible in planning maintenance times and thus even more customer-friendly. For the most diverse customer environments and with a single solution.

Faster allocation of up-to-date QA systems

This improvement is also noticeable to developers, who have to wait less time for the QA system to be updated with production data when an adjustment has been made. This in return speeds up the scheduling of updates, new features and patches. Specific time slots, as they used to to be planned for certain tasks, are no longer required.

Downtimes additionally reduced

At badenIT, the database mirroring solution Libelle **DBShadow** is also in use at the same time. This solution transfers the data of the production system to a shadow database with time delay. Thus, the data of the mirror system is always up-to-date and valid. The SAP administrators at badenIT have taken advantage of this. The system copies are performed with the current data of the shadow database. This provides several advantages: Time slots with low utilization, as its usually is the case, do not have to be looked for, and the homogeneous system copies can be started practically in the middle of the day. „At the same time, we don't have to consider specific actions on the production system, since it is not accessed during the homogeneous system copy. And via the shadow database, we are as up-to-date as the interval we have defined for asynchronous mirroring,“ explains Mr. Harald Ruh.



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