

REFERENCE



BREWHOUSE RIEGELE

Continuous operation and IT automation for a modern brewery

Industry
Food & Beverages

Software
MSSQL Server
Libelle **BusinessShadow**®

Hardware
Virtualised Server
Windows Server

Application
SAP ECC
2-Tier Landscape

2021

CHALLENGE

Disruptions to brewery operations due to IT system failures or human error must not occur because of the just-in-time delivery promise.

SUCCESS

Reliability and protection even against logical errors. Very fast reaction in case of failure. Updates and patches can be performed during operation. Requirements for automation fully met.

SOLUTION

Libelle **BusinessShadow**®





Libelle solutions are powerful tools for an SAP environment

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Passion, dedication and knowledge: with these three ingredients, Brewhouse Riegele has been creating handcrafted beers with a strong character for over 600 years. Over the years, the family brewery has received important awards for its quality, such as „Beer of the Decade,“ „Best Brewery in Europe,“ and „Germany's Brewery of the Year,“ and is recognized worldwide as an award-winning craft beer brewery. These successes were achieved by constantly balancing tradition and modernity. Thus, it was also clear that Brewhaus Riegele relies on modern IT to secure the SAP systems, while at the same time meeting the needs of a regional producer. The brewhouse stands for a respectful approach to nature, environmentally conscious production with predominantly regional raw materials, cultivation of the pub culture with its own beer garden in the heart of Augsburg, and a just-in-time delivery promise.

The IT must ensure an SAP ECC environment and all economic processes from daily deliveries to international and regional customers – as disruption-free and automated as possible.

Regional sales is based on daily planning from pre-sales by telephone to the return of empty containers. The main export markets are northern Italy, all European countries, as well as the USA and, in the future, China (as of 2021).

Challenge

Just-in-time delivery promise

Small and medium-sized enterprises usually do not have a large IT department. The services, including data security and high availability, must be delivered by the IT solutions as automatically as possible and without interruption. For SAP users, a multi-level server architecture and up-to-date patch management are among the minimum requirements. Disruptions to brewery operations due to IT system failures or human error cannot be afforded by Brewhouse Riegele if it wants to keep its just-in-time delivery promise.

For the same reason, standard IT processes must run as automatically as possible. Manual intervention or individual adaptation of templates for patches, up-

dates and other regular tasks must be reduced to a minimum, especially in such a compact IT environment.

Solution Approach

Asynchronous data mirroring for any case

To ensure that all SAP processes – from purchasing and ordering to invoicing and empties handling – run smoothly, the Brauhaus Riegele relies on asynchronous mirroring with Libelle **BusinessShadow**®. The complete solution stands for continuous backup and the shortest possible recovery times for databases and applications.

Success

Continuous SAP operation with a high level of automation

Driving forward automation is essential for a privately owned, medium-sized family brewery today. Thus, Brewhouse Riegele is working to map as many business processes as possible in IT – with the exception of production, because as a traditional company, the brewhouse wants to produce a handcrafted product today and also in the future. For the business processes, automation of the IT processes and continuous operation are an absolute must.

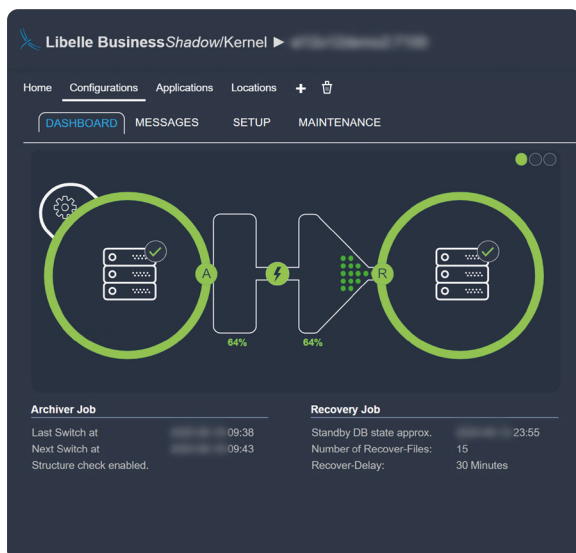
Since 2018, the entire processes – from invoicing and order processing to handling empties – have been processed via SAP ECC. If it were to be down for even one day, Brewhouse Riegele would not be able to deliver and many pub owners would then run the risk of running out of beer.

SAP ECC runs in a two-tier architecture, which in turn is mirrored asynchronously and automatically with Libelle **BusinessShadow** via two separate sections. The largely identical servers and storage systems in the two sections provide fundamental disaster protection

High availability and data consistency

Libelle IT Group's solution delivers comprehensive protection against data loss. Thanks to asynchronous mirroring, in which all transactions are stored in a „funnel“, the traditional brewhouse is also protected against logical errors. This could be the case, for example, if employees accidentally change data and tables.

If the error is noticed, the system can be switched to the mirror system in a matter of seconds. All transactions that are still valid up to the moment when the error event occurred are executed on the mirror database. After a quick switchover, the mirrored SAP environment is ready for operation – with fully consistent data. This makes Libelle **BusinessShadow**



Libelle Insights

Basis of trust was decisive

The choice of solution was easy for the IT responsables due to the long-standing connections to the Libelle IT Group. With Libelle **BusinessShadow** Brewhouse Riegele is convinced that it has a solution that perfectly suits the company. During the implementation of this important solution, the Libelle specialists performed their tasks to the complete satisfaction of the IT responsables and delivered a qualitatively outstanding solution.

fundamentally different from hardware-based concepts such as snapshots, which quickly duplicate all data on redundant drives but also store all logical errors.

In addition to providing reliability and protection against logical errors, Libelle **BusinessShadow** is also the optimal solution for the brewery when patches and updates need to be executed. These can be applied to the mirror system practically during operation, with the productive system continuing to run without interruption. Once a patch has been installed on the test and development system and a test run has been carried out, all changes are transferred to the test system using the funnel principle. Now it is possible to switch from the production system to the mirror with virtually no downtime. The previous productive system is then patched. Using the same principle, the critical areas of the file system are mirrored consistently and uniformly. Likewise, all critical files of the operating system.

Objective of automatization fulfilled

Fortunately, the worst-case scenario – i.e., the accidental loss of data or the failure of a server – has not yet occurred. However, regular tests provide Brewhouse Riegele with the necessary certainty that no data will be lost in the event of an emergency and that the data will be consistent even after a recovery. This means that business processes can continue to run seamlessly. Brewhouse Riegele therefore considers itself well prepared against disruptions to SAP operations caused by failures and logical errors.

The solution from the Libelle IT Group meets the high demand for automation of the essential IT processes and brewing art optimally and cost-effectively. At the same time, it ensures the high availability of all business-critical processes. This means that customers can continue to rely on the punctual delivery of exquisite beers.



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