

# REFERENCE

# NZZ

## NEUE ZUERCHER ZEITUNG

Faster system copies. Less downtime.  
More flexibility.

**Industry**  
Media and  
Publishing House

**Software**  
SAP® MaxDB®  
Linux  
Libelle **SystemCopy**

**Hardware**  
Virtual Machines (VMWare)

**Application**  
SAP® ERP System with MSD,  
FI, CO, and HR as well as SAP  
IS-M/AM, Specialist applica-  
tions

2022

### CHALLENGE

System copies have to be made on a regular basis for 40 SAP systems in 13 instances. This results in a large number of planned downtimes. Due to increased demands on availability, it was becoming increasingly difficult to make a plan for these. Dissatisfaction among developers and also in the specialist departments was the consequence.

### SOLUTION

Libelle **SystemCopy**

### SUCCESS

With Libelle **SystemCopy**, the planned downtimes per run could be reduced from three days to one day only. With up to twelve system copies per year, this is an enormous plus in availability for the up to 880 active users. SAP Basis can once again see itself as a provider for the users and implement their wishes faster.





System copies being created quickly save time and money. Both developers as well as users benefit a great deal from this.

Max Huwyler  
System Engineer / SAP Basis  
Neue Züricher Zeitung AG



The NZZ is one of the largest private media company in Switzerland. It focuses on high-quality, independent journalism and represents liberal perspectives. With its products, it offers its readership and users daily orientation and inspiration.

## == Challenge

### Specialisation

Today, a publishing house is often a media house with a wide range of different products - not only in print, but also on the digital side. YouTube, social media, online editions and this not only for the NZZ itself, but also for the regional editions of the joint venture CH Media. There are subscribers and online users for all products. IT takes on a lot of responsibility: the editorial system with texts, images and videos, subscriber management, the management of advertisements, logos, receipts, invoices as well as forms and credit card transactions for the offers behind the paywall. The logistics for the orders to the printer are also part of the IT.

On the SAP® solution side, the modules MSD, FI, CO and HR are being used here, as well as SAP IS-M/AM for ad management, many of which are linked to the specialist applications via interfaces. The typical dialogue time is 300 to 400 milliseconds, so the SAP basis is well positioned. The MaxDB database contains 4.044 terabytes of live data. Up to 880 active users access the SAP applications.

Today, publishers and media houses are required to be agile and versatile. The demands of the specialist departments on IT are correspondingly versatile and demanding. In this business field, the time factor plays a central role.

Not only do the systems have to have as few planned downtimes as possible, but they also always need up-to-date data models. Many projects run in parallel.

## == Solution Approach

### Fast, faster - when users push

„We have been users of Libelle solutions for a long time through our IT service partner. For us, the challenge was that we had to plan two to three working days for downtimes for each system copy. Since we started working with Libelle **SystemCopy**, this has improved dramatically,” explains Max Huwyler, SAP Basis Manager at NZZ. The stage instances need up-to-date data models. Depending on the project, up to twelve system copies are required each year. With the standard tools, this would mean a planned total downtime of 36 days per year. Only if the projects allow it, could this downtime of the stage systems be shortened.

With Libelle **SystemCopy**, a system copy is normally completed after eight hours. Max Huwyler: „Quickly created system copies save time and money. Both developers and users benefit greatly from this.”

The copies can be selectively distributed across the systems. The productive systems can thus be controlled very well via the restore process. Other concepts, such as pulling copies out of snapshots, are not suitable for the range of tasks of a system copy, which is precisely specified by SAP SE in the course of system maintenance. „We have had very good experience with Libelle **SystemCopy** over many years,” says Huwyler.

Solutions from other database providers were also investigated. The Libelle solution for system copies had the best price-performance ratio for our needs. Today, the SAP Basis administrators at NZZ can automate the 250 or so tasks of a system copy at the push of a button. One control glance is enough,” says Huwyler.

## == Success

### Drastic reduction of planned downtime

Planned downtime has been reduced from two to three working days to even less than one working day. The systems are now available for developers and users - depending on the need for system copies - up to 24 days more per year, because they are not blocked by maintenance days. In addition, SAP Basis Support at NZZ can therefore plan the shutdown much better. „Colleagues appreciate it when IT checks in and communicates the current data status onto the systems,” says Max Huwyler, and he adds: „In view of the rapid development in IT, a quickly created system copy is indispensable.”

### Up-to-date data for test and productive operation

There are always changes in the processes. Then processes, interfaces change or new partners are being connected. Each of these changes must be tracked and run through on the development and test sys-



## Libelle Insights

**Implementing developers' and users' wishes quickly**  
 Libelle **SystemCopy** has been in continuous use at NZZ for more than seven years and regularly proves its worth in everyday SAP Basis. „The support from Libelle is sensational,“ Huwyler praises the commitment of the Stuttgart-based software provider. „Regular updates ensure smooth operation and do not cause any problems. Sometimes processes change at the NZZ, which are quickly implemented by Libelle support.“ Huwyler sums up: „With **SystemCopy**, SAP Basis sees itself as a provider that can quickly implement the users' wishes.“

tems in a timely manner. This is only reliable if the database on the test systems is the same as the database on the production systems. Especially with the applications on FI and SAP IS-M/AM, new security connections are always being imported into the environment.

### Manual copies are passé

„The specialist departments keep coming up with requests,“ Huwyler explains: „and we have to produce the implementation faster and faster.“ Thus, the sharing of data analyses is growing, which also demands changes in the applications. In the past, the data was outsourced manually. A beta restore of the productive data was created for the test systems. This sometimes involved renaming SQL databases or tables. This was above all time-consuming and, like any manual intervention in IT, also dangerous.

„Libelle **SystemCopy** is the magic button with which we can always make our developers happy quickly,“ Huwyler adds with a smile.



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