REFERENCE

sto

STO SE & CO. KGaA

Secure system copy for patching and maintenance

Industry
Building Materials /
Construction Chemistry

Software
Libelle *SystemCopy*

2018

CHALLENGE

Digitalization is having an effect at the construction supplier STO: here, almost all business processes are digitalized. The goal is to produce building materials in consistently high quality. In order to keep the SAP® system always up to date and secure, SAP system copies are necessary. Until now, these were very time-consuming, especially the postprocessing.

SUCCESS

Very fast implementation and customization of the solution. Six copies were created by the end of a week. Test phase was convincing: copies were made with the ERP and HR systems, among others. 2.5 terabytes were copied within six hours and 200 gigabits in three hours.

SOLUTION

Libelle *SystemCopy*

> ## Post-processing takes significantly less time with **System**Copy than with other solutions

Juergen Griesshaber
Senior System Engineer
Sto SE & Co. KGaA

Sto SE & Co. KGaA in Stühlingen, Germany, is represented around the globe as a leading international manufacturer of products and systems for coating buildings: in 38 countries and with 50 subsidiaries. It is also the world market leader for external thermal insulation composite systems and offers its customers a broad portfolio of paints, plasters, varnishes, ventilated curtain facade systems, acoustic systems, and much more. The yellow Sto buckets are well-known. Digitization is having an impact at the building supplier Sto SE & Co. KGaA: almost all business processes here have been digitized. The goal is to produce building materials of consistently high quality. System refreshes are also necessary in order to keep the SAP® system up to date and secure.

Challenge

Best possible IT service for employees at all sites

With an end-to-end SAP environment with more than 3,200 named users, the IT managers want to ensure that employees at all locations receive the best service possible. „SAP is a core application for us and it has to work," says Steffen Freitag, Expert System Engineer at Sto Group Applications. The 60-strong IT department is where the threads of a complex IT landscape come into place. No matter whether it's high-bay warehouse systems, forklifts, production facilities, administration, logistics, or customs documents − the system has to run. That's why system copies are regularly required when patches need to be applied, systems need to be adapted to changed conditions or new software needs to be installed.

System copies for the SAP environment can be time-consuming. Especially the post-processing work. „We try to stay in the background as much as possible with system support and patches. Users expect a high quality of service," explains Jürgen Griesshaber, Senior System Engineer Sto Group, SAP Basic Services. For some solutions around system copy, the SAP Web Services files seem to be a challenge. Individual tables and Internet references that do not exist on the

copied system are probably among the reasons that the web services are inconsistent after the copy. Post-processing was often necessary. It was not only because of such difficulties that a change of provider was considered. The behavior of software providers in the event of bugs or service requests also met with incomprehension from the user. The new solution was to perform refreshes just as easy, quickly and with the highest possible quality.

Solution Approach

Requirements specification for system copies

After experiences with other solutions had often been cause for annoyance, the SAP managers decided on Libelle **System**Copy. As with the predecessor solution, the SAP managers responsible, Steffen Freitag and Jürgen Griesshaber, not only trusted the presentations and product promises, but also presented the vendors with a requirements specification. Among other things, they asked for hard facts such as the actual total costs over five years and soft factors such as the employees' detailed knowledge of specific SAP configurations and customizing.

Extensive test phase impresses

The decision in favor of the Libelle **System**Copy software solution was preceded by an extensive test phase. System copies were carried out with the ERP and HR systems, among others. In the process, 2.5 TB were copied in six hours and 200 gigabytes in three hours. „The installation of the Libelle solution went as promised. After the software was installed, the templates provided were customized to our settings and naming conventions, and the system copies could be started. By the end of the week, we had created six copies," says Griesshaber.

Sto is currently testing the flexibility of the Libelle solution. In the process, a Java instance is to be refreshed using Libelle **System**Copy, first on a sandbox system and later also on a QA system. In this way, Java instances will also be copied easily and conveniently between systems using the Libelle tool in the future.

— Success

Cleanup after system copies shortened

The problems with the files for the SAP Web services were resolved by the Libelle specialists quickly and within the scope of the contract.

„The post-processing work takes much less time with **System**Copy than with any other solutions," reports Griesshaber, adding, „Previously, the cleanup work required more than a day." Even the tables for the web services, which were not copied correctly at the beginning, are copied correctly after the adjustment by the Libelle employees. For these tables in particular, the predecessor tool had caused considerable rework and bug fixes, he said.

Then, in the spring of 2018, system copies were made for all sandbox and quality assurance systems in turn using Libelle **System**Copy. From a purely technical point of view, processor performance and network throughput provide the parameters. Nevertheless, the system copies run faster with Libelle **System**Copy – perhaps because less preparatory and post-processing work is required, as suspected by Griesshaber.

— Libelle Insights

Service promise fulfilled and product usage expanded

„We encountered the responses we expect from a software supplier for all of our questions to Libelle. The response time for a ticket is less than two hours and often the solution arrives by then," confirms Steffen Freitag.

Would like to learn more?

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