

DYNAMIC SERVICES FOR SAP® SOLUTIONS FOR JENOPTIK

With reduced operating costs and pure innovation, Jenoptik is ready for a dynamic and successful future

The SAP system at the Jenoptik photonics group faces various challenges including globally distributed sites, a number of sensitive products and a high level of market dynamism. In addition, acquisitions give rise to operational enhancements that need to be quickly integrated into the system. With the transition of Dynamic Services for SAP® Solutions to the latest platform release, which includes SAP-HANA® support, T-Systems provides the best conditions for dynamic growth combined with a high technical level of innovation. One of the key contributing factors to the contract extension was T-Systems' consistent individual and highly professional support, even for the most complex challenges. In addition, Jenoptik values the platform functions gained, such as support for SAP-ASE and HANA® databases, IPv6 support and new disaster recovery functions, such as synchronous mirroring of data in two data centers.

AT A GLANCE

- Continuation of the existing contract for Dynamic Services for SAP® Solutions
- Providing of 87,680 SAPS
- Increasing of availability from 98 % to 99.7 %
- Individual and personally support
- Proof of Concept for SAP HANA® with test from Simple Finance for SAP FI/CO system
- Establishing of an innovation partnership between Jenoptik and T-Systems

THE REFERENCE IN DETAIL

THE CUSTOMER. Jenoptik is a globally active, world leading photonics company with a presence in more than 80 countries. Its origins go back to 1846, when Carl Zeiß opened his optical workshop in Jena. The foundation of the business is optical technologies in three segments: Optics & Life Science, Mobility and Defense & Civil Systems. Customers are primarily recruited from the automobile, semiconductor supplier and aerospace industries as well as from the medical, safety and military engineering sectors. As a flexible medium-sized company, Jenoptik supplies everything from standard products to modules and highly complex, customer-specific solutions. Their sustainable orientation is manifested in the design of forward-looking megatrends in the digital realm, health, mobility and efficiency, infrastructure, and security. In 2014, the company's approximately 3,500 employees generated revenue of around EUR 590 million.

THE TASK. In 2013, T-Systems took over the existing SAP outsourcing contract from a medium-sized provider. Jenoptik wanted to position itself more strongly over the long term for an ERP consolidation project. With T-Systems at its side and the "Dynamic Services for SAP® Solutions" solution, the necessary SAP capacities can be managed and eliminated dynamically on a monthly basis depending on the project requirements. At the beginning of 2015, the two companies created a criteria catalog to consolidate the SAP services for the contract extension. They decided to use the latest dynamic platform from T-Systems as of the beginning of 2016. Jenoptik attached particular importance to precisely specified restoration of the systems in the event of a catastrophe, in particular due to its global activities and the sensitivity of its product areas. In terms of innovation, the entire system is to be designed so that the company is prepared for the dynamic operation of SAP HANA®. Jenoptik also values the professional support and consulting from qualified SAP specialists.

THE SOLUTION. In the scope of a several-year contract, Jenoptik receives the "Dynamic Services for SAP® Solutions" solution on the basis of the latest T-Systems platform release. They have concluded a service level agreement for a disaster recovery solution based on synchronous mirroring in a twin-core data center. In addition, a backup is located in another cell of one of the two data centers. With the use of the new platform, six SAP systems are provided with the service level "Fulltime HA DR". Further SLA disaster recovery systems can be ordered at any time by means of a change request. This increases the availability of the DR systems from 98% previously to 99.7%. It is possible to mix different storage types (BIS and BIS High). For the SAP landscape, consisting of, among other things, HCM (Human Capital Management),

ERP (Enterprise Resource Planning), CRM (Customer Relationship Management), ADS (Adobe Document Services) and GTS (Global Trade Services), a total of 87,680 SAPs are provided.

Jenoptik and T-Systems are collaborating on follow-up topics that are envisaged as enhancements to the main contract:

- Proof of concept for an SAP-HANA® scenario including testing of Simple Finance (S/4HANA Suite)
- Dynamic HANA as an equal dynamic service model for tailored data center infrastructures
- Transition from Oracle databases to Sybase ASE
- Setting up a Business Warehouse system (BW) on SAP HANA®
- Collaboration also in areas such as Application Management
- Pinpointing synergies and trends in an annual innovation workshop

THE BENEFITS. With the basic SAP operation of Dynamic Services for SAP® Solutions, Jenoptik receives the required system flexibility to continue flexibly adapting the services and the associated costs to business trends. Thanks to the requirements-oriented provision and billing without the need for the company to invest in hardware itself, budgets are freed up for innovative projects. T-Systems was able to meet all the requirements for high availability, including the necessary data protection for sensitive data and data security in accordance with German law, to Jenoptik's utmost satisfaction through mirroring and operation in a twin-core data center. Thanks to personal support, Jenoptik can rest assured that adjustments will be implemented speedily at all times. In general, the new solution contributes to Jenoptik's clear forward-looking approach. In this regard, the consolidation of the SAP services combined with a simultaneous technological advance to the latest platform release is a key component of continuous innovation – including when it comes to more extensive use of SAP HANA. For Jenoptik, as a product manufacturer, Industry 4.0 is a deferred topic, for which T-Systems can also provide support with fast broadband networks for transmitting complex application data of this type.



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