

# Off to a successful start

Clariant is relying on SAP services of T-Systems since more than 20 years and in the future, it also has Telekom subsidiary on radar as their innovation partner



**«T-Systems is our stable, reliable partner for introducing and implementing innovative solutions.»**

Bernd Ehret, Head of Global IT Application Development at Clariant

The flight to New York could actually take off, if the climatic condition in winter would not have been extreme. The journey can begin after soaking with Clariant de-icing/anti-icing fluids. People handle the products of Clariant directly or indirectly in everyday life. As a globally leading company for specialty chemicals, Clariant is reliant on fail-safe, flexible IT systems. Not only because the task of drifting away the snow in most adverse situations does not stop. T-Systems operates especially the SAP landscape of Clariant since 1997. The introduction and implementation of innovative and competitive solutions is a significant objective for Clariant. These developments must have been and must be always mapped in the IT landscape. Clariant's all-time trust partner: T-Systems. During the first contract renewal in 2015, mainly the Clariant data center was migrated to the DCS 3.0 platform subsequently followed by the latest, early contract renewal in 2018. Everything is designed in such a manner that Clariant can perform necessary customization in the system landscapes at any time, in order to flexibly react to the changes.

## Customer

As a globally leading Swiss company for specialty chemicals, Clariant AG with around 17,900 employees working for the customer makes a vital contribution for value creation with innovative sustainable solutions in the most diverse industries. The portfolio is designed in such a manner that specific requirements can be met as precisely as possible. Simultaneously, the research and development division of Clariant strives to meet the current most important trends. These include energy efficiency, renewable raw materials, emission-free mobility and the careful handling of limited resources. The business units are subdivided into three business areas: Care Chemicals, Natural Resources, Catalysis.

## At a glance

- Collaboration between Clariant and T-Systems since 1997 for operating SAP landscape and SAP-related systems.
- The continuous innovation process is supported by T-systems with customizations in system landscape.
- First contract renewal in the year 2015 with migration of Clariant data center to DCS 3.0.
- Subsequent, early renewal of contract in the year 2018.
- All the business-critical SAP core applications of Clariant run on the infrastructures operated by T-Systems.
- Clariant benefits from the highest reliability, scalability and requirement-based callable services.
- Due to high standardization and flexibility, customizations in system landscape can be represented quickly at any time.
- T-Systems is consulted not only as data center provider, but also as innovation partner.

# Reference in detail

## Challenge

Since the beginning of the collaboration between Clariant and T-Systems in the year 1997, IT landscape has been tested multiple times by Clariant; for example, by acquiring Süd-Chemie AG in the year 2011. Also here, T-Systems supported the migration of data centers, without impacting the current operation. Among other reasons, this one triggered Clariant, to decide for a changed, service based contract, in order to be able to finally react to such requirements in quicker and more flexible manner. Thus, the contract was renewed in 2015, which also included the migration of Clariant data center. Clariant can align SAP services to DCS 3.0-Plattform as per requirement, without worrying to determine hardware and depreciation period. In 2018, due to economic considerations, led to the decision to renew the existing contract with T-Systems ahead of schedule and lay a new foundation for the strategic partnership.

## Solution

Today, all the business-critical SAP core applications of Clariant run on infrastructures operated by T-Systems, from merchandise management to warehouse and logistics. T-Systems operates the global SAP landscape with SAP basis services, which sum up around 90 percent of the overall performance, and it is highly available on DCS 3.0. Also, T-Systems is responsible for the operation of 93 SAP HANA® databases. In addition, SAP-related services are available on four smaller environments and SAP archiving services, based on OpenText. The MS SQL services add the SAP-related services and also MS Active Directory services for the operation of approx. 68 SAP-related Windows servers. Security services consisting of corresponding Firewalls, such as Airlock Web Application Firewall ensure the necessary protection against unauthorized access.



## Customer benefit

Generally, in the chemical industry, the plants work for 365 days and 24 hours. Thanks to the highly available SAP infrastructure and security services, the controlling IT systems run 24x7 for planning, work preparation, raw material supply, production and delivery in fail-safe manner. For example, de-icing/ anti-icing fluid always leaves the port on time and it is equipped with all the accompanying documents, so that the flights can adhere to their flight schedule even in case of extreme weather. High efficiency of the solution is strengthened even more by the services that can be called based on requirements; as Clariant saves investments in individual hardware. In case of challenges, which provide a continuous innovation process, the standardized IT systems can be flexibly merged and scaled but they can also be separated from each other. With HANA databases, Clariant could reduce the time required for the complicated report creation from several days in the past to a short duration. Soon it becomes clear, how many de-icing/anti-icing fluids must be produced for the coming season and thus, the raw material must be purchased.

«With T-Systems, we were very satisfied and well-positioned in all the years. The next major joint SAP project will be surely the S/4 migration. Even if it would mainly deal with Cloud services, we rely on T-Systems», says Bernd Ehret, Head of Global IT Application Development at Clariant. «Today, T-Systems means much more to us than only a data center provider, we appreciate T-Systems as dynamic partner for innovations. »

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