

IS4IT Case Study

STERNJAKOB GMBH & CO. KG

AT A GLANCE

High performance and efficient SAP operation ensures the future for Sternjakob

COMPANY

Company:	Sternjakob GmbH & Co. KG
Headquarters:	Frankenthal
Industry:	Consumer goods
Products and Services:	Scout trademarks (Satchel), hardware (luggage) 4YOU etc.
Employees:	136
Internet address:	www.sternjakob.de

SUMMARY

“SAP is critical for our company; all business processes are represented there. If SAP is unavailable, there are no orders, no deliveries, no invoices, no salaries. Production is also limited. Because a high-performance infrastructure is absolutely essential for us, we must be able to count on our partners.

IS4IT was first recommended to us by an SAP partner just as specialist for the FlexFrame platform. Today we work with IS4IT on projects ranging from converting SAP-based support to database administration, because its depth of FlexFrame and SAP knowhow makes optimum operation much more efficient. As far as FlexFrame is concerned, we rely 100% on IS4IT. We buy the hardware, maintenance and all services from IS4IT and thus have an all-round carefree package, which is really reliable and economical.

What’s very positive in my view: the employees are not only technically competent, but also extremely cooperative and communicative – almost like our own colleagues. In case of failure, we have direct contact to support through the Service Level Agreement with IS4IT. Problems are usually solved within minutes by remotely switching into our system. The beauty of it all is that the consultants who installed the system also support us. We can depend on IS4IT.”

Günter Beres, IT Director

PROJECT GOALS/CHALLENGES

1. Obtain powerful servers for SAP upgrade releases.
2. Upgrade SAP environments to Oracle Database 11g R2.
3. Select a scalable environment that offers long-term investment security.
4. Optimize the availability of the SAP system even in the event of a disaster.
5. Reduce administration costs by introducing a low-maintenance environment.
6. Centralize storage to ensure high availability and performance.
7. Maintain the environment with a contact partner which can also provide the necessary support.
8. Integrate "Backup Island" SAP into the existing company backup concept.

DECISION FOR IS4IT

1. Comprehensive vendor-independent consulting.
2. Broad expertise in virtualization, SAP, Oracle, server and storage solutions.
3. Long-term personal care by a dedicated project consultant.
4. Highly competent, engaged and reliable employees.

SOLUTIONS

- Design and commissioning of ultra-modern, resilient infrastructure as technology-basis for SAP operation with the components:
 1. FlexFrame for SAP
 2. PRIMERGY RX300 S6 Server
 3. NetApp FAS3210 Metrocluster
 4. NetApp NearStore
- Define and implement a disaster-recovery concept at the Nuremberg site.
- Base first and second level support on an IS4IT-FlexFrame support contract. Third-level support (Fujitsu) is handled by IS4IT.
- Implement SAP migration and conduct administrative tasks for the SAP environment through long-term support.

BENEFITS

1. More powerful hardware with fewer components reduces complexity, power consumption and space requirements.
2. Flexible and scalable IT infrastructure prepares for future growth and protects the investments made.
3. High availability of ERP applications even during catastrophes thanks to the disaster solution across nationally distributed sites.
4. Reduction of administrative effort and operating costs.
5. Long-term support of the environment by specialists who were also responsible for introduction guarantees efficiency.

PARTNERS INVOLVED

FUJITSU Technology Solutions