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Alliance Overview | IBM

I²O – Intelligent IT Operations with IBM Dynamic Infrastructure in SAP Environments



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Your Advantage

Enhance your IT Operations of complex enterprise applications through:

- **Increased Efficiency**
by utilizing tools to support you in the right areas
- **Greater Effectiveness**
by transferring intelligence from people to tools / solutions
- **More Innovation**
by moving intelligence from operations to planning

The I²O study examines the impact of the IBM Dynamic Infrastructure® solutions on the three dimensions that influence IT Excellence – efficiency, effectiveness and innovation.

The Challenge

On the way from business enablement to fulfillment, IT meets the following challenges within the SAP environment:

- Increasing complexity through horizontal integration of the SAP application landscape
- Limited scalability of operations / processes
- Tracking and justification of operation efforts in contrast to innovations efforts
- Scale up versus scale out architecture of the SAP infrastructure

Intelligent IT Operations creates the basis to manage application complexity of horizontally and vertically integrated SAP landscapes by leveraging smart ways to operate IT.

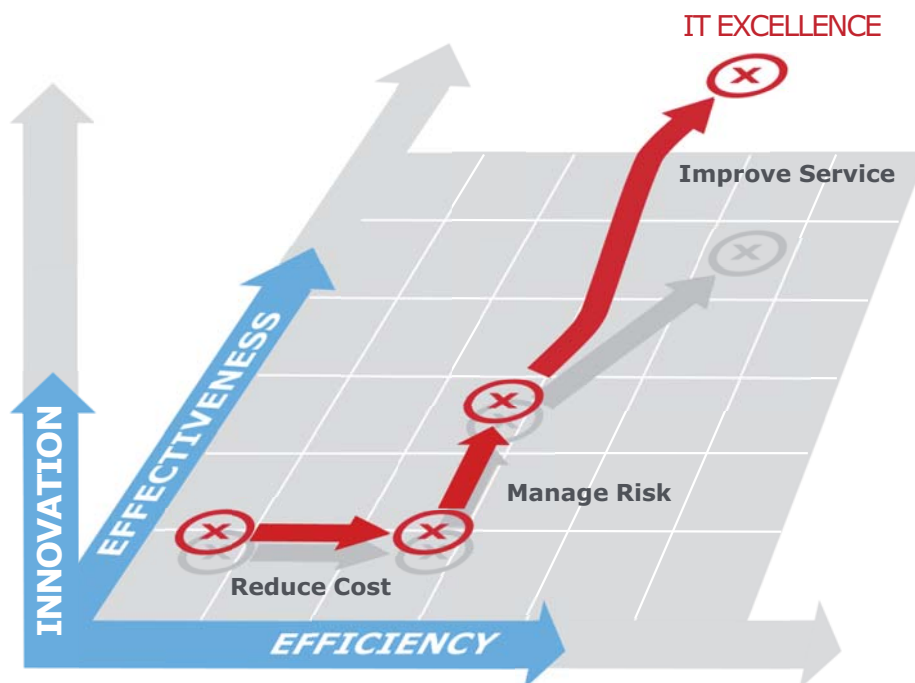
Intelligent IT Operations is

the property to

- understand **where** you are
- conclude **what** you have to do
- decide **how** you will realize it and what you need for it

and therefore the prerequisite to reach **IT Excellence**.

IBM Dynamic Infrastructure intelligently supports clients in improving services, reducing costs, and managing risks.



What is out there? Customer Case Study

Using the dimensions of IT Excellence to demonstrate measurable and correlated results we interviewed five IBM customers with an advanced SAP environment. We collect factual and unbiased information as well as participants' opinions in order to depict the influence of the IBM Dynamic Infrastructure solution portfolio on the mission to achieve IT Excellence (the full study is available on request).

Throughout the I²O study we saw various ways of how IBM technologies and solutions were implemented to support the intelligent operation of the SAP environment.

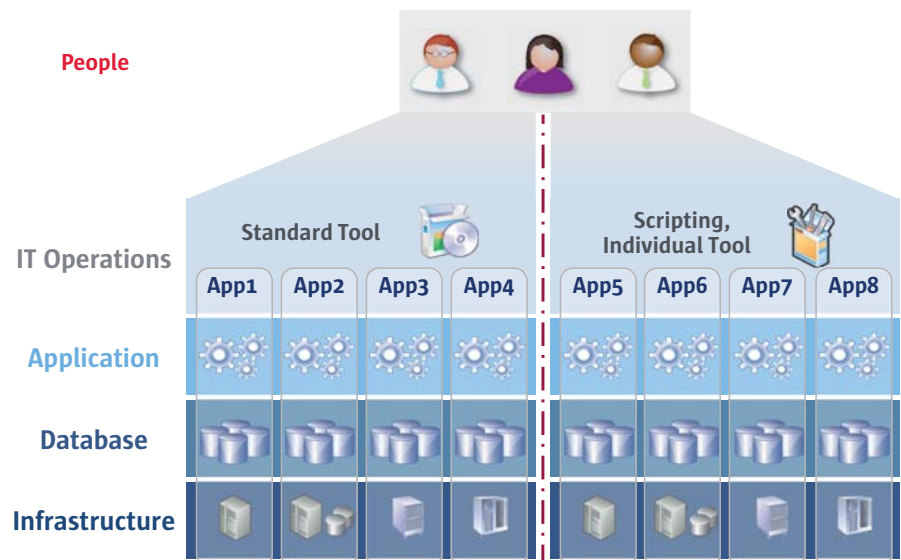
What's holding you back?

Truly reaching IT Excellence through intelligent operations means to select the right ingredients in the right amounts. The technologies and principles are available, but they need to evolve into an integrated approach.

Evolution of I²O

The development of a thoroughly intelligent way of operating IT environments always starts with the people involved in the job. **People** are the most flexible tool in IT, they are creative, analytic, see the causes and risks in an action, and store huge amounts of knowledge in their heads – but they tend to get tired in repetitive tasks, and demotivated by too many things happening at once.

That's where tools come in: **Standard tools** take a bit of their designers' intelligence and put it into action to make the common and repetitive operator tasks less of a drudge. They need the operator to use them intelligently and to bridge the gaps that they possess; but their greatest downside is that there are plenty of them, and they ignore each other. The interface between all those tools is the guy in front of the keyboard.



It gets a little better with **individual tools**, which can be shaped by the organization they're used for: Customization, scripting, scheduling, event-based triggering, and custom interfaces directly benefit from the operator pouring his intelligence into the tool. The tools that come out of that are highly efficient in what they do, and allow for the operators to sit back and watch, and tweak if necessary. But they only work in their area, in a specified setup, "think" in the specified way of their designer. If an integration project or a migration knocks at the door, individual tools suddenly turn into a black hole for IT operating efforts.

The evolution reaches a point where the guys in front of the keyboards get swamped by too much switching between tools and manual procedures, tweaking semi-automated routines and tuning scripts to work with the newest upgrades, enhancement packages, and service bulletins. We call that point the **Threshold**.

How to Proceed beyond this Threshold?

Intelligence goes beyond operations tasks. The threshold is the point to cross that boundary by changing the perspective from single initiatives and isolated tools to an integrated approach. As the IT environments become more complex, the number of operations tasks grows exponentially, making it necessary for tools to integrate over the landscapes, and to automate tasks across environments while using a common, standardized framework.

People will continue to be the basis of IT operations, but the professional focus changes from being the guy in front of the keyboard, triggering one tool after another. A transformation from operations to planning and coordination is necessary; intelligent people need to become the architects and coordinators of a solution suite that understands IT operations as a service.

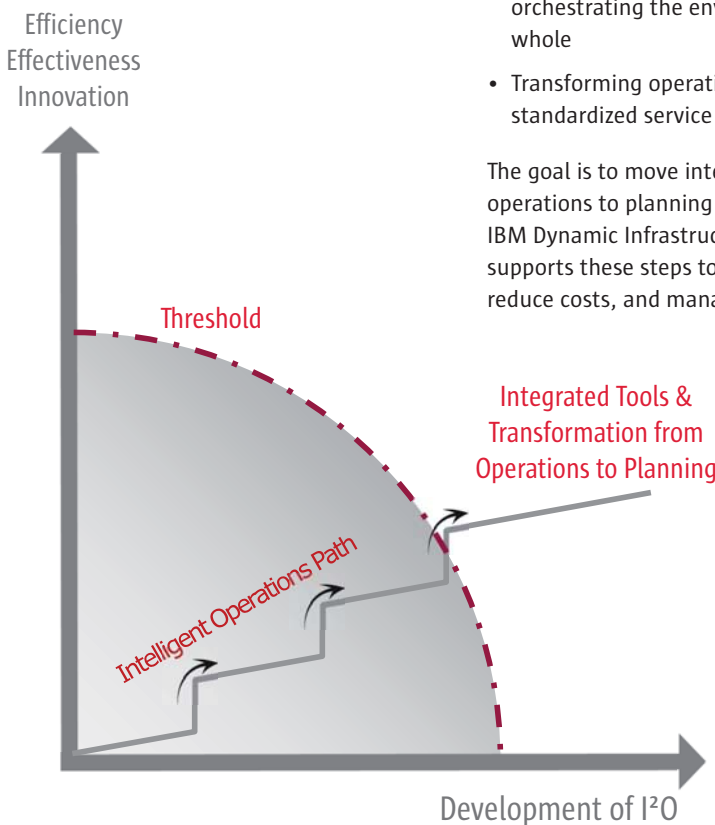
Approach – Steps to the next level of I²O

- Shift of focus to coordinating and orchestrating the environment as a whole
- Transforming operational tasks into standardized service elements

The goal is to move intelligence from operations to planning and coordination. IBM Dynamic Infrastructure intelligently supports these steps to improve service, reduce costs, and manage risk.

What others have done

- With a strategic selection of PowerVM, a client increased his computing capacity by 400% in 3 years while cost per managed GB and SAPS were reduced by 50%.
- Over multiple Power systems generations, a large logistics provider reduced the payroll processing of 140.000 HR records from 36 hours to 7.
- Using storage virtualization technology, a hosting provider reduced the time effort for system copies from 5 days to 2. Further process improvements will lead to 0,5 days per system copy.
- DB2 database compression reduced the DB size by 50% for a client, making the migration to unicode possible in only one weekend.
- The strategy of one platform, one solution, one tool has kept business stable and growing for years for a medium-size businesses IT provider.



IBM Dynamic Infrastructure®

IBM offers a strategy for designing and evolving business and IT infrastructure that enables organizations to move beyond simply addressing the daily operational challenges. A strategy that transcends physical boundaries to improve service delivery, drive down infrastructure costs and help manage risk. The IBM strategy helps deliver a shared, integrated and highly available infrastructure that can address today's challenges and tomorrow's opportunities.

Organizations running SAP applications can build a dynamic infrastructure via multiple initiatives, each providing incremental value and helping improve overall operations. Dynamic infrastructure initiatives include:

- Service Management
- Asset Management
- Virtualization / Consolidation
- Energy Efficiency
- Business Resiliency
- Security
- Information Infrastructure

BearingPoint Offering

If this information has made you think about your own environment, and possible benefits of I²O, BearingPoint can offer you:

- An on-site quick scan of your SAP operations environment, carried out by a BearingPoint and IBM team
- A benchmark of your needs, your goals, and your target compared to the capabilities of I²O results
- The BearingPoint Business Case methodology will deliver a transparent and comprehensible total cost projection from an IT budget perspective
- Effects and benefits in using different I²O scenarios are provided as a base for your individual decision

Contact us to envision and execute your path to IT Excellence and create a sustainable business advantage.

Helping our clients get sustainable, measurable results

BearingPoint is an independent management and technology consultancy. Owned and operated by its Partners throughout Europe, BearingPoint provides its clients with the best possible value in terms of tangible, measurable results by leveraging business and technology expertise. The company currently employs 3.250 people in 14 European countries and serves commercial, financial and public services clients. BearingPoint offers its clients a seamless cross-border approach, strong focus on results, an entrepreneurial culture, profound industry and functional knowledge, as well as solutions customised to clients' specific needs. The firm ranks high in client satisfaction, has long-standing relationships with reputable organisations and is seen as a trusted adviser. BearingPoint has European roots, but operates with a global reach.

For more information, please visit: www.bearingpointconsulting.com

For more information on the study, we would be glad to provide you with a detailed presentation deck.

IBM has a long history of helping clients transform their business models and integrate their business and IT environments. IBM's leadership in industry and business solutions has helped organizations better align their corporate assets with their strategic initiatives and achieve their requirements to improve service, reduce cost and manage risk. And IBM has a broad spectrum of hardware, software and service offerings that address all of the key infrastructure requirements for businesses running SAP enterprise applications.

For more information on IBM, please visit: ibm.com

For more information on the IBM and SAP alliance, please visit: ibm.com/solutions/sap

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