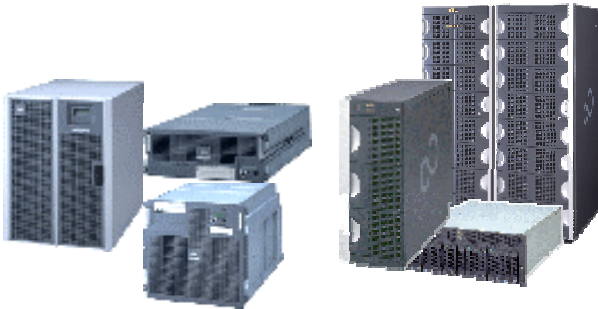


### mySAP.com



UNIX Server  
PRIMEPOWER

ETERNUS3000  
Storage Systems



TUV Rheinland is a Cologne based international service group that documents the safety and quality of new products, systems and services in line with standards such as ISO9000/14001. The core business systems of TUV Rheinland Japan Ltd. were constructed using SAP R/3 and as well as electrical safety standard while they corresponded to the business, difficulties were being experienced in meeting the additional requirements of their expanding operations. This required migration to a later release and the adoption of new or additional hardware. A Fujitsu PRIMEPOWER, (Solaris™ Operating Environment based UNIX® server) was adopted as the platform for the new system. This was based on the excellent performance and reliability of the system environment together with levels of availability essential to the mission critical nature of the business.



TUV Japan 's SAP  
Asia Manager

Rainer Schimpf

#### Running professional inspection and certification business on a global basis

The TUV Rheinland Corporation was established in Germany over 130 years ago as an inspection agency for items such as engines and steam boilers. Their independent safety inspection and certification activities and neutral standpoint has continued and expanded to cover an ever-wider range of products in over 40 countries worldwide. The company aims to continue to

develop and maintain a firm position as the leading organization in this industry.

TUV Rheinland Japan Ltd. is the servicing outlet of the company in Japan. "Many organizations use the services we offer across a variety of fields including product safety inspection, ISO9000/14001 certification and IT security in the Japanese market." Says Rainer Schimpf, Asian coordination manager for TUV Rheinland Japan. "I emphasize that the strength of our service is that by utilizing our high levels of technical skill and global network we can support the innovation of our customers."

In Japan and the Asian region there are many tier-one enterprises in the automobile and IT industries. TUV provides secure support for such advanced enterprises. "It is an especially important role the Asian group plays in within the developed worldwide TUV group," says a proud Mr. Schimpf.

#### Setting down to SAP System migration fulfilling requirement of multiple languages support

TUV Rheinland group has constructed three data centers in Germany, America and Japan. These support the respective core business services for the European, North & South American and Asian regional business operations. Of TUV's mission critical business systems, SAP R/3 is used for their sales and account management, with the specifications of those R/3 modules standardized for development consistency and maintainability.

TUV Rheinland's Asian group is the operations center for Japan, China, Hong Kong, Taiwan, Korea, Indonesia, Philippines, Singapore, Thailand, India and Vietnam. There the single SAP R/3 service supports 7 languages including English, German, Japanese, Korean, Thai and two kinds of Chinese. "Local users can perform input and receive output in their native language," says Mr. Schimpf. "Further, as all transactions are accumulated in the same database, cross regional business analysis for the whole of Asia can be easily performed.

The core business systems reconstruction project began in the summer of 2001. Mr. Schimpf tells that the main motivation for this was throughput issues with the existing system. "The issue became serious after SAP R/3 was upgraded from version 3.1h to 4.6c and the growth in transactions. In addition the RM Server (Reliant UNIX operating system) made by SIEMENS AG was approached the end of its service life. Thus, we decided to migrate to a new Server and OS environment."



# mySAP.com Case Study

## TUV Rheinland, Japan

The SAP R/3 system for North and South American had been constructed on a base of Windows 2000. But the Asian group maintained their policy of system construction based on UNIX. "We judged that a Windows based system was not powerful enough to achieve our present feature of multiple language support in a resource demanding environment. In addition we understood that a UNIX system is still superior in terms of reliability and stability," says Mr. Schimpf.

### Choosing PRIMEPOWER to achieve 24 x 7 continuous operations

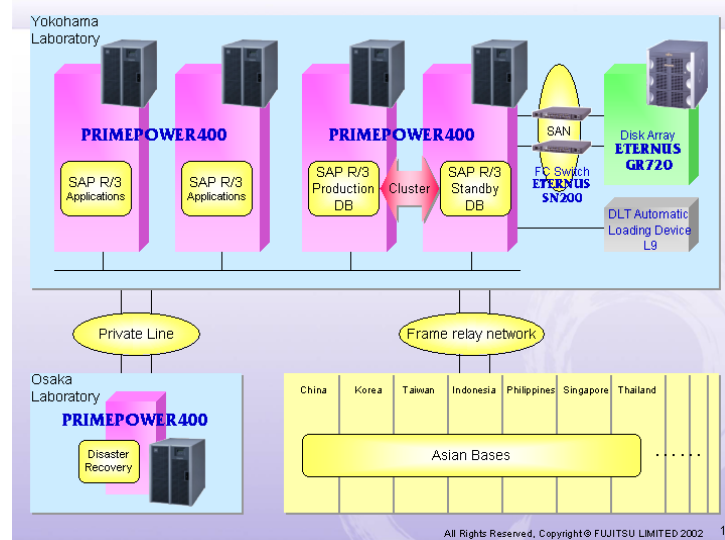
Fujitsu PRIMEPOWER400 Unix servers were adopted as the platform of the new system together with highly reliable ETERNUS GR720 disk arrays (now succeeded by ETERNUS3000). Mr. Schimpf says, "our core business system requires the availability and reliability that can support continual use in a 24hours by 7days operation on a global basis. Fujitsu's winning proposition included a combination of their clustering solution with SAP R/3, an Oracle database and the Solaris operating environment running on the multiple servers each one of which could work as a high-performance and reliable unit. To add to this sense of security, Fujitsu's dependable support network was also very attractive."

Two sets each of PRIMEPOWER400 (one for database server and another for application server) were introduced into the Yokohama laboratory. Database server cluster configuration was achieved using Fujitsu's highly reliant "Safe series" software. An additional PRIMEPOWER400 server was also installed at the Osaka laboratory for a recovery system against natural disasters.

Mr. Schimpf tells, "Fujitsu's unique performance measurement/analysis tool PCT was used during system construction. This convenient tool greatly helped in the authentication and effectiveness of platform sizing for the new system."

### Improvement of performance, reliability, and availability total SAP System-wide

The new system began operation in March 2002 to good effect. "It raised performance, reliability and availability markedly compared to the old system. Plus users across all of the Asian bases voiced their acceptance," said Mr. Schimpf with satisfaction.



Because the old system was not clustered, considerable time was required for job restoration when a fault occurred. With the new system, if by chance the operating node fails, the standby node can quickly take over business processing. "In reality, through system operations by now, a few accidents occurred due to insufficient file capacity being available for the database, shutting down the production node," says Mr. Schimpf "then the waiting node instantly started and within a few minutes we were able to reopen for business without problem."

In the case of disaster recovery, the old system's reliance on tape meant that it could take up to two days to restore the system. With introduction of the synchronous environment of the new system via a high-speed network such restoration can be performed in a few minutes.

"Our migration to the new system went more smoothly than expected with the support from Fujitsu engineers versed in SAP system. I am confident that TUV now achieved the original goal set at the point of starting this project. We wish to continue proposing to our employees new services, for example, direct access to the SAP system from portable telephones in the future. We are expecting further cooperation from Fujitsu as an IT partner of this corporation," Schimpf aspired.

SAP and PRIMEPOWER will keep supporting the business development in Japan and the Asian region of the TUV Rheinland group into the future.

**FUJITSU**

THE POSSIBILITIES ARE INFINITE

### TUV Rhineland, Japan Corporation

#### Headquarters:

3-19-5 Kohoku-ku Shin-Yokohama,  
Yokohama 222-0033

**Established:** 1983

#### Business Outline:

Japanese arm of TUV Rheinland corporation established over 130 years ago in Germany. Performs 3<sup>rd</sup> objective party certification and inspection from a neutral standpoint. Business has development across a wide field including automobile safety appraisal, semiconductor production device safety evaluation as well as ISO9000/14001 certification and IT security services.

**URL:** <http://www.tuv.com/>(global)



Yokohama Laboratory



THE POSSIBILITIES ARE INFINITE

Published by

### Fujitsu Limited

Global Marketing  
Business Development &  
Marketing

Business Strategy & Planning,  
Platform Products

Tel. (+81) 44-754 3658

Fax. (+81) 44-754-3659

World Wide Web:

<http://www.fujitsu.com>

Specifications are subject to change without notice. For the latest detailed information, contact your local representative.

All brand names and/or product names are trademarks and registered trademarks of their respective holders. The SAP and SAP logo, SAP R/3, mySAP.com, and other SAP products, are trademarks or registered trademarks of SAP AG in Germany and other countries. Other company names, product names and the like used in this article are trademarks or registered trademarks of their respective companies.

Copyright © Fujitsu Limited 2003;  
Printed in Japan

Company stamp

Order no.