SAP outsourcing for Swiss aircraft manufacturer with high security and flexibility requirements

TDS EARNS ITS WINGS IN SAP OUTSOURCING FOR PILATUS

Swiss-based aircraft manufacturer Pilatus has gone from strength to strength. However, sustained business growth has made it increasingly difficult to continue managing its SAP systems in-house. In 2004, the company decided to outsource to TDS. The relationship with the IT service provider has been a positive one, and in 2009 Pilatus chose to renew and extend the scope of its agreement with TDS.

Pilatus Aircraft ltd is one of the largest employers in Central Switzerland, with a staff of over 1,200 at its headquarters in Stans.

In the past, the company's entire SAP systems landscape was managed by just two employees. But a growing volume of business, and the need for greater IT flexibility, made the task increasingly difficult to handle in-house.

Extremely high demands

Furthermore, stricter regulations in the aircraft manufacturing sector – brought about by standards such as ISO 9001, for example – increased the effort involved in managing and maintaining Pilatus' SAP systems. The company's data centre also had to meet exacting requirements, such as certification to ISO 27001. And Pilatus itself has very high expectations regarding the availability of its production systems. For late delivery of its aircraft, the company incurs contractual penalties in the tens of thousands of Swiss francs per day.

TDS gets off to a flying start

Pilatus needed a strategic outsourcing partner able to fulfil all these needs. After issuing a call for proposals in 2004, the aircraft manufacturer chose to team up with TDS. "Thanks to TDS' comprehensive skills, we completed the handover of our IT ahead of schedule. The transfer of our systems to TDS' data centre took just two weeks," recalls Christoph Büeler, CIO at Pilatus.

TDS delivered on all counts: the

pictures: pilatus aircraft

Pilatus Aircraft ltd is the world leader in the manufacture of single-engine turboprop aircraft and the only Swiss company to develop, produce and market aircraft and training systems all over the world. Pilatus is one of the biggest employers in Central Switzerland, with a staff of over 1,200 at its headquarters in Stans.

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transfer of Pilatus' existing SAP systems and hardware to the outsourcer's data centre went very smoothly. TDS now provides and operates the data-centre infrastructure for the customer's entire SAP landscape, and has implemented robust security systems.

A comprehensive skill set

The aircraft manufacturer deploys the SAP modules Asset Management, Financial Accounting, Quality Management and Logistics (comprising Procurement, Production Planning, Sales & Distribution, and Human Capital Management).

TDS offers tailored service-level agreements to guarantee the availability and response times required by the customer (for dialog-based SAP applications: 95 percent of dialog steps with a response times under one second). An effective maintenance plan ensures that the latest SAP releases are always deployed for all modules.

"We have very high demands as to the reliability of our SAP systems and corresponding certification, validation and audits of our service provider, its systems and processes. Moreover, predictability and cost visibility are extremely

important to us," states Büeler. "And TDS has fulfilled all these requirements at all times."

Flexibility is key

The customer had many excellent reasons for renewing the outsourcing agreement in 2009 and for choosing to implement upcoming system enhancements with TDS' assistance. For example, the IT provider has used a leading-edge Storage Area Network (SAN) to integrate the formerly stand-alone servers underlying the development, production and quality assurance systems. A shadow database, the sandbox system, and SAP Solution Manager have also been integrated. Pilatus now benefits from a flexible platform that can be extended quickly and easily to meet new challenges and goals.

Pilatus expects flexibility not only from its IT platform, but more importantly, in its day-to-day relationship with TDS. As Büeler explains, "TDS staff have demonstrated that when our needs change, or unexpected events occur, they can respond quickly and efficiently. Direct and personal contact with experts, rapid decision-making, and a focus on customer service are key."

THE PROJECT AT A GLANCE

Challenge:

- Fulfil the high requirements of the aircraft industry
- Provide an SAP system with high availability and rapid response times
- Enable cost visibility as a basis for reliable planning

Highlights

- Rapid transfer of existing SAP systems and hardware to TDS' data centre
- Ongoing operation of security infrastructure and the entire SAP environment (SD, MM, PP,FI,CO,HR,AM, PS, CA, CS, QM)
- Integration of servers via an SAN

Results

- Agreement renewed in 2009
- A highly flexible, secure system

"We have very high demands with regard to the reliability and security of our SAP systems. But flexibility and a practical, businesslike working relationship are just as important to us. TDS delivered on all counts."

Christoph Büeler, CIO at Pilatus

About TDS:

TDS offers IT outsourcing, IT consulting and HR services to mid-sized enterprises and major corporations. The company, founded in 1975, operates predominantly in the German, Austrian and Swiss markets. TDS has been a member of the Fujitsu Group, one of the world's leading IT players, since 2007.

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