CASE STUDY

Storage capacities in the petabyte range

SAP Hosting and Fujitsu

"The operation of internal and external customer systems demands an agile and innovative storage strategy. We are developing this strategy together with Fujitsu and implementing it as part of Managed Storage."

Benno Weidmann**,** Vice President Hosting Infrastructure Management, SAP Hosting

The challenge

Customers of SAP all over the world trust in the efficiency and reliability of its hosting services. Their number is growing, since more and more users are realising that selective hosting is a sensible alternative to in-house operation. Moreover, new on-demand strategies are generating additional demand for hosting services. Growth in both these directions means a huge volume of extra data that needs to be managed, stored, provided and backed-up.

The result is growing demand for online storage capacity and backup volumes. And there appear to be no limits to this growth. In view of this, SAP asked itself whether it ought to manage the required storage volume itself or do what its own hosting experts also recommend to customers: outsource services that are not their core competences and focus on business essentials.

The Solution

Fujitsu was able to put forward a lot of good reasons for winning the storage project bid. The decision-makers at SAP were impressed by its;

- Professionalism in planning and controlling the overall project as general contractor
- Flexibility to satisfy storage requirements on-demand and implement SAP-specific regulations and requirements
- Storage expertise and reliability, as proven in many years of cooperation
- Quality and reliability of the world's first service provider to be certified according to the standards ISO 2000-1(IT-Service Management) and ISO 27001 (information security).

SAP AG: the world's leader
SAP Hosting: a global service provider
SAP AG is the world's market leader in business software, generating annual sales of 10.25 billion euros (fiscal 2007) and employing more than 43,000 people. The company pools its portfolio of managed services and hosting services at its wholly-owned subsidiary SAP Hosting AG & Co. KG. More than 400 customers use these services, which focus on application hosting, remote application operation and application management. Many thousands SAP systems, including the entire IT infrastructure for SAP AG, are operated and supported at the data centers of the hosting service provider.

The project

By assuming responsibility for operation and administration of the entire storage infrastructure, Fujitsu is integrating itself deeply into SAP Hosting's processes. That goes for ensuring high availability and reliability in providing storage for the business processes of internal and external hosting customers, as well as the ability to bill services in line with requirements. This is made possible by a billing model based on the net volume used; "On the basis of this, we can charge our customers to reflect their use of storage exactly", is how Benno Weidmann stresses the advantage of the service provider being highly integrated in the hosting processes.

Towards IT industrialisation

By delegating responsibility for storage to Fujitsu, SAP is following the trend towards division of labour familiar from industry: IT services are procured in standardised form and integrated in its own portfolio of services. Managed Storage solutions from Fujitsu essentially boast key features of this IT industrialisation: extensive standardisation, remote integration, flexible scalability, resource sharing by different customers and usage-based price models.

A record of success

35 years of successful partnership

The collaboration between SAP and Fujitsu dates back to 1972, the year SAP was founded; Fujitsu's mainframe technology was the platform for the first steps taken by SAP's founders in the world of standard software. This evolved into a cooperation that was nurtured at all of the predecessor companies and has resulted in a strategic partnership in which Fujitsu has been accorded an outstanding role in SAP's global network of partners. One of the most recent milestones in the history of this collaboration's success is development of the infrastructure solution "FlexFrame™ for SAP®", for which Fujitsu was awarded the SAP Pinnacle Award in 2004.

Contact

Fujitsu (FTS) Ltd.
Marketing Communications
Email:ukmarketing@ts.fujitsu.com
Phone:+44 (0) 1344 475000