



“For us, the Managed on-premise Cloud Solution combines the benefits of having SAP Basis hosted by the experts at Fujitsu, and retaining control over our sensitive data as our management board requires.”

Michael Kramer
Head of IT
AKG Group

Careful outsourcing with Fujitsu Managed on-premise Cloud for SAP Solutions. The customer retains control over data whilst relieving strain on internal IT department.

At a glance

Country: Germany
Industry: Manufacturing
Founded: 1919
Website: akg-gruppe.de

Challenge

The customer wanted to free up its in-house employees to work on its global SAP rollout and other urgent matters, but did not want to lose control over its sensitive data.

Solution

The Managed on-premise Cloud for SAP Solutions approach combines the benefits of professionally-managed SAP hosting with the ability to keep data and processes running on hardware in the customer's own data center.

Benefit

- Full-service offer minimizes migration expenditure for the customer
- Greater flexibility and minimization of cost and performance issues by having the infrastructure provided to suit the company's needs
- Turnkey package that can grow with the customer's demands over time
- Complete control over data and processes

Customer

Based in Hofgeismar, Germany, AKG Verwaltungsgesellschaft mbH is a service company for the AKG Group, with more than 2,500 employees manufacturing over 2.5 million high-performance cooling systems and heat exchangers each year. The group operates 12 independent manufacturing plants in Germany, France, Latvia, India, the USA, Brazil, and China, as well as 10 additional foreign sales companies, all working around the clock. The AKG Group will celebrate its 100th anniversary in 2019.

Products and Services

- Designing the entire IT environment to meet SLA requirements
- Hardware supplied as needed from a comprehensive infrastructure pool
- Implementation of the cloud infrastructure and SAP systems
- Assuming operational responsibility for the entire system environment
- Flexible billing with pay-per-use or flat models



Complete control over data and services

The introduction of SAP at the German and French AKG offices came with considerable challenges for the IT team at the headquarters in Hofgeismar. Responsibility for introducing and maintaining the first generation of the SAP system was left in their hands. "Our experience with SAP Basis was limited and the expenditure was exorbitant," says Michael Kramer, Head of IT at AKG in Hofgeismar. "Of course, we were able to manage the introduction and operations. But we always had the impression that we weren't able to fully optimize the software to suit our needs."

However, Michael Kramer's preferred hosting solution was turned down by the company's board. For them, having sensitive data from the ERP system managed outside of the company was a definite no-go. "The owner was clear that we needed to retain control over our own data, right down to CAD system and construction data, and keep it in-house," explains Kramer.

AKG had previously had a positive experience with Fujitsu when it decided to outsource its BS2000 operations to the company. As the BS2000 mainframe servers were gradually being taken out of service, keeping the knowledge within the team was becoming less and less sensible, and finding people who specialized in them was already difficult. Eventually, the BS2000 was running at just one site in Latvia. At this point, the company decided to move its operation to the cloud.

During the project, the idea began to form that there could be a way to take advantage of the benefits of a hosting solution whilst keeping the data in-house. The AKG board agreed that a Managed on-premise Cloud for SAP Solutions would work.

Hosting on in-house infrastructure

"For us, the Managed on-premise Cloud for SAP Solutions combines the benefits of having SAP Basis operated by the experts at Fujitsu and retaining control over our sensitive data as our management board requires," says Michael Kramer.

"We still have our own team who have the necessary SAP skills. But the actual operations, responsibility for optimizing the system, and the ongoing development of the technological foundation, are now in the hands of the Fujitsu experts," he explains. His own team can now concentrate on the transport level, installing patches and creating system copies to prepare for further rollouts.

"Before, we had to spend a lot of time in the lower levels (SAP Basis operation), but now we can concentrate more on our applications," says Kramer. The new solution has also freed the team up to work on other important things.

Unlike other providers, the Fujitsu solution reduces the number of contacts the company has to deal with. "When we were running SAP Basis in-house, we would sometimes have capacity problems or issues with overnight processes taking too long. Getting support with troubleshooting was practically impossible," remembers Kramer.

The software experts would sometimes send Kramer to the hardware service provider who would then refer him on to the SAP service provider. With a full-service solution, the service provider is also responsible for ensuring that the devices support the software, which for Kramer is a real benefit of the Managed on-premise Cloud for SAP Solutions.

Smooth relationships between internal and external teams

The in-house SAP team and Fujitsu experts work very well together. "We recently had our first joint patch day," says Kramer. "We worked well together. I think we communicate very effectively. We have good people working on both sides."

The migration to the in-house cloud solution also went without a hitch. "We must have moved some huge volumes of data around. But we had barely any issues.

"Now," says Kramer, "we have to think about whether the systems for the Asian and North American areas should remain local, or whether we should start to serve the local offices from our headquarters, as we have the option to do that now." For users, the move to the Fujitsu Managed on-premise Cloud for SAP Solutions package was completely transparent. The company's subsequent transition from HDD to SSD drives has also made overnight processes and other complex applications considerably faster.

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