

CASE STUDY

Technology change at Citizen Watch Europe

SAP migration to Microsoft® Windows Server 2003 and efficient storage consolidation

“By switching our technology to the Fujitsu platform, we have been able to cut IT costs significantly. Storage consolidation played a major role in this project – with help from the Eternus systems.”

Peter Hey, Head of IT, Citizen Watch Europe GmbH



Citizen Watch Europe GmbH was founded in 1969 as a subsidiary of Citizen Trading Co. Ltd., one of the world's largest watchmakers. From Hamburg, where the company's European headquarters is located, sales and marketing for the CITIZEN and VAGARY brands are managed for a variety of regions across the European continent. Citizen has occupied one of the leading positions in the watch market for years.

The challenges

Powerful IT infrastructure – the creation of a powerful and scalable IT infrastructure for a SAP application landscape
Technology change from HP-UX to Microsoft Windows Server 2003 – and efficient and cost-cutting approach
Parallel storage consolidation – for simpler administration and faster backup processes.

The solution

More performance, better administration and higher availability of the SAP applications in use – these are benefits that Citizen Watch's European headquarters, which is located in Hamburg, is enjoying very much. They are the result of a platform change from HP-UX to Microsoft Windows Server 2003 and the parallel introduction of a powerful storage system. SAP migration and storage consolidation were facilitated by three PRIMERGY servers, the Eternus storage system, two Brocade SAN Fibre Channel switches and two APC UPS systems. One server, together with the virtualisation software VMware, is used as a virtualisation environment for other applications. The applications are used at a total of around 100 stationary and 30 mobile workstations.

Solution components

- 3 PRIMERGY RX300 S3 DC with a 4-GB RAM
- Eternus TB storage capacity
- 2 APC UPSs, 5 KVA
- 2 Brocade E200 FC switches (4 Gb/s), 16-port
- Operating system: Microsoft Windows Server 2003
- Database: Max DB/mysql
- Middleware: VMware ESX Server

Customer benefits

- Lower power consumption
- Greater performance
- Better administration
- Higher data throughput
- Improved availability of the entire IT infrastructure
- SAP migration to Microsoft Windows Server 2003 and efficient server consolidation

Project description

The platform that supports Citizen Watch's commercial success is a SAP landscape with solutions for materials management, sales and distribution, finances, controlling and data warehousing. In addition, the company uses various SAP-based developments of its own – for customer relationship management, for example, and for its repair service and the sale of spare parts.

The service cycle for the HP-UX environment that supported the IT infrastructure expired at the end of 2006, and at that time the company analysed several strategy options for the future. They included upgrading and expanding the existing environment and switching to new hardware. The existing operating system environment, the database infrastructure and the performance of the server systems were due for a close look. One key criterion was investment protection with regard to the expansion and extension of the systems to cope with future IT developments in the SAP arena. Together with the technology company antauris AG, a decision was made to replace the hardware. This step also meant a change in technology, partly with the goal of achieving reductions in both system maintenance and license costs.

A PRIMERGY RX300 S3 DC is used as the productive system for the SAP environment. A second PRIMERGY server is deployed for testing solutions before they are put into productive operation. The third PRIMERGY server acts as a platform for the virtualisation environment for further applications with the aid of VMware. The server is also used as a development server for future business processes and as a test environment for disasters.

A record of success

"Switching our technology to the Fujitsu platforms helped us cut our IT costs significantly. And the improvements in administration – thanks to Eternus – we have had an extremely positive and cost efficient effect on our work", concludes Peter Hey, who heads up IT at Citizen Watch. Indeed, all of the company's goals have been met: lower power consumption, higher performance, better administration and improved availability of the entire IT environment. The solution met with enthusiasm not just from the people in charge of IT, but from the employees as well, since the new IT environment offers a noticeable increase in performance. As the staff says, "It's almost twice as fast!"

Project Partners



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