

MAN Nutzfahrzeuge AG

Greater productivity for an automotive leader

MAN Nutzfahrzeuge AG — the commercial vehicles division of the MAN group — is renowned for its state-of-the-art transportation solutions. As one of Europe's leading manufacturers of trucks and buses, MAN needs stable, reliable IT systems. The company's SAP landscape is highly complex and is constantly changing and growing. Managing these changes (also known as "transports") effectively and reliably is crucial to ensuring maximum uptime. Previously, the transport management process was the cause of long, stressful days for MAN's in-house IT team. No longer, thanks to TransportManager from REALTECH. Since introducing the new application, manual transport-related work has been virtually eliminated.

: success story

MAN Nutzfahrzeuge AG



Jürgen Wagner
SAP Administrator, MAN Nutzfahrzeuge AG

"The REALTECH solution for automated transport management has stood the test of day-to-day SAP Basis administration. It alleviates us of a huge burden. Managing transports used to require significant manual work — which has been all but eliminated since introducing TransportManager. At the same time, we have been able to minimize the risk of system outages caused by uncontrolled SAP transports. We have been using TransportManager for two years."





MAN – three letters synonymous with high-quality commercial vehicles the world over. The company, which has over 34,000 employees and 14 production facilities in five countries, has a global sales and service network, as well as a variety of leading international partners. In 2003, Munich-based MAN posted revenues of 6.7 billion euros. Its core products include trucks (weighing between six and 60 tons), heavy-duty industrial vehicles (weighing up to 300 tons), as well as buses and coaches, and diesel and natural-gas-powered engines. MAN is also active in telematics and fleet management.

Seamless, standardized, automated business processes are key to MAN's competitiveness and ability to innovate. The company uses SAP R/3 at all its manufacturing plants, with financial control, financial accounting and HR modules supporting ongoing operations. Currently, MAN is introducing additional SAP functionality for materials management and sales.

MAN often has several concurrent implementation and upgrade initiatives. At the moment, these include SAP Business Intelligence, SAP Exchange Infrastructure and SAP Web Application Server projects.

Driving change

"Our IT landscape has grown rapidly over recent years. As a result, the number and complexity of SAP transports has also increased," says Jürgen Wagner, SAP Administrator at MAN. "We used to employ TMS — SAP's standard tool for managing transports. However, it still required a lot of manual work. Every transport had to be managed by our SAP administration team, putting a strain on our resources. At peak periods, we had one specialist working full-time on this task alone."

MAN decided to look for a software solution that could do the task automatically and reliably.

"An SAP professional put us in touch with REALTECH developers at a trade show. We then visited REALTECH and took a closer look at TransportManager. We opted for it because it covered all our functional requirements. REALTECH's engineers were also willing to gear it to our needs, with enhancements being included in future releases," adds Wagner. The deployment of TransportManager was also highly cost-effective.



MAN headquarters in Munich

"Thanks to the excellent documentation, we were able to install TransportManager ourselves, without any third-party involvement."

Efficiency and reliability

MAN Nutzfahrzeuge has been managing all SAP change requests from developers and users with REALTECH's solution since early 2002. TransportManager automatically distributes changes for the development, test and production environments for five SAP systems and 65 SAP clients. TransportManager will also be rolled out to a further three SAP systems in the near future. The SAP administrators only have to intervene during special or problematic transports. *"The REALTECH solution has alleviated us of a routine task, helping to minimize the phone and e-mail inquiries we have to deal with. We can now easily manage all transports within normal office hours, and have more time to concentrate on core tasks,"* adds Jürgen Wagner.

TransportManager also enjoys high end-user acceptance. *"Our staff appreciates that their change requests will be dealt with more efficiently and won't drain our in-house resources."*

The REALTECH solution provides greater protection against unscheduled system downtime. *"TransportManager employs an automated authorization system to get*

the appropriate approval before distributing change requests. The system also checks all pending transports for critical objects. This eliminates changes that are not compatible with the current release. And thanks to our excellent relationship with REALTECH's developers, and our own expertise, we've been able to resolve the few issues that have occurred — in fact we have not yet had to place a single call to REALTECH support. That says

pretty much everything about the reliability of TransportManager," sums up a satisfied Wagner.



REALTECH's TransportManager