"theGuard! range has significant benefits: REALTECH's software products are one integrated solution that covers everything from the management of our network and mission-critical applications to helpdesk functions. With its comprehensive features for monitoring and managing complex SAP systems, it benefits every one of our users."

Eckhard Heim,
SAP Basis Managerat Andreas Stihl

A pioneer in end-to-end systems management

Some company and brand names have become synonymous with particular products. Mention chainsaws, for example, and people immediately think of one particular vendor: Waiblingen-based Andreas Stihl. And in Stihl's IT department, systems management has come to be associated with theGuard! from REALTECH. The Transport-Manager solution was installed at Stihl back in 1998, and other theGuard! software products followed: NetworkManager, InventoryManager, Application-Manager and Helpdesk. Besides these theGuard! components, Stihl also plans to deploy the new theGuard! SystemManagementPortal as a central hub for proactive management of its enterprise-wide SAP environment and all other key applications.

Saving time, safeguarding quality

Stihl operates a comprehensive SAP-based system at its data center in Waiblingen, southwest Germany. The Group also has smaller-scale data centers at other locations. Ongoing maintenance of this complex IT landscape is highly labor-intensive and requires close attention to detail – particularly when it comes to change management.

Against this background, Stihl implemen-ted REALTECH's Transport-Manager in 1998. The software manages and automates a wide variety of daily transport tasks in all of the company's SAP R/3 systems. For example, the REALTECH solution checks all critical objects before any source-code modification is performed.

theGuard!

Seamlessly integrated functions

TransportManager has significantly reduced the time needed for maintenance. Following the success of this project, Stihl decided to implement other REALTECH products.

"We are convinced that implementing theGuard! solutions is the best way to meet our systems management requirements," stresses Heim.

Stihl has been using theGuard! NetworkManager and theGuard! InventoryManager since 2000. In the fourth quarter of 2001, the manufacturer began to implement theGuard! ApplicationManager and the helpdesk component of theGuard!

All the various applications in the suite harmonize perfectly, and can be combined to meet the specific requirements of the company. Stihl is exploiting the modular structure of theGuard! to the full.

This comprehensive set of software tools allows Stihl to monitor all components of its complex IT environment, and respond to problems rapidly and proactively as soon as they develop. The manufacturer wants to ensure that its SAP systems always maintain the required level of availability and performance. At the same time, Stihl aims to significantly reduce systems administration overhead.

"theGuard! range has significant benefits: REALTECH's softwar products are one integrated solution that covers everything from the management of our network and mission-critical applications to helpdesk functions," says Heim, and points to an additional advantage: „With its comprehensive features for monitoring and managing complex SAP systems, it benefits every one of our users."

And there are even more benefits in the pipeline. Stihl has opted to be the first enterprise worldwide to implement the entire theGuard! software product range as a pilot customer. Extensive tests involving theGuard! SystemManagementPortal are already under way.

This product is a central, web-based monitoring station integrating all the various theGuard! applications. An intuitive graphical user interface gives administrators quick and easy access to all of the functions and data needed for comprehensive, professional-class systems management.

Andreas Stihl has been setting standards in the development of chainsaws and other power tools for 75 years. The company's innovative technology and unrivalled quality have helped Stihl become the world's number one in its market.

In addition to production sites in Germany, Stihl has five further plants worldwide and a total of 24 sales subsidiaries in all major markets. In fiscal 2001, Stihl Group, with its 6,950 employees, posted sales exceeding 1.5 billion euros.

Andreas Stihl AG & Co. products: Photos courtesy of the manufacturer

REALTECH