



WE'VE BEEN RELYING ON REALTECH'S
OUTSTANDING CONSULTING EXPER-

TISE FOR TEN YEARS NOW. DURING THIS PERIOD,
WE WERE ABLE TO CONTINUOUSLY DEVELOP AND
FUTURE-PROOF OUR SAP SYSTEMS WITH THE HELP
OF REALTECH'S DEDICATED EXPERTS. ESPE-
CIALLY WHEN IT COMES TO IMPLEMENTING
INNOVATIVE TECHNOLOGIES, WE KNOW WE
CAN TRUST REALTECH 100 PERCENT. THEY
GIVE US THE CERTAINTY THAT OUR COMPANY
WILL CONTINUE TO BE COMPETITIVE.

Axel Dunkhorst,
Head of Information Technology at BORSIG GmbH

SUCCESS
STORY

BORSIG

REALTECH
EMPOWER YOUR ENTERPRISE



Pressure vessels, heat exchangers, compressors, membrane systems, and comprehensive power plant and industrial services: **BORSIG GmbH** has a unique product portfolio and an outstanding global reputation. In 2012, the company celebrated its 175th anniversary. It has some 690 employees working at its six German locations. For more information, go to www.borsig.de.

A CLOSER LOOK AT A MAJOR PLAYER

BORSIG GmbH has been around for more than 175 years and is recognized today as a provider of innovative engineering solutions. The company relies on SAP solutions to support its core processes.

A small team of dedicated IT professionals manages the company's servers and applications on premise. The IT experts at BORSIG cover a wide range of disciplines and, for the most part, are able to address the diverse challenges associated with managing an enterprise-wide IT infrastructure. Deep SAP expertise, however, is limited to just a few individuals, making the company's SAP operations highly dependent on them. In order to take the edge off this situation, BORSIG turned to REALTECH as its strategic partner for the continuous optimization of its SAP system environment and IT service processes.

REALTECH's seasoned SAP experts also deliver in-depth, hands-on experience. This type of collaboration ensures that all SAP systems are always up to date. Working with REALTECH's consultants, BORSIG can always draw on the resources needed to keep the SAP systems running.



BRINGING IN SAP EXPERTS AT THE CLICK OF A BUTTON

BORSIG has two large SAP system landscapes at its headquarter in Berlin. Only recently, the IT team and REALTECH's consultants joined forces again and installed SAP Solution Manager 7.1 to ensure the operation of the company's SAP solutions. Today, the tool provides the basis for all maintenance and development work on the SAP systems.

REALTECH's experts can connect remotely through a secure VPN connection to carry out required support tasks. SAP Solution Manager, for example, allows them to check the status of the system landscape or import support packages.

"REALTECH Managed Services are the perfect complement to the expertise delivered by the IT professionals working in our IT department," explains Axel Dunkhorst, Head of Information Technology at BORSIG. "This gives us the confidence of knowing that our mission-critical SAP systems are available at all times," Mr. Dunkhorst goes on.



A LIFELONG PARTNERSHIP

The engineers at BORSIG have been relying on the SAP expertise of REALTECH's consultants for more than ten years. "Back then, we were planning to switch our SAP environment to Linux and the consultants at REALTECH were the go-to-experts," says Axel Dunkhorst, Head of Information Technology at BORSIG GmbH. In the years that followed, the SAP specialists at REALTECH proved their expertise time and time again as they future-proofed the SAP landscape at BORSIG and established high-performance operations.

REALTECH TO THE RESCUE

Today, the Berlin-based high-tech company relies on REALTECH to deliver the managed services it needs to continuously develop its SAP systems. "Our IT department is relatively small. It would simply be unprofitable for us to employ a larger number of SAP experts," Mr. Dunkhorst points out. "That is why we decided to source deep technological expertise from an external provider," he goes on to explain. That decision proved to be the right one, as the two companies have been successfully working together for many years now. There has not been a single critical system failure of the core SAP applications to date.

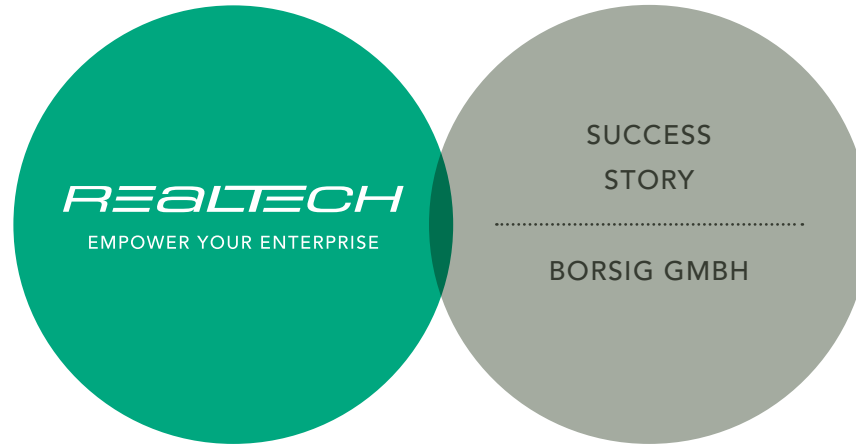
BORSIG has some 690 employees at its locations in Germany. Its two SAP landscapes with 14 systems provide the processes to support the business needs of up to 380 users. REALTECH experts have been handling regular ad-hoc requests for the IT department at BORSIG ever since the smooth implementation of SAP Solution Manager 7.1. The solution serves a variety of purposes, such as calculating support package stacks that are then

imported into the SAP landscape by SAP administrators.

As part of its managed service offering for BORSIG, REALTECH performs all service and maintenance work from its headquarters in Walldorf and has been doing so for many years now. Its responsibilities go far beyond traditional SAP Basis administration and include tasks that are specific to the customer and its applications. After years of cooperation, REALTECH's employees know the systems at BORSIG inside out and are best equipped to promote reliable and efficient system development.

The managed services delivered by REALTECH are custom-fit to meet BORSIG's requirements; a definite plus over other standardized outsourcing services. "We work with REALTECH to continuously improve our SAP systems. That way, we can rest assured that our SAP landscape is always up to date," says Axel Dunkhorst.

The IT team at BORSIG also feels well prepared for the future. "We have already purchased SAP HANA licenses and are planning to support our business departments with even more innovative solutions in order to strengthen our competitive position on the world market." This is yet another area where REALTECH's consultants lend their support and expertise as strategic partner to contribute to the BORSIG's overall development.



ABOUT REALTECH

REALTECH is an international technology company with unique expertise in SAP and Microsoft solutions. REALTECH helps companies shape the future of their IT organization and get the most value out of their IT assets – from consulting services to implementation and efficient operation. It pursues innovation by incorporating the latest in Industry 4.0, cloud, mobile, and in-memory computing in its customer projects. For more information go to: www.realtech.com

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