



Gardena is Europe's leading brand of high quality gardening equipment and is represented in more than 80 countries worldwide. Gardena GmbH is headquartered in Ulm, Germany and joined the Husqvarna group in March 2007. The group has 16,000 employees worldwide. Gardena's complex and dynamic IT infrastructure includes 200 Windows servers and some 30 SAP systems based on R/3 or SAP NetWeaver and SAP ERP, SCM, CRM, SRM, and BW. The SAP Basis team at Gardena consists of 3 employees.

SUCCESS
STORY



REALTECH
EMPOWER YOUR ENTERPRISE



THE GUARD! APPLICATION MANAGER LIVES UP TO OUR EXPECTATIONS.

ITS PROACTIVE MONITORING HAS BOOSTED THE AVAILABILITY OF OUR SYSTEMS AS WELL AS THE SATISFACTION OF OUR END USERS AND HAS AS A RESULT YIELDED A RAPID RETURN ON INVESTMENT (ROI).

Christoph Stempfle,
Head of IT Infrastructure Services at Gardena

KEEPING IT GREEN

Gardena is Europe's leading brand of high-quality gardening equipment. The secret of its success is based on the brand's power to innovate.

This innovation power is also reflected in the efforts of the company's IT department to make its IT system more efficient and future-proof. Gardena decided to implement REALTECH's theGuard! ApplicationManager to achieve a higher level of automation and total user satisfaction.



THE CHALLENGE

Before the automation of the SAP monitoring at Gardena, its administrators had to perform manual system scans on a daily basis. Consequently, this affected their ability to respond to irregularities in a timely manner which in turn had negative effects on the availability and performance of Gardena's IT systems as their numbers grew over time.



THE OBJECTIVES

By automating its SAP monitoring, Gardena wanted to ensure maximum and lasting reliability for its core IT systems. The main objective was to boost the availability and performance of its SAP systems for internal service purposes. Another objective was to increase the quality of service for end users. All of this was intended to support the company's drive for greater cost efficiency and to enable the IT department to make a significant contribution to Gardena's overall success.



THE SOLUTION

Its proactive alerting, user friendliness, and excellent reputation as a well-established solution tipped the scales in favor of theGuard! ApplicationManager.

Another important factor in the decision to implement theGuard! was its fast implementation. It only took REALTECH's experts three work days to go from installation to go-live. Gardena also very much appreciates the product support: "With REALTECH we have a capable and reliable partner that promptly responds to any questions we might have," said Thorsten Klose, Application Management expert at Gardena.

The flexibility and scalability of theGuard! allows Gardena to integrate new SAP applications and SAP architectures into the software in no time. "REALTECH quickly and straightforwardly realized customer enhancement requests for example in the field CRM," continued Klose.

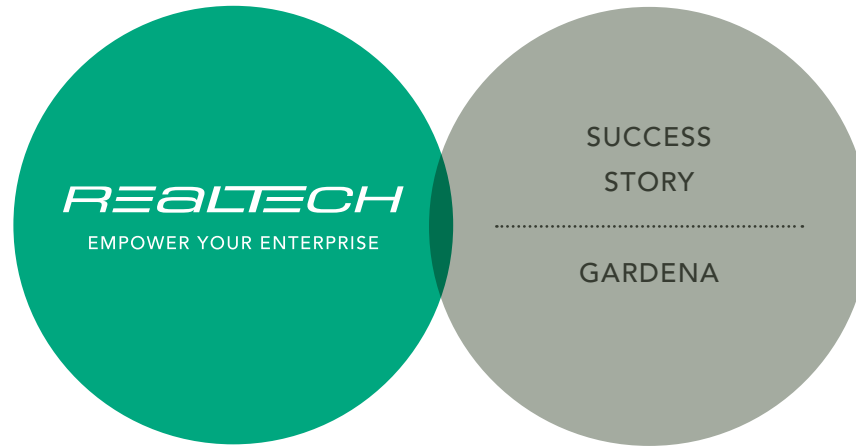
THE RESULT

theGuard! automates a large number of routine tasks related to the monitoring of SAP systems and databases that Gardena has to deal with every day when monitoring its complex and dynamic IT infrastructure.

Problems and critical issues in the system environment are now easily anticipated and resolved ahead of time either automatically or by means of manual intervention. The flexible alerting and forwarding of messages have also proven to be very useful as they also allow on-call employees and SAP developers to be immediately notified of critical events in the production system via text messages, no matter the time of day or night.

Today, theGuard! significantly contributes to the high level of efficiency with which Gardena guarantees the high availability and maximum performance of its IT systems. This is reflected in the satisfaction of the end users. The software's high technical standards and sophisticated automation technology enable Gardena to work with a comparatively small SAP Basis team, considering the number of systems.

Christoph Stempfle, Head of IT Infrastructure Services at Gardena, summed up the project from a business perspective: "All of these factors contribute to the fact that the operating costs of the solution stay low despite a dynamic system structure and that the return on investment (ROI) we have achieved remains secure over the long term."



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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