



Attenda

Always On Managed Services

Princes case study

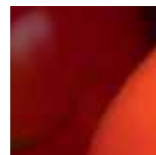
Princes outsources the operational management and support of SAP to provide future scalability and agility

To support its business critical SAP applications and to provide a robust, secure and future-proof IT infrastructure, Princes elected to outsource the operational management and support of its SAP environment to Attenda.

Princes is a world class supplier of market-leading branded and own label food and drinks products, driven by an ethos of quality, innovation and convenience. The company deals with over 370 suppliers across more than 40 countries every day, with a turnover in excess of £1 billion, and is a trusted and valued supplier to all major supermarkets and the independent retail and foodservice sectors.

Princes decided to upgrade SAP to leverage the business benefits of the latest version and provide a platform for growth over the next 5 years. Significant risks associated with the use of its own infrastructure and data centres had been highlighted and it was recognised that their current approach would not meet the business requirement for support 24 x 7, in a highly available environment.

Princes needed to invest in a managed solution that would meet the needs of the business and provide the ability to scale for future growth and agility.



certainty / confidence / agility

Implementing the Attenda solution



Attenda manages the SAP systems up to and including the SAP technology layer - including hardware, operating system, and database monitoring and management services as well as SAP Basis/Web Application Server (WAS) management and monitoring, all fully integrated into the Attenda M.O. platform. The Attenda SAP Managed Service offers complete lifecycle management of the Basis layer of all SAP components and includes full monitoring and tuning of all components, as well as day to day administrative tasks, proactive maintenance and problem resolution.

The infrastructure comprised a clustered Windows environment using HP servers, utilising an enterprise-level HP Storage Area Network (SAN). The architecture was designed to eliminate any single points of failure within the infrastructure and employed state of the art clustering technologies for High Availability, high levels of redundancy, and a dedicated Disaster Recovery solution, based at Princes own location, built into the solution.

Neil Crew, Group IT Director, Princes comments, "As an SAP Hosting Partner, we were confident that Attenda could ensure that our business critical SAP systems were 'always on' providing us with the operational resilience, availability, performance and security that our business demands."

The migration from Princes existing R/3 system to the newly re-implemented SAP ERP system hosted by Attenda was a complex and critical part of the project. The project plan had to cover: process scenario analysis, development and functional enhancements, authorisations, the deployment of new infrastructure and systems, data migration, testing, training and the final cut-over and go-live phases.

Attenda provides system monitoring on a 24 x 7 basis, using SAP bespoke and third party monitors across the entire infrastructure, feeding down to the Attenda standard support model. Princes and Attenda work in partnership operating as a single team. Attenda manages the hardware and operating system layer 24 x 7, whilst Princes manage the database and SAP layers during business hours with handover to Attenda to also manage these layers overnight and at weekends. A dedicated Princes support portal provides a single point of management with Princes retaining overall ownership of the systems.

Realising the business benefits

Attenda's recognised ITIL process standards, its depth and breadth of SAP skills, its SAP Hosting Partner status, its strong reputation for service excellence and its impressive client base together gave Princes every confidence that they were the right hosting partner.

Attenda's managed solution provides Princes with complete resilience and the approach to security could also benefit other non-SAP projects within Princes business. The relationship provides Princes with SAP support through Certified SAP consultants contracted to provide out of hours support, together with Certified Microsoft Engineers providing 24 x 7 Windows operating system support, resulting in IT certainty.

Crew adds, "The partnership with Attenda had given us the opportunity to focus our own internal IT resource into projects and activities that add value to the business, knowing that our core SAP system are in safe and trusted hands. The key to this is that we engage on a day-to-day basis as colleagues, rather than supplier and customer. They add to our knowledge of SAP, and occasionally we like to think that we add to theirs."

Operationally, there are improvements in system resilience, availability and scalability. The Attenda SAP Managed Service takes on the operational responsibility and management of Princes SAP systems in a secure and robust environment at a fixed price, leaving Princes with more time to move the business forward. Resilience is guaranteed with no single points of failure in the Data Centre and throughout the entire solution stack. Availability is measured through a fully accountable Service Level Agreement including annual DR tests. Finally the system infrastructure is designed for full scalability to absorb future growth of the business.

Neil Crew concludes, "The partnership with Attenda enables us to take advantage of its proven expertise and operational delivery, accelerating the pace of development of our SAP systems, which in turn enables our business to be more agile, whilst reducing the risk of change."



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