

SAP Customer Success Story Professional Services



“SAP Solution Manager is a very strong and efficient application management platform for managing several subsidiaries’ distributed systems centrally.”

Jimmie Yang, Customer Competence Center Manager of SAP Solution Consulting Team, High-Tech Business Unit, LG CNS

AT A GLANCE

Summary

With 5,800 employees and 2004 revenues of US\$1.5 billion, Seoul, Korea-based IT service provider LG CNS handles the IT requirements for many subsidiaries of its parent company worldwide and for 1,400 global clients in a wide range of industries. To cost-effectively monitor and manage multiple SAP® landscapes from a central location, LG CNS uses the SAP Solution Manager application management platform.

Web Sites

www.lgcns.com
www.lgcns.co.kr

Key Challenges

- Multiple SAP installations requiring on-site visits to monitor and manage
- No single-point remote access of existing installations
- Nonstandardized processes and procedures
- No active monitoring or measurement system in place
- Need for history of system-task execution and for repository of technical materials, knowledge, and experience

Project Objective

Provide centralized monitoring and management of customers’ SAP landscapes

Solution and Services

SAP Solution Manager

Why SAP Solution

SAP Solution Manager is an ideal platform from which to monitor multiple SAP installations centrally

Implementation Highlight

Fast deployment: implementation and configuration in 4 days

Key Benefits

- Centralized remote access and support for all customer installations
- Proactive monitoring of customer systems
- Preemptive measures against technical risk
- Improved performance of customer systems
- Increased customer satisfaction

Implementation Partner

SAP Active Global Support

Existing Environment

- mySAP™ ERP solution
- SAP NetWeaver® Business Intelligence component
- SAP Strategic Enterprise Management application
- SAP Advanced Planning & Optimization component

Database

Microsoft SQL 2000

Hardware

IBM x255

Operating System

Microsoft Windows 2003

LG CNS

SAP® Solution Manager Enables IT Service Provider to Proactively Monitor and Support SAP Landscapes of Remote Customers

“The major challenge we faced was how to support most effectively – and cost-effectively – our various customers’ complex landscapes,” states Jimmie Yang, customer competence center manager of the SAP solution consulting team in the high-tech business unit at LG CNS. For LG CNS, an IT consulting service provider based in Seoul, Korea, this was a considerable challenge. LG CNS handles the IT requirements for many subsidiaries of its parent company worldwide and for 1,400 global clients in a wide range of industries. With 5,800 employees and 2004 revenues of US\$1.5 billion, LG CNS is a substantial enterprise in its own right.

Its parent company, LG Group, is a major international player in the world of high tech, with a product line encompassing television, audio and video, appliances, computers, and mobile and telecommunications equipment. Sales of nearly US\$24 billion put LG Group squarely in the middle of the FORTUNE Global 500.

Maintaining Customers' SAP® Solutions

SAP® landscapes permeate the operations of 18 of LG Group's subsidiaries, including LG Chemical, LG Telecom, LG Siltron, LG MMA, GS Home Shopping, GS Caltex, LG Cable, and LG Nikko, among others. To support them, LG CNS operates a center that specializes in business consulting, SAP software consulting, and operation outsourcing. "We construct the environment necessary to maintain our customers' SAP solutions," says Yang. "In the process, we lay the foundation that allows us to easily monitor and manage SAP systems of our local subsidiaries across Korea."

With its subsidiaries and clients requiring support over a wide geographical area, LG CNS was faced with significant problems in integrated management and operation. Even under less difficult circumstances, system configuration is frequently challenging and entails a multiplicity of complex adjustments to ensure smooth operation. System administrators have to be comfortable with a wide range of technologies, and maintenance personnel require considerable skills and competence. At LG CNS, the situation was complicated by the lack of standardized management methods and tools.

Single Point of Access

Most particularly in LG CNS's case, they needed a single point of access to all customer systems for which they were providing maintenance services. In addition, there was the need to guarantee system performance at each customer site. This required the identification of those programs that were loading server resources, determining strategies for improvement, and developing the means to manage the history of server performance.

To meet these challenging requirements, LG CNS engaged the SAP Active Global Support organization to provide the SAP Operations Competence Empowering service.

Low Cost, High Customer Satisfaction

"To provide our end users with highly qualified professional service at reduced operational costs, we need to present an integrated support organization composed of competent employees armed with standard procedures," says Yang. "We believed we could achieve this goal by engaging the SAP Operations Competence Empowering service."

As part of the service, an all-inclusive plan to build a new support organization is delivered while participants are coached along the way. The end result is a support organization that operates and supports SAP solutions at the lowest possible cost and with the highest customer satisfaction.

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Jimmie Yang, Customer Competence Center Manager of SAP Solution Consulting Team, High-Tech Business Unit, LG CNS

At LG CNS, SAP Active Global Support assessed the company's challenges and recommended strategies for improvement. One of SAP's strongest recommendations was that LG CNS implement the SAP Solution Manager application management platform.

Minimize Risks, Reduce Total Cost of Ownership

SAP Solution Manager is a centralized application management platform that provides the tools, the integrated content, and the gateway into SAP software that is required to implement, support, operate, and monitor SAP solutions. It helps to minimize risks and reduce total cost of ownership. SAP Solution Manager runs in the solution landscape and facilitates the technical support of distributed systems.

One of the most appealing attributes of SAP Solution Manager is its cost – it’s free. It comes bundled with the standard maintenance agreement.

Centralized Solution Monitoring

In LG CNS’s case, SAP Solution Manager provided the one platform they really needed – centralized real-time monitoring of systems, business processes, and interfaces. Service-level reporting and the SAP EarlyWatch® Alert service inform LG CNS about the state of each SAP solution they are monitoring. Proactive monitoring allows LG CNS to avoid potentially critical situations, while automatic notifications enable them to respond immediately to issues.

“With SAP Solution Manager, we are able to achieve our goals,” says Yang. “Specifically, these are efficient management of customer systems and user satisfaction. SAP Solution Manager provides the functions we need to maintain system performance and availability at the highest levels with a minimum of effort.”

In the past, LG CNS technicians had to visit each customer’s site to appraise the condition of their SAP landscape. With SAP Solution Manager, LG CNS now has the capacity to monitor and administer all customers’ SAP systems from a central location. Because technicians receive service-level reporting and alerts centrally, customer site visits have been reduced to a minimum.

“SAP Solution Manager allows us to perform system maintenance work easily and set up standardized work procedures,” says Yang. “And daily system maintenance tasks can be observed through SAP Solution Manager as well. We can report to our customers the work we have performed to keep their system running smoothly, along with the current status of systems and where weak points or potential risks are developing.”

Transparent Overview

In addition to providing transparent overviews of each current solution landscape, SAP Solution Manager delivers historical records of system performance as well as the results of periodic maintenance work.

“All the systems of our customers can be managed and controlled by monitoring items determined by SAP Solution Manager and then performing predefined tasks,” says Yang. “It has also enabled us to significantly mitigate potential critical risk. Through proactive monitoring by SAP Solution Manager, we can now analyze incidents and identify potential risks. This lets us improve system performance, which increases customer satisfaction.”

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SAP Solution Manager has proved its worth to LG CNS by enabling the company to manage its customers’ systems proactively and cost-effectively. The company is currently upgrading SAP Solution Manager to the next version to take advantage of enhancements that will enable LG CNS to serve its customers better and at lower cost.

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