

SAP Customer Success Story Life Sciences – Dental Equipment



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Mike Buchmann, Head of SAP Basis Support, Ivoclar Vivadent AG

AT A GLANCE

Summary

Dental products specialist Ivoclar Vivadent AG – headquartered in Schaan, Liechtenstein – implemented the SAP® Solution Manager tool to streamline administration of its international SAP software environment. The versatile application management platform enhances transparency across all systems, increases availability, and streamlines key tasks.

Web Site

www.ivoclarvivadent.com

Key Challenges

- Accelerate daily system checks and monitoring
- Reduce manual effort
- Minimize downtime

Project Objectives

- Introduce a single, central tool for monitoring and managing the company's SAP software
- Implement proactive alerts on system performance and stability

Solution and Services

- SAP Solution Manager
- SAP EarlyWatch® Alert service
- SAP Security Optimization service

Why SAP Solution and Services

- Offer ease of integration with existing SAP software
- Reduce additional license costs by providing SAP Solution Manager to existing SAP customers free of charge

Key Benefits

- Increased effectiveness of central administration
- Provided 360-degree visibility across entire SAP software landscape
- Allowed for recording of all activities via dedicated logbook
- Enabled regular updates on performance and stability through SAP EarlyWatch Alert
- Facilitated proactive analysis of potential security issues via SAP Security Optimization
- Accelerated daily system check and monitoring
- Increased productivity thanks to automation
- Improved system availability

Existing Environment

SAP R/3® software, functionality now found in the mySAP™ ERP application

Third-Party Integration

- Database: Microsoft SQL 2000
- Hardware: Hewlett-Packard, Compaq
- Operating System: Microsoft Windows

IVOCLAR VIVADENT

SAP® Solution Manager Streamlines System Monitoring at Leading Dental Company

To get the very best out of IT solutions, enterprises have to manage and monitor their systems landscape efficiently. But in large, complex environments, potential problems can all too easily go unnoticed – with disastrous consequences. Thanks to the SAP® Solution Manager tool, international dental products manufacturer Ivoclar Vivadent AG – headquartered in Schaan, Liechtenstein – enjoys 360-degree visibility into its SAP systems. As a result, its IT professionals can pinpoint and resolve performance, security, and availability issues rapidly.

A Global Leader in Dental Products

Ivoclar Vivadent is a leading international maker of high-quality materials for preventive, restorative, and prosthetic dentistry. Through a worldwide network of subsidiaries and representative offices, the company delivers products and services to dental laboratories and practices in over 100 countries. Ivoclar Vivadent employs a global workforce of 2,166 and posted consolidated sales of over CHF523 million (€338 million) in fiscal 2005.

To keep pace with rapid growth and internationalization, Ivoclar Vivadent decided to migrate its subsidiaries to a single, standard software platform. In 2003 and 2004 the company went live with SAP R/3® software (functionality now found in the mySAP™ ERP application) in Austria, Canada, Germany, Italy, Liechtenstein, and the United States. The SAP software supports core enterprise resource planning tasks, human resources, and business warehouse management (through the SAP Business Information Warehouse component – functionality now found in the SAP NetWeaver® Business Intelligence component).

Mastering a Complex IT Environment

Efficient monitoring and management are vital if Ivoclar Vivadent's SAP software is to deliver the high levels of performance required. "In the past, we tackled these tasks manually," explains Mike Buchmann, head of SAP Basis support at Ivoclar Vivadent's IT unit. "But as our environment grew, we realized it was impossible to provide 24x7 coverage this way. We needed a cutting-edge tool that would give us transparency across our entire landscape, proactively identify problems, and show us where performance could be improved."

The Right Support at the Right Price

After considering a solution from another vendor, Ivoclar Vivadent opted for SAP Solution Manager. This central application management platform features a wide range of integrated tools, content, and methodologies.

"SAP Solution Manager was the logical choice," says Buchmann. "After all, no one knows SAP better than SAP. Plus, the platform is available to SAP customers free of charge – so there are no additional license costs."

Rapid, Pain-Free Implementation

Drawing on their own considerable SAP software skills, Ivoclar Vivadent's IT specialists implemented SAP Solution Manager in-house. "I configured the monitoring functionality myself," explains Buchmann. "Setting up SAP Solution Manager was very straightforward – and there was plenty of help available online at the SAP Service Marketplace extranet."

Comprehensive Coverage – Central Administration

SAP Solution Manager went live at Ivoclar Vivadent in August 2004. At present, five test and four production systems are handled using the platform. The new software enables IT staff to timetable and track recurring activities more efficiently. "SAP Solution Manager includes dedicated task lists," explains Buchmann. "These provide an overview of scheduled work across our entire landscape. And automatically generated logs allow us to quickly and easily confirm it has been completed."

Improved Monitoring – Increased Availability

Real-time, proactive monitoring gives Ivoclar Vivadent greater visibility. "SAP Solution Manager provides at-a-glance insight across our entire environment, helping us increase availability," says Buchmann. "User-friendly traffic lights show the status of individual systems. And central access via the new platform eliminates the need for time-consuming multiple logins to individual systems." SAP Solution Manager is also used to deliver the SAP EarlyWatch

Alert service. Performed weekly, it shows IT administrators where there is scope for improving performance and stability.

Tighter Security – Greater Productivity

Since mid-2005 Ivoclar Vivadent has been using SAP Solution Manager to enhance security – through the SAP Security Optimization service. "This is obviously a very important issue for us," says Buchmann. "The service performs remote checks on the SAP R/3 software and recommends changes to system settings – helping us identify and rectify any potential issues."

"All in all, SAP Solution Manager saves us a lot of time, freeing up our staff for more important project-related work."

Mike Buchmann, Head of SAP Basis Support, Ivoclar Vivadent AG

Last but not least, the high degree of automation has increased productivity at Ivoclar Vivadent's IT unit. "All in all, SAP Solution Manager saves us a lot of time, freeing up our staff for more important project-related work," concludes Buchmann.

Next Steps

Ivoclar Vivadent is now gearing up for a number of new projects involving SAP software. "Later this year, we'll be upgrading to mySAP ERP," says Buchmann. In addition, the company is currently piloting the SAP NetWeaver Exchange Infrastructure

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(SAP NetWeaver XI) component. "We have some 30 non-SAP systems interfaced to our SAP R/3 software," states Buchmann. "By introducing SAP NetWeaver XI, we aim to improve integration."

Going forward, Ivoclar Vivadent will also move up to the latest SAP Solution Manager release. "We're planning to introduce the platform's diagnostics functionality. And in conjunction with SAP NetWeaver XI, this will enable us to enhance our monitoring capabilities even further."

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