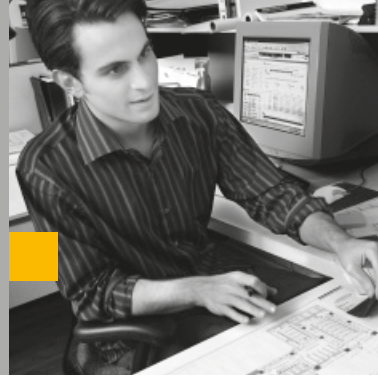


## SAP Customer Success Story Professional Services



**“We were particularly impressed by the technical quality manager. As our single point of contact, he provided invaluable advice and was able to tap into the SAP pool of expertise at any time.”**

Thomas Stutz, Executive Consultant, EDS ITELLIUM GmbH

### AT A GLANCE

#### Company

- Name: EDS ITELLIUM GmbH
- Location: Essen, Germany
- Industry: Professional services
- Products and services: IT consulting and services and systems integration
- Revenue: €139 million
- Employees: Approximately 700
- Web site: [www.eds-itellium.com](http://www.eds-itellium.com) (German only)
- Partner: SAP® Active Global Support organization

#### Challenges and Opportunities

- Tight deadline to implement new SAP software at retail and mail-order company KarstadtQuelle AG
- Potential performance issues associated with migration to new solution

#### Objectives

- Complete implementation within challenging 8-week time frame
- Ensure smooth software operations after go-live
- Avoid delays by mitigating technical risks and resolving performance issues rapidly

#### SAP Solutions and Services

- SAP Safeguarding portfolio of services
- SAP Solution Manager application management solution

#### Implementation Highlights

- Close collaboration with SAP Active Global Support throughout entire engagement
- Single point of contact at SAP – providing rapid access to a network of experts
- Wide range of monitoring and optimization services to ensure successful go-live

#### Why SAP

- 360-degree visibility into business processes and technology involved in the project
- Around-the-clock support

#### Benefits

- Implementation completed on schedule
- Reduced technical risk during implementation
- Fast, effective resolution of issues thanks to technical quality manager
- Solution performance in line with customer's expectations
- Ongoing optimization of software following go-live – leading to reduction in total cost of ownership
- New skills and expertise acquired by EDS ITELLIUM valuable for future projects

#### Existing Environment

SAP R/3® software (functionality now found in the SAP ERP application) in conjunction with custom legacy solution at KarstadtQuelle

#### Third-Party Integration

- Database: Oracle
- Hardware: Hewlett-Packard
- Operating system: HP UNIX

## EDS ITELLIUM

### A Tough Project, a Tight Deadline – Mastered in Close Cooperation with SAP® Safeguarding

The market for IT services is no easy ride: projects need to be completed on tight timelines, without cutting corners. This situation is all too familiar to Essen, Germany-based IT specialist EDS ITELLIUM GmbH. When tasked with introducing a new customer account management solution at mail-order giant KarstadtQuelle AG, the deadline was daunting. SAP® Active Global Support organization, in cooperation with EDS ITELLIUM experts, delivered the SAP Safeguarding portfolio of services. As a result, EDS ITELLIUM was able to straighten out potential performance problems and complete the project right on schedule.

EDS ITELLIUM specializes in consulting and systems integration. Originally it was created through a merger of the IT departments of retail players KARSTADT Warenhaus GmbH, Neckermann GmbH, and QUELLE in 1999 as Itellium Systems and Services GmbH. Since May 2007 EDS in Germany has been the majority stakeholder and renamed the company EDS ITELLIUM GmbH. With sites in Frankfurt am Main, Nuremberg, and Essen, EDS ITELLIUM employs around 700 staff and posted revenues of €139 million in fiscal 2006. EDS ITELLIUM provides expert consulting services for implementing SAP software and tailors solutions to the specific needs of retailers.

### **Keeping Pace with New Demands**

Arcandor AG (formerly KarstadtQuelle) is Europe's largest department store group. QUELLE deployed custom software for managing customer accounts around 25 years ago – providing access to critical data such as orders and payments. The legacy solution for customer service functions served its purpose well.

**“Without SAP Safeguarding and the outstanding support of the SAP specialists, we simply wouldn't have met the deadline for go-live.”**

Thomas Stutz, Executive Consultant, EDS ITELLIUM GmbH

But to shape up for future challenges, the company decided to replace its existing software with new functionality. It was looking for a solution able to handle the vast volume of data generated by around 11 million customers and up to 10,000 orders daily.

### **Time Is of the Essence**

KarstadtQuelle opted for SAP R/3® software (functionality now found in the SAP ERP application) – which was subsequently customized to meet the company's specific needs. The new solution performs a wide range of tasks, such as managing contract accounts and incoming payments.

“The final deadline was set for October 1, 2006. Missing it was simply not an option,” explains Thomas Stutz, the executive consultant who headed the project on the EDS ITELLIUM side. “Implementation had to be done and dusted within eight weeks – so we couldn't afford any delays. What's more, we had to be confident the solution would perform as required after go-live.”

### **End-to-End Portfolio of Services**

While EDS ITELLIUM has extensive experience with SAP solutions, the company pulled in specialist skills from SAP to avoid any performance issues that might be associated with this project – especially within such a tight time frame. That's why they opted for SAP Safeguarding – a portfolio of services for technical risk mitigation and technical quality management in implementation and upgrade projects.

SAP Safeguarding met the customer's requirements – with a combination of monitoring and optimization services that gave EDS ITELLIUM 360-degree visibility into the business processes, technology, and organization of the entire project. For example, business process monitoring and management helped EDS ITELLIUM identify potential problems prior to go-live – and afterwards. What's more, ongoing optimization activities ensured all issues were resolved rapidly.

### **Access to a Network of Experts**

To ensure fast and efficient delivery of all SAP Safeguarding services, SAP Active Global Support leveraged the SAP Solution Manager application management solution. The SAP team delivered on-site support before, during, and after the implementation – working hand in hand with EDS ITELLIUM to ensure go-live went off without a hitch. “Because of the sheer scale and complexity of the undertaking, close collaboration was vital,” explains Achim Töper, managing consultant at EDS ITELLIUM and one of the technical architects for the project.

“We were particularly impressed by the technical quality manager,” says Stutz. “As our single point of contact, he provided invaluable advice and was able to tap into the SAP pool of expertise at any time.”

### **Rapid Response**

The technical quality manager was available 24x7 to field EDS ITELLIUM’s questions and concerns. “The SAP team exceeded our expectations,” states Töper. “They responded extremely rapidly – sometimes within a matter of hours.”

**“The experience gained and the strong links we’ve established with SAP will stand us in good stead for our own SAP development work. And this will benefit other customers further down the line.”**

Achim Töper, Managing Consultant, EDS ITELLIUM GmbH

“Without SAP Safeguarding and the outstanding additional support of the SAP specialists, we simply wouldn’t have met the deadline for go-live,” underlines Stutz. “And that would have had serious repercussions for subsequent projects at KarstadtQuelle.”

### **Enhanced Skills Due to Business Process Monitoring**

As well as pinpointing potentially critical situations at an early stage, the business process monitoring functionality delivered via SAP Solution Manager allowed EDS ITELLIUM to nip any issues in the bud. What’s more, the IT company has minimized manual monitoring activities. They can now ensure business processes run reliably and better plan system downtime for maintenance.

EDS ITELLIUM will be able to leverage its enhanced knowledge of SAP Solution Manager in the future. The company is currently using the application management solution to introduce business process monitoring functionality in two major projects for retail and accounting.

Meanwhile, KarstadtQuelle has reaped long-term benefits itself. Since go-live, EDS ITELLIUM has continued to fine-tune the new software, for example, by shaving response times and reducing demand for hardware resources – decreasing KarstadtQuelle’s total cost of ownership.

### **A Firm Foundation for the Future**

“Going forward, we intend to build on the skills we’ve acquired through this project,” says Töper. “The experience gained and the strong links we’ve established with SAP will stand us in good stead for our own SAP development work. And this will benefit other customers further down the line.”

Meanwhile, EDS ITELLIUM is leveraging SAP Safeguarding in a number of major projects already under way at KarstadtQuelle. “We are now applying these services in further implementations – such as deployment of the SAP for Retail solution portfolio at the sales and distribution unit,” says Stutz. “We wouldn’t hesitate to use SAP Safeguarding in the future.”

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