



HENKEL

AT A GLANCE

Key Challenges

- Low performance and high memory consumption on Java Platform, Enterprise Edition, and with ABAP™ programming language
- Need for additional front-end functionality
- Issues with designing reports and Web applications

Project Objectives

- Pilot implementation of SAP NetWeaver® Business Intelligence component for Henkel worldwide, with several additional upgrades planned
- Use of pilot implementation as model for HR management reporting in other countries

Service Offering Chosen

End-to-end solution operations, including root cause analysis

Why SAP® Services

Complete plan, including standards, services, and training, to ensure a secure go-live

Project Highlights

- Holistic view of different components of the software landscape, provided by root cause analysis
- Correct setup of the software landscape, using trace tools
- Successful go-live according to timeline

Key Benefits

- Identification and resolution of challenges, including causes of high memory consumption
- Improved performance of software
- Secure, reliable HR management reporting

Web Site

www.henkel.com

Industry

Consumer products

Existing Environment

SAP® ERP application landscape with different components, including the SAP NetWeaver technology platform

Third-Party Integration

- Database: Oracle
- Hardware: HP
- Operating System: HP-UX

Henkel KGaA, with headquarters in Düsseldorf, Germany, has 53,000 employees worldwide and operates in 3 strategic business areas: home care, personal care, and adhesives technologies. With annual revenues of €12.7 million, Henkel looked to the SAP® Active Global Support organization for end-to-end solution operations with root cause analysis.

“Because systems and their respective landscapes are getting more complex, you need efficient system analysis tools and methodologies to manage the different components. The end-to-end [E2E] solution operations offering, which includes an ERP system root cause analysis, provides exactly what is needed to ensure a secure, reliable system operation.”

Peter Zeleznik
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