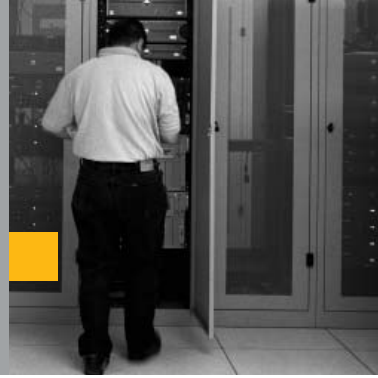


## SAP Customer Success Story Mill Products – Primary Metal and Steel



**“In very short order, we were empowered to operate SAP APO in a stable fashion through SAP System Administration. . . . That’s what we needed and that’s what we got.”**

Ho Young Kim, IT Staff, Hyundai Hysco

### AT A GLANCE

#### Summary

When Hyundai Hysco – based in Seoul, Korea – wanted to optimize use of its SAP® applications, the firm enlisted the SAP Safeguarding portfolio of services to tailor risk management for its mission-critical SAP implementation. By using the SAP System Administration service, Hyundai Hysco could go live with a robust solution and the in-house know-how to administer it.

#### Web Site

[www.hysco.com](http://www.hysco.com)

#### Key Challenges

- Correct lack of in-depth knowledge to successfully maintain SAP Advanced Planning & Optimization (SAP APO) component
- Reduce operational costs by optimizing system administration, improving system availability, and enabling continuous system monitoring

#### Project Objectives

- Use SAP expertise to tailor risk management of mission-critical implementation project
- Enable Hyundai Hysco system administration staff to make the most of SAP APO by leveraging knowledge transfer from SAP resources
- Improve staff awareness of core business processes

#### Solutions and Services

- SAP Safeguarding, including the SAP Technical Integration Check service
- SAP System Administration service provided by the SAP Active Global Support organization

#### Why SAP Services

- Extensive experience in safeguarding mission-critical projects based on best practices
- Expert knowledge in SAP APO system administration

#### Implementation Highlights

- In-depth technical assessment of the newly implemented solution
- Effective 5-day workshop with first day devoted to improving system performance

#### Key Benefits

- Improved staff knowledge and skills for administering SAP APO
- Improved technical robustness and feasibility of the new SAP APO solution
- Shorter reaction times for system problem solving

#### Implementation Partner

SAP Active Global Support

#### Existing Environment

- SAP APO
- mySAP™ ERP application
- SAP NetWeaver® Portal and SAP NetWeaver Business Intelligence components

#### Third-Party Integration

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

## HYUNDAI HYSKO

### SAP® System Administration Empowers Korean Manufacturer's IT Team to Competently Support SAP APO

Crucial to the successful operation of any SAP® application is the support and administration of the software after implementation. Hyundai Hysco, of Seoul, Korea, came to this realization after the company engaged a third party to implement the SAP Advanced Planning & Optimization (SAP APO) component and then found that the organization had no access – within its IT team – to the resources necessary for administering.

Hysco's solution? A call to the SAP Active Global Support organization. By first calling on SAP expertise to evaluate the situation and provide risk management services, the company was then able to act on recommendations from the SAP consultants and leverage the power of the SAP System Administration service.

### Challenge: Insufficient System Administration Competence

An automotive steel and steel pipe manufacturer with a large international customer base, Hyundai Hysco employs 1,150 and in 2005 had revenues of \$2.7 billion. Before the company went live with its SAP APO implementation, it wanted to ensure it had the in-house competence to optimally administer the new solution.

“The SAP APO solution was a new technology for us,” recalls Ho Young Kim, of the IT staff at Hyundai Hysco, “and we didn't have much experience or skill in the area of system administration. So when we had problems, we had difficulty finding the root causes and solving them.”

### **SAP Brings 30 Years of Experience to the Job**

At that point, the IT team called in SAP Active Global Support. Through SAP Active Global Support, customers benefit from 30 years of SAP experience and a wealth of knowledge derived from supporting thousands of installations worldwide. A representative from SAP Active Global Support reviewed Hyundai Hysco's situation and recommended the SAP System Administration service.

Typically, SAP System Administration is delivered on-site by experts from SAP Active Global Support. At Hyundai Hysco, the SAP experts reviewed main aspects of system administration with respect to core business processes. The review included evaluating areas such as interface settings, database administration, and backup and recovery procedures.

In addition, the experts reviewed administration of the SAP liveCache technology for the SAP APO implementation. (SAP liveCache is a tool for processing large volumes of data in main memory and enables data sharing among several applications.)

**“We had a data upload performance problem in the SAP APO system. SAP recommended parallel processing. After applying their recommendations, we reduced the transaction time from 3 hours to 20 minutes.”**

Ho Young Kim, IT Staff, Hyundai Hysco

Finally – by making sure that all parties involved had clear responsibilities for running and administering the solution – the experts made sure that the Hyundai Hysco staff would function as an effective team.

Based on its findings, the team then optimized critical aspects of system administration. As a result, Hyundai Hysco has been able to reduce operating costs through improved system availability, enhanced awareness of core business processes on the part of the IT staff, and an improved technical infrastructure.

At Hyundai Hysco, SAP Active Global Support delivered a workshop tailored to customer needs and educated and empowered the IT team to ensure long-term cost savings. Knowledge transferred to staff enabled them to optimally administer the company's core business processes into the future.

### **Checking Technical Integrity as a Safeguard**

At Hyundai Hysco, a couple of things had to happen before the SAP experts could deliver the SAP System Administration service. To verify the technical robustness of the newly implemented SAP APO solution at Hyundai Hysco, the company enlisted the SAP Safeguarding portfolio of services.

The SAP Active Global Support organization provided the necessary experts who then delivered the SAP Technical Integration Check service. This service is designed to safeguard an implementation project from the risk of complications due to integration issues and it was ideal for the Hyundai Hysco project. The SAP experts analyzed critical interfaces in the core business processes to make sure they met the requirements of the SAP solution in terms of availability, performance, maintainability, and data consistency.

“Through SAP Technical Integration Check, our core processes, system landscape, and general project status were reviewed by the SAP on-site team,” says Kim. “The team found issues that we couldn't find and provided the solutions. They were really very helpful to us.”

With the SAP Technical Integration Check service successfully completed, Hyundai Hysco was now almost ready to go live with its SAP APO implementation. But the company still needed the SAP System Administration service to solve some residual performance problems and transfer system administration knowledge to its IT team.

### **From 3 Hours to 20 Minutes**

To make the final improvements it wanted to see, Hyundai Hysco did not hesitate to further leverage SAP expertise. “SAP Active Global Support was the only organization that could deliver the SAP APO System Administration Service we needed,” says Kim. “And since we had received SAP Technical Integration Check from them earlier and were very pleased with it, it was clear that we should involve SAP Active Global Support again when the need arose.”

SAP consultants began by correcting some performance problems the company was experiencing in the data interchange between its SAP APO system and its existing mySAP™ ERP application. The SAP consultants spent the first day of their five-day workshop with Hyundai Hysco checking the system

**“SAP provided clear guidelines and shared best practices for SAP APO system administration and improved our knowledge and skill in this area.”**

*Ho Young Kim, IT Staff, Hyundai Hysco*

and uncovering these problems, applying fixes and training Hyundai Hysco technicians in the finer points of system support. “We had a data upload performance problem in the SAP APO system,” notes Kim. “SAP recommended parallel processing. After applying their recommendations, we reduced the transaction time from 3 hours to 20 minutes.”

The remaining four days of the workshop were spent in knowledge transfer. “SAP provided clear guidelines and shared best practices for SAP APO system administration and improved our knowledge and skill in this area,” notes Kim.

### **Knowledge Transfer Pays Dividends**

Hyundai Hysco quickly benefited from this knowledge transfer, which enabled its own people to react faster to system troubleshooting and problem solving. Moreover, high system availability, improved awareness of core business processes, and more efficient system monitoring enabled Hyundai Hysco to lower its operational costs. Additional benefits continue to flow: the company can now avoid system problems and their performance penalties and reap the rewards of optimized performance.

“In very short order, we were empowered to operate the SAP APO system in a stable fashion through SAP System Administration, a service delivered by SAP Active Global Support,” concludes Kim. “That’s what we needed, and that’s what we got.”

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