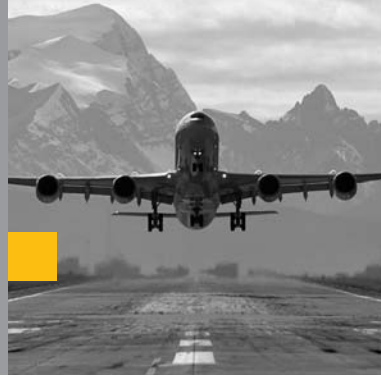


## SAP Customer Success Story Aerospace and Defense – Aircraft Manufacturing



**“SAP Solution Manager addresses our entire infrastructure management needs, reduces risk, lowers the cost of ownership, and speeds the return on investment for our online buying solution.”**

Guillaume Legros, Project Leader, Airbus France SAS

### AT A GLANCE

#### Summary

Airbus, based in Toulouse, France, turned to SAP® Solution Manager for business process monitoring. Using the SAP Solution Manager application management platform, it can now proactively monitor its core business processes running on SAP and non-SAP systems – from a single console.

#### Web Site

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

#### Key Challenges

- Reduce number of incidents reported by users, and speed up error detection, escalation, and resolution
- Improve service to users
- Lower cost of ownership and maximize value of technology investment
- Become self-sufficient in solution monitoring and optimization

#### Project Objective

Implement a single corporate monitoring tool to manage the entire solution landscape

#### Solution and Service

- SAP Solution Manager
- SAP Solution Management Optimization services for business process management (available through the SAP Active Global Support organization)

#### Why SAP Solution and Service

- Provides complete solution and landscape monitoring platform, which is available to SAP customers as part of their licensing agreement
- Upon customer request, includes knowledge support for customized use of SAP Solution Manager

#### Implementation Highlights

- Embedded monitoring objects for online procurement application
- Transferred knowledge to Airbus, enabling company to extend business process monitoring functionality of SAP Solution Manager to other SAP and non-SAP applications

#### Key Benefits

- Integrated, continuous business process and system management from a single console
- Automated alerts for early warning of problems, enabling correction before they impact users
- Ability to detect errors in less than 2 minutes, instead of 30
- Improved ability to escalate problems (up to 10 times faster) and resolve issues (40% faster)
- 20% reduction in malfunctions reported by users

#### Implementation Partner

SAP Active Global Support

#### Existing Environment

- In-house procurement solution, based on the SAP E-Procurement application
- A wide range of SAP software
- Non-SAP software

## AIRBUS

### Airbus Cuts Problem Resolution Time 40% by Performing Business Process Monitoring with SAP® Solution Manager

“SAP Solution Manager addresses our entire infrastructure management needs, reduces risk, lowers the cost of ownership, and speeds the return on investment for our online buying solution,” says Guillaume Legros, project leader at Airbus France SAS. Legros, who is also a member of the company’s SAP Customer Competence Center, is talking specifically about the business process monitoring functionality available in the SAP® Solution Manager application management platform.

During on-site delivery of the SAP Solution Management Optimization service for business process management, Airbus took advantage of SAP Solution Manager to set up business process monitoring for Buyside Shopping Cart, its online e-procurement solution.

Now, when problems do occur in the multistep, online procure-to-pay business process, Airbus can rely on SAP Solution Manager to ensure they are escalated and quickly resolved. In fact, recent stats reveal that the escalation process is now 10 times faster and that issue resolution is between 20% and 40% quicker. In addition, the number of user-reported errors is down by 20%. Moreover, typical problems that occur during systems operations can be detected much more rapidly – in two minutes or less.

This is all good news for this world-renowned aircraft manufacturer. Established in 1970 as a European consortium of French, German, and, later, Spanish and British companies, Airbus consistently wins at least half the orders placed for airliners with more than 100 seats. It currently has over 3,500 aircraft in service, with some 53,000 staff members on the ground working hard to make sure the company continues on a path of success.

In return, Airbus makes a concerted effort to ensure its employees have exactly what they need for their day-to-day activities. Using Buyside Shopping Cart, which is based on the SAP E-Procurement application, staff members in France, Germany, Spain, and the United Kingdom can easily purchase office supplies, stationery, and desktop equipment at the click of a mouse. Today, the single, consolidated online purchasing tool helps some 2,000 users throughout Airbus maximize their purchasing power and get the best prices for frequently used goods and services.

### **From Reactive to Proactive Problem Detection**

Before implementing the business process monitoring functionality in SAP Solution Manager, Airbus was having difficulty detecting and quickly resolving issues related to Buyside Shopping Cart. The IT department was sometimes unaware of a problem until

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**Guillaume Legros, Project Leader, Airbus France SAS**

it was reported by an end user. As a result, insignificant errors, which should have been resolved in seconds, often became major problems, impacting service-level agreements with users. And, without centrally held records regarding these issues, the IT department could not draw upon past experience to speed resolution and prevent similar errors in the future.

“It became clear that what we needed was a single management platform that would allow us to monitor Buyside Shopping Cart in all four countries – and alert us immediately if preset performance thresholds were in danger of being breached,” says Legros.

### **Single Tool for Real-Time Business Process Monitoring**

Provided to all SAP customers as part of their licensing agreement, SAP Solution Manager helps maximize a company’s SAP environment. It is designed to support management of highly sophisticated system and solution landscapes, targeting interrelated business processes, interfaces, and technical components. As an example, if a defined threshold related to a specific business process monitoring object has been exceeded, an alert will be automatically triggered and will appear on the SAP Solution Manager graphic display.

“We evaluated several monitoring options, but we chose SAP Solution Manager because it fulfilled almost all of our business process management and optimization needs,” says Legros. “It could also interface with the IBM Tivoli security management solution that we were using for system monitoring. This would enable us to receive alerts – on the same console – about potential problems across our entire solution landscape that might impact the performance of Buyside Shopping Cart. In addition, SAP Solution Manager’s ease of use and out-of-the-box functionality would minimize implementation overhead and total cost of ownership.”

Legros then adds, “Sup@irworld Support Center – which manages the Airbus procurement information system and is led by Thierry Chaput – chose SAP Solution Manager and is now very happy with it.”

### **Key Steps**

SAP Active Global Support implemented the SAP Solution Manager business process monitoring functionality over a three-day period at the Airbus Toulouse facility, which houses the centrally managed Buyside Shopping Cart. SAP Active Global Support team members worked with Airbus to identify the key steps involved in creating a business process management concept and to establish the roles and responsibilities within the support organization. They recorded the core business process of Buyside Shopping Cart in SAP Solution Manager, and then implemented the relevant monitoring objects, establishing thresholds according to business requirements.

In addition, the team members defined error handling procedures and escalation paths. They also set up service-level reporting, enabling Airbus to easily identify problem areas based on automated weekly reports.

### **Process-Critical Monitoring Objects**

The consultants from SAP Active Global Support, a part of the SAP Services organization, helped identify steps that were critical to the optimum performance of Buyside Shopping Cart. They targeted the average response time for specific dialog transactions, data transfer via interfaces, and the behavior of specific background jobs as key monitoring objects.

Customers such as Airbus can easily adapt SAP Solution Manager to meet their specific requirements or changing business needs. For example, since the initial implementation, Airbus has established requisition approval as an additional monitoring object to ensure that the purchase of urgently needed goods and services is not held up by a manager who fails to authorize the request. If a requisition has not been converted into a purchase order within five working days, an e-mail alert is sent to the staff member who initiated the request. E-mail queuing is also monitored to ensure that procurement is not delayed due to slow performance of the e-mail system.

Legros comments, “SAP Active Global Support configured the business process monitoring functionality within SAP Solution Manager to ensure that our critical success factors were met. Thanks to thorough knowledge transfer, our IT team members gained the skills and tools required for day-to-day monitoring. Plus, they can now embed additional monitoring objects, as needed, without us having to incur additional consultancy costs.”

### **Faster Problem Detection and Resolution**

SAP Active Global Support also integrated the corporate back-end systems in France, Germany, Spain, and the United Kingdom into the business process monitoring functionality used for Buyside Shopping Cart. Functional and technical errors, poor performance, and other issues arising in these back-end systems can now be detected, escalated, and resolved from the single management console in Toulouse. This means that users experience no degradation in service levels. The 20% reduction in reported malfunctions – as well as the earlier detection of errors and faster resolution times – are directly attributable to SAP Solution Manager.

### **Support for the Entire Solution Landscape**

The business process monitoring functionality within SAP Solution Manager is based on the SAP computing center management system, which enables integrated system monitoring over the whole landscape. Malfunctions are identified quickly and reliably when a preset threshold value is exceeded or not

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reached, or if a system component remains inactive for a specific time period. System monitoring alerts generated by IBM Tivoli are converted into log files, and monitored by the SAP computing center management system. They appear on the SAP Solution Manager graphic display alongside business process–related alerts for Buyside Shopping Cart.

In addition, weekly service-level reports are generated in SAP Solution Manager, recording aggregated alerts for Buyside Shopping Cart. Airbus’s IT staff uses this information to benchmark performance against service-level agreements in each country and to make strategic decisions regarding system changes and future IT investments.

### **Leveraging Technology Investments**

The company is also using SAP Solution Manager to monitor its non-SAP-based sourcing solution used for purchasing wings, turbines, and other parts. Data regarding system performance is collected automatically in the sourcing solution and fed into SAP Solution Manager via XML user interfaces to provide a complete management view. Airbus also plans to extend business process monitoring to its mission-critical SAP-based manufacturing applications.

“SAP Solution Manager provides us with a central point of control for solution and system landscapes with multiple components,” says Legros. “This is of great value to us, as it enables us to leverage all our technology investments.”

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