

hp success story



GARDENA Holding AG -
Live your garden

for all of your growing needs

GARDENA is one of the world's largest names in gardening tools and accessories. What started out in 1961 as an outlet for French gardening equipment on the German market, has since evolved into a leading international group of companies with over 30 subsidiaries in more than 80 countries. It employs 3,047 staff and has sales to the tune of 398 million euros (FY 2001/02). The company is headquartered in Ulm, Germany. IT operations, built around mySAP.com, are also run out of Ulm. To ensure a powerful, reliable, scalable platform for mySAP.com, GARDENA turned to HP.

enterprise execution with SAP

GARDENA has been using SAP enterprise execution solutions since the late 1980s when it introduced SAP R/2 on a mainframe. Ten years later, GARDENA migrated to SAP R/3 under Microsoft Windows NT. In 2002, it upgraded to Microsoft Windows 2000.

Initially, the host-based central sales and shipping application was not migrated to the client/server architecture. In the fall of 2000, GARDENA conducted a feasibility study to explore porting this application to the mySAP.com landscape. The upshot was a decision to roll out mySAP Supply Chain Management (mySAP SCM) with SAP Advanced Planner and Optimizer (SAP APO), SAP Business Warehouse (SAP BW), along with the SAP R/3 Sales & Distribution (SD) and Customer Service (CS) components.

migration

The decision to migrate the sales and shipping application was driven not only by the general IT strategy at GARDENA, but also by structural alterations within the group. GARDENA Holding had assumed a management role within the new corporate structure and the IT division had been incorporated into the holding. At the same time, the entire sales division had been established as an independent subsidiary.

"These structural changes triggered completely new processes," explains Werner Christl, head of ORG/IT at GARDENA.

"With certain company divisions being integrated into the holding and others being spun off, many internal processes had suddenly turned into business relationships between legally separate companies. Of course, our business application software had to

support these new processes. We felt that a client/server architecture was best equipped to provide the flexibility and performance we needed to support evolving needs in the areas of sales and distribution, customer service, and sales and logistics planning."

launching VIVA

GARDENA thus launched a major migration project - referred to internally as VIVA. The objective was to migrate the sales and logistics planning functions for six European countries as well as the operational business in sales and services for the German market to mySAP.com by October 2002 - the beginning of GARDENA's new fiscal year. To deliver the reporting functionality it needed, GARDENA rolled out mySAP Business Intelligence (mySAP BI) and mySAP SCM with SAP APO. It also deploys the SAP R/3 CS and SD components. The new system actually supports about 650 users and shall be extended to 800 users.

mature partnership

When GARDENA decided to introduce SAP on Windows NT, it chose HP to provide the hardware platform. "We wanted to create a homogeneous SAP environment to simplify operation and maintenance," Christl continues. "In our search for the right technology partner, we felt it was important to have more than just a hardware vendor - we wanted someone who would actively support and advise us, someone we could really rely on. HP was the answer. We have been working successfully with them for several years now."

mySAP.com runs on HP ProLiant Servers (ProLiant DL580, ProLiant ML570, ProLiant 8500 and ProLiant 5500) under Windows 2000. As GARDENA prepared to introduce mySAP SCM, however, sizing tests revealed that Unix would be best equipped to deliver the computing power needed for SAP liveCache, SAP's extremely fast memory-

challenge

- **GARDENA needed a powerful, reliable, scalable platform for mySAP.com**
- **Migrate its sales and shipping application**
- **Address issues caused by structural changes at Gardena**

solution

- **mySAP.com with SAP R/3 (SD, CS), mySAP SCM (SAP APO), mySAP BI (SAP BW)**
- **Microsoft Windows 2000 and hp Tru64 UNIX**
- **SANworks SecurePath software and hp Insight Manager**
- **hp ProLiant Server farm (ProLiant DL580, ProLiant ML570, ProLiant 8500 and ProLiant 5500)**
- **hp AlphaServer ES40**
- **Data Replication Manager**
- **hp StorageWorks based on RA8000 and EMA 12000 systems with an overall capacity of 7TB**

results

- **Flexible, scalable platform for simplified operation and management of mySAP.com**
- **High availability of mySAP.com thanks to Windows/Tru64 Unix cluster**
- **High availability of mission-critical data through Storage Area Network with fail over and data mirroring functionality**

why hp?

- **hp could provide consultancy and advice as well as the hardware**
- **Reliability**
- **Existing relationship between hp and GARDENA**

based technology to enhance supply chain functionality exponentially. The SAP Competence Centre thus suggested combining the Windows and Unix operating systems.

broadening business

"Thanks to our broad offering," explains Markus Böck, SAP sales manager at HP, "we were also able to meet GARDENA's requirements for their mySAP SCM deployment. A mixed operating system environment running HP Tru64 Unix on HP AlphaServers gives GARDENA the computing horsepower it needs for optimum mySAP SCM performance."

SAP liveCache runs on an ES 40 AlphaServer with HP Tru64 Unix. Extremely satisfied with the solution, Werner Christl comments: "Particularly in a mixed-platform environment, a single point of accountability is a huge advantage for GARDENA. With HP, we don't have to worry about interoperability or connectivity problems."

storage area network for maximum security and availability

The new, expanded SAP deployment with mySAP SCM obviously raised the bar for security and availability at

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*Werner Christl, head of ORG/IT,
GARDENA Holding AG*

GARDENA. "Planning, sales support and logistics are core processes for a customer-focused supplier such as GARDENA. The uninterrupted execution of these processes is key to the success of our business. We literally can't afford to have problems in our IT infrastructure, let alone a system failure," Werner Christl stresses.

To ensure the necessary levels of uptime, the company decided to introduce a HP Storage Area Network (SAN) architecture. The SAN is built around HP RA 8000 and EMA 12000 storage arrays with a total storage capacity of 7TB. All data from GARDENA's Oracle databases is stored redundantly in the arrays. HP SANworks SecurePath storage management software ensures maximum availability by enabling continuous access to the RAID storage systems and connecting the arrays to two separate buses.

The redundant design of the RAID system for the SAP R/3 productive system eliminates all single points of failure on the storage side. In practice, this means that the server automatically falls over to the "live" storage subsystem if a host adapter, cable or controller fails, thus ensuring uninterrupted data availability. For even greater recovery readiness, GARDENA decided to position the two storage subsystems at separate locations. The Data Replication Manager makes sure that the two data pools are synchronised.

looking to a bright future with supply chain management

Today's plans at GARDENA extend far beyond the VIVA project. "The goal of our new 'STAR' project is to implement a pan-European logistics concept focused on centralising logistics operations and setting up regional distribution centres. We also plan to centralise inventory management," says Werner Christl. To achieve this, GARDENA will be expanding its mySAP SCM deployment

to support European-wide distribution and replenishment.

Greater collaboration with customers and suppliers is also in the pipeline. To quote Werner Christl: "Most of our sales partners still work with EDIFACT. However, we are keeping a close eye on developments. We have established a first XML connection with BASF, who supply us with raw materials. We are also getting ready to introduce mySAP Supplier Relationship Management (mySAP SRM), the e-procurement component of mySAP.com. We are thinking about creating electronic catalogues and linking them to existing marketplaces."

Concrete steps are already underway to expand mySAP BI functionality beyond reporting to create an enterprise-wide data warehouse. GARDENA is also currently evaluating mySAP Product Lifecycle Management (mySAP PLM), exploring how it might be used for project and document management to support the development of new products.

In short, GARDENA is looking to leverage the multiple benefits of supply chain management. Regardless of the course of future developments, one thing the people in Ulm can always rely on, however, is the support and competent advice of HP.

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit: <http://www.hp.com/>



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service highlights:

- Consulting
- Customer Support

customer at a glance:

industry sector: garden tools and accessories

name: GARDENA Holding AG

headquarters: Ulm

founded: 1961

telephone: +49 731 4 900

number of employees: 3,047 (FY 2001/02)

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