Hansgrohe SE

Enabling sparkling customer service by improving back-office performance

Overview

The need
Manufacturer Hansgrohe found that after significant worldwide expansion, its Oracle-based systems struggled to cope with increased workload, impacting production, sales and customer services.

The solution
Hansgrohe migrated its SAP Business Warehouse and SAP ERP applications from Oracle Database to IBM® DB2® running on IBM Power® 770 servers with IBM AIX® connected to IBM Storwize® V7000 storage.

The benefit
Boosts performance by up to 10 percent and reduces downtime during weekly backup window by 40 percent. Avoids investment costs in additional storage with up to 87 percent total data compression.

Hansgrohe SE is a market-leading sanitary fittings manufacturer, headquartered in Schiltach, Germany. The company operates ten production sites and offices in 44 countries, making it one of the few global players in the sanitation industry. Employing over 3,500 people, Hansgrohe generated total revenue of EUR841.4 million in 2013.

Balancing costs and growth

After expanding its business operations into emerging global markets, particularly in Asia, Hansgrohe struggled to provide top-notch support to an ever-increasing number of customers without letting costs spiral out of control.

Klaus Buchholz, Director of Information Services at Hansgrohe, elaborates: "Currently, the whole company is focused on optimizing our operations and reducing costs. Thanks to organic growth, we now have production facilities and offices all over the world."

After Hansgrohe expanded into emerging markets, it needed to maintain excellent performance without increasing operating costs. "With IBM DB2, we improved the performance of our SAP applications significantly – now we can provide better customer service worldwide," explains Klaus Buchholz, Director of Information Services at Hansgrohe.

Solution components

Hardware
- IBM® Power® 770
- IBM Storwize® V7000
- IBM System Storage® TS3500
- IBM System Storage TS3310

Software
- IBM AIX®
- IBM DB2®
- IBM Easy Tier®
- IBM PowerHA® SystemMirror® for AIX
- IBM PowerVM®
- IBM System Storage SAN Volume Controller
- IBM Tivoli® Storage Manager

Applications
- SAP Auto-ID Infrastructure
- SAP BusinessObjects
- SAP Business Warehouse
- SAP E-Recruiting
- SAP Enterprise Portal
- SAP ERP
- SAP ERP Human Capital Management
- SAP Extended Warehouse Management
- SAP Solution Manager
- SAP Supply Chain Management
- SAP Supply Network Collaboration

Previously, Hansgrohe's integrated SAP applications were running on Oracle databases. As the firm expanded, the existing environment struggled to deliver the required performance, and licensing costs increased sharply when the business needed to scale up.

"To continue providing cost-efficient IT services without affecting the customer experience, we needed to find a new solution," adds Klaus Buchholz. "We manage many of our core business processes using SAP ERP applications. During an average working day up to 1,300 dialogue users log onto the system simultaneously – these peaks were putting significant strain on our central systems."

Smooth flow to new systems

After evaluating offerings from a range of providers, Hansgrohe decided to deploy IBM DB2 and two IBM Power 770 servers, each with 36 IBM POWER7+™ processor cores and 1 TB main memory, connected to two virtualized IBM Storwize V7000 storage systems.

In close collaboration with IBM, Hansgrohe migrated its SAP Business Warehouse and SAP ERP applications from Oracle Database to IBM DB2 running on IBM AIX. The firm also profits from improved business continuity delivered by IBM PowerHA® SystemMirror® for AIX. The company now also runs VMware, Windows and Linux on System x.

Klaus Buchholz explains: "Hansgrohe selected IBM as its trusted partner for this mission-critical process. The IBM consultants handled the technical part of the migration, and they helped us to test the new solution. With IBM's support, we were able to complete the migration very smoothly. The migration was well-timed with the server switch-off to offload from the old system and download onto the new."

Focusing on the customer experience

After migrating its SAP applications to IBM DB2 databases, Hansgrohe has brought new life to its IT operations. Klaus Buchholz explains: "The autonomics functions featured in IBM DB2 provide huge benefits in terms of simplifying administration. Taking advantage of automatic maintenance enables us to unlock huge time savings, meaning that we can focus on providing great customer service.

"The close integration between the SAP DBA Cockpit and IBM DB2 allows us to improve our SAP BW and ERP-based information system and maintain excellent performance."

"All in all, the new solution fulfilled all of our expectations. We are considering investing in IBM DB2 with BLU Acceleration to further enhance our systems' capabilities."

— Klaus Buchholz, Director of Information Services, Hansgrohe

The company transformed its data center with the IBM solution, improving batch job runtime by up to 33 percent for some jobs and boosting performance of its production planning and inventory control systems by 40 percent – vital to meeting contract obligations.

Capitalizing on greater compression capabilities by migrating from already-compressed Oracle databases to IBM DB2 almost halved the company's database size – shrinking it by 43 percent. With this migration, the firm achieved a total compression rate of 87 percent.

Klaus Buchholz comments: "Shrinking our databases provides massive advantages in terms of cutting maintenance time, as smaller databases are much faster to administer. Efficient compression on IBM DB2 has made certain transactions a lot quicker, as we no longer have to constantly reorganize our data to provide sufficient space. In net terms, we are now running faster."

He concludes: "All in all, the new solution fulfilled all of our expectations. We are considering investing in IBM DB2 with BLU Acceleration to further enhance our systems' capabilities."

For more information
To learn more about IBM DB2 solutions, contact your IBM sales representative or visit: **ibm.com**/db2

IBM

SPC03517-WWEN-00