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Festo Eliminates Manual Hand-offs from SAP Processing with CA Automic Dollar Universe

CLIENT PROFILE
Industry: Technology
Company: Festo

BUSINESS
Festo is a leading world-wide supplier of automation technology and the performance leader in industrial training and education programs.

CHALLENGE
- Automate SAP batch jobs
- Balance SAP dialog and background work process demands
- Remove manual delays
- Manage high-volume workload

SOLUTION
- Control and monitor SAP time-critical jobs
- Central view of SAP instances
- Certified SAP integration
- Peer-to-peer architecture

BENEFIT
- Absorbed 300% growth in IT workload with no extra overheads
- Maximized throughput without impacting end user service
- Enabled process monitoring from one console

Business
Leading global

Founded in 1925, Festo has grown to become the leading global producer of pneumatic, servopneumatic, and electric automation technology. From performing simple tasks on a manufacturing production line to complex robot animations, their products are all around us. The company operates in 59 countries employing 15,500 staff globally.

Needing to deliver customer orders within 24 hours, Festo standardized on SAP as its enterprise software platform. Integrated order processing, finance, accounting, logistics and warehouse management systems would enable the company to fulfill customer demands. It also provided the scalability and visibility to support the global expansion of Festo's business operations.

However, connecting just-in-time manufacturing with corresponding logistics processes relies on rapid response times and real-time scheduling of SAP batch reports. Harald Fröschle, Manager of Computer Center Operations at Festo, takes up the story, "Batch processing is a critical factor in our business processes. We need to keep jobs that have to complete processing very quickly running 24/7. Otherwise, we cannot meet the service requirements of our production and logistics operations. The scheduling tools provided by SAP lack the flexibility and control we need."

Challenge
Manage high-volume workload

With the basic SAP batch scheduling functionality unable to provide enterprise visibility and detailed reporting, Festo needed help managing high-volume, time-critical batch jobs. Leading job schedulers were evaluated and CA Automic Dollar Universe was selected because of its unique scalable, resilient architecture and tight integration with SAP solutions via powerful API and ABAP interfaces.

"CA Automic Dollar Universe is structured quite differently from the other products," explained Fröschle. "It can run absolutely independently on any system on which it is installed. Unlike client-server architecture, the CA Automic Dollar Universe architecture allows jobs to continue running when a server fails, without extra high-availability solutions. For us, this was the decisive factor, as process availability is very important to Festo."

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Solution

Automating 150,000 SAP Jobs Every Day

Serving approximately 9,000 SAP end users accessing 60 production instances, Festo manages the execution of 150,000 jobs each day with CA Automic Dollar Universe. "The idea that with SAP everything can be done with interactive dialogs and batch processes are no longer needed is quite mistaken," added Fröschle. "For instance, while month-end close can run overnight, handling business orders or generating delivery notes must be done immediately, alongside SAP dialog processes. CA Automic Dollar Universe allows us to balance our SAP workload and meet our SLAs."

With CA Automic Dollar Universe, Festo can monitor processing across its entire environment from one console. SMS messages are used to alert Operations if critical jobs fail. Staff can log in remotely to fix problems. Tight integration with HP Operations Manager ensures a unified systems management platform. End-user submitted ABAP reports that might otherwise impact performance and response times can be automatically intercepted and queued for processing with Dollar Universe.

Getting Information to Management On-time

"We have some very complex jobs that have lots of dependencies which start at 6pm that need to finish by 7am. Management needs to get sales figures from the reports produced. Removing manual input from this and other processing, CA Automic Dollar Universe ensures consistent delivery of up-to-date management reports," commented Fröschle.

Festo has also automated SAP IDOC communications between its multiple SAP systems. Parent–child relationships generated by jobs processing SAP batch input maps can be managed with CA Automic Dollar Universe, providing Festo the ability to track progress and provide feedback to the application on important workload.

Integrating SAP Enterprise Workload

Instead of needing to interface with multiple tools, processing that spans SAP ERP ABAP jobs, SAP BW process chains and SAP Business Objects reporting has been integrated with CA Automic Dollar Universe. Operators can monitor workload from one window while end-users benefit from working with up-to-date accurate business information and analytics.

In addition to automating business application workload, Festo is using CA Automic Dollar Universe to schedule other IT tasks. Remote control of servers simplifies the distribution of patch updates. Festo application development teams are working increasingly with Dollar Universe, ensuring that automation is incorporated in the rollout of new end–user services.

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Benefits

Reduced run-times for jobs

With CA Automic Dollar Universe, Festo has benefited from a reliable automation platform that consistently meets business SLAs for its SAP and non-SAP batch workload. As Festo expanded its global business operations, it has scaled its SAP environment and the underlying background processes with the support of Dollar Universe and the existing SAP Basis team.

"Festo has achieved a three-fold growth in IT workload with CA Automic Dollar Universe without adding extra headcount over the last five years," concluded Fröschle. "At the same time balancing SAP dialog and background processing demands means we are maximizing throughput without impacting end-user service. CA Automic Dollar Universe plays an integral role controlling the highly optimized production and logistics procedures that are the foundation of Festo's reputation as a leading performer in the automation market."

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