

# DSM green SAP

## Saving energy by moving to a new SAP UBC infrastructure

**In 2007 DSM decided to renew their SAP platforms and services in order to increase its flexibility and improve its cost-effectiveness by implementing a new, partly cGxP compliant and future-ready SAP-related environment that also contributes to DSM's sustainability ambitions.**

Since Atos has demonstrated to be a reliable SAP hosting provider for DSM and has a proven track record of SAP services, DSM has chosen to extend the long-lasting relationship between the companies. At the end of 2007 DSM and Atos signed an agreement for the global delivery of SAP hosting and technical application management services until the end of 2013. This agreement is in addition to the existing master agreement and has provided DSM with a state-of-the-art hosting and data centre environment, increased flexibility and considerable cost savings.



# DSM green SAP

This agreement also contributes to the Operational Excellence Pillar of DSM's strategy Vision 2010, by guaranteeing up to date service to their critical business systems at substantial lower cost.

## Project management

The main purpose of this project was, amongst others, to exchange a complete SAP infrastructure including processing and storage capacity in order to host DSM's global SAP landscape consisting over 150 SAP System ID's in a global twin datacenter.

This large project was divided into a user part, which was managed by DSM, and an infrastructure part which was managed by Atos. Since Atos was responsible for the technical realization of the migration project, DSM could fully concentrate on DSM end-user demand and continuous end-user communication.

## Technical knowledge

Atos provided knowledge in several areas including technical consultancy on SAP, HP, Unix, EMC storage and backup, networking and datacenter services on which Atos is certified by the hard- and software suppliers. Atos deployed all its technical knowledge in these areas to meet DSM's (functional) demands.

## Industry specific expertise

Atos continually incorporates and builds upon industry best practices. The company supports the increasingly stringent requirements of regulatory compliance in areas such as REACH. And, as Chemical companies pursue growth into new markets such as China, Middle East, India and, in the longer term, Russia, Atos supports the rapid growth in these geographies for our strategic global clients and also for local companies.

Although Atos has profound knowledge of the Chemical industry this agreement provides mostly generic services that can also be provided to other industries.

Part of this new SAP infrastructure and accompanied services have to meet cGxP (Current Good X Practice (in this case FDA compliance - X can mean: Clinical, Laboratory, Manufacturing or Pharmaceutical) regulations. These FDA (Food & Drug Administration)-like regulations are mandatory for those industries that deliver products for the human food chain. cGxP regulations require very strict services including a rigid change and approval process.

## Customer service/account management

This agreement provides the internal DSM clients (the business units) a number of benefits. This agreement leverages an utility-based infrastructure which allows DSM to align services flexibly with its dynamic business demands. The new solution matches the capacity provided to the exact demand, in order that no over-capacity is created. DSM makes use of a pool of resources shared securely by various customers and pays for usage instead of a fixed amount.

As a result, the solution uses less hardware and is more environmentally friendly, because less energy is used and less cooling is required. It builds on Atos' implementation of its new data centre strategy, which includes deploying greener data centre technologies. Not only the services required at present are covered, but also future requirements. The future-proof design both caters for the existing SAP (Apollo) environment and anticipates a smooth integration of new functionality, such as SAP ECC, as available under SAP's release strategy. The solutions are based upon contemporary business requirements and required service levels, and use Atos' global sourcing centers.

## Overall level of value delivered:

- ▶ Flexibility - volumes can vary on a monthly basis;
- ▶ Cost effectiveness - the financial benefits are fully met in the first contract year (two digit percent reduction in costs);
- ▶ Sustainability - 46% power consumption reduction;
- ▶ Future proof - the infrastructure is prepared for the latest release of SAP products;
- ▶ No investments are necessary for DSM - the infrastructure costs are part of the Atos 'on demand' services pricing.

## Overall level of customer satisfaction

After a hesitating start the migration project turned-out to be very successful. Each of the more than 20 turn-over weekends passed without a serious glitch. According to specific Customer Perception and the monthly Service Level Reporting, the new SAP infrastructure turns out to be very reliable and meets all the customer requirements.

### For more information:

Please contact

[jos.boesten@atos.net](mailto:jos.boesten@atos.net)