

Case study

DPD – SAP ERP based on SAP HANA

“With the help of our longstanding IT partner, Fujitsu, we mastered our latest project – migrating SAP ERP to HANA – in just five months.”

Ingrid Busse, Manager, SAP Competence Center, DPD



The customer

Established in 1977 by 18 German-based freight forwarders, DPD has been a member of the French GeoPost group, a subsidiary of La Poste, since 2001. The carrier ranks among the world's leading parcel and express delivery companies, transporting 2.5 million parcels per day from more than 800 depots in a seamless international network. It enjoys an excellent reputation as an extremely prompt and reliable partner. DPD benefits from the booming e-commerce sector, which is driving its rapid growth. Moreover, the company takes its environmental responsibilities seriously, and provides carbon-neutral parcel shipping to 17 European countries at no extra cost to the customer.

The customer

Country: Germany
Sector: Transportation/logistics
Established: 1977
Employees: Over 24,000
Website: www.dpd.com



The challenge

DPD is a fast and reliable parcel delivery service with a global strategy. Benefiting from the booming e-commerce sector, it is expanding rapidly. Explosive data growth created the need for a new, high-performance database for the company's SAP ERP system. This processes business data at high speeds and provides powerful business-process support.

The solution

DPD opted to implement SAP HANA and tasked Fujitsu with the technical implementation. The IT services group delivered a coherent end-to-end-package – from proof of concept to establishing an SAP HANA system landscape including hardware, to operations, maintenance and other services. The customer now benefits from a stable, high-performance database architecture and professional-quality services.

The challenge

Having acquired a raft of new customers in the e-commerce sector, DPD anticipated a sharp rise in parcel shipments and correspondingly strong growth in data volumes. These comprise customer and shipment data and web-based information on delivery status, returns, and other processes. Rapid data growth posed new challenges for the existing IT architecture. Furthermore, the existing SAP MaxDB relational database system was unable to deliver the necessary processing speeds, nor handle the additional data quantities expected. So the main challenge was to upgrade and future-proof the IT systems and underpin the SAP ERP system with a new, high-performance database. This would enable rapid processing of business information and provide powerful support for DPD's processes.

The solution

To build strong foundations for future growth, DPD decided to migrate its SAP ERP environment to SAP HANA, and tasked Fujitsu with the technical implementation. Having already worked with Fujitsu in the past, DPD was familiar with its strengths and skills: the IT service company has operated the SAP systems of Geopost Service, a DPD subsidiary, from its data center in Neckarsulm since 2006. Moreover, Fujitsu had assisted with the migration of the SAP Business Warehouse (BW) to SAP HANA. And it has abundant experience with SAP's in-memory technology, having completed numerous HANA projects.

Customer benefits

- Stable, high-performance database architecture
- Professional-quality services under a three-year solution contract underpinned by ambitious Service Level Agreements (24/7 availability with a response time of 30 min and a recovery time of 6 h)
- More than 20-fold increase in query processing speeds

Customer benefits

Fujitsu's complete package of services gives DPD the benefits of a single provider and a truly holistic IT strategy. Fujitsu not only designed the SAP HANA architecture, but also selected, preconfigured, shipped and installed the necessary hardware from its own product portfolio. This comprises two Fujitsu PRIMEQUEST 2800B HANA appliances with two terabytes of main memory and eight Intel Xeon E7-8800 15 core processors. Fujitsu also provided an infrastructure management server (IMS) used to install the SAP HANA basic software and remotely manage the appliances.

- A one-stop package comprising hardware, software and services
- Rapid project implementation within a very tight time frame
- Custom-scalable hardware components

The project had to be implemented at high speed to make sure the new systems would be fully operational by the start of the Christmas shopping season. That meant going live by late September 2014 – leaving just five months to complete the implementation. In light of this very tight schedule, a large number of project steps and upgrades of adjacent systems had to be carried out simultaneously. The two teams, SAP Basis and SAP Applications, mastered all these challenges superbly. And DPD's SAP HANA production system was fully functional in time for Christmas shopping. Queries are now processed 20 times faster. And because the hardware components are individually scalable, DPD can continue to add resources during ongoing operations. The appliances' capacity can be extended to four terabytes at any time.

Product and services

- Fujitsu PRIMEQUEST 2800B HANA appliances
- Infrastructure Management Server (IMS)
- Implementation of an SAP HANA production environment, a development environment and a test database
- Upgrade of adjacent SAP systems
- Hosting, operations, maintenance and services, including updates

Conclusion

With the help of SAP HANA in-memory technology, DPD can now rapidly analyse its huge data assets to obtain actionable insight for its business processes. Within a very narrow time frame, Fujitsu delivered a coherent, end-to-end package – from the proof-of-concept stage to the establishment of an SAP HANA system landscape including hardware appliances, to operations, maintenance and other services. The customer now benefits from a stable, high-performance database architecture and professional-quality IT services delivered by a single, German-based provider.

"Thanks to Fujitsu's commitment and technical skills, we now have an extremely powerful and stable SAP HANA architecture."

Ingrid Busse, Manager, SAP Competence Center, DPD

Fujitsu's contribution did not end when the SAP HANA infrastructure went live, however. Under a 36-month solution contract, the IT provider is also responsible for hosting, operations, maintenance and other services, including updates of the SAP HANA basic software and remote management. DPD benefits from highly exacting Service Level Agreements. These demand round-the-clock systems availability with a response time of 30 minutes and a recovery time of six hours.

About Fujitsu

Fujitsu Central Europe (Germany, Austria and Switzerland) is a leading European all-round provider of information and telecommunication technologies. Headquartered in Munich, the company offers a comprehensive portfolio of technology products, solutions and services, ranging from terminals, data center solutions, Managed & Maintenance Services and cloud solutions right through to outsourcing and consulting. Fujitsu develops and manufactures notebooks, PCs, thin clients, servers, storage systems as well as mainboards and operates highly secure data centers in Germany. For the fiscal year ending March 31 2014 Fujitsu generated a revenue of more than €1.8 billion with approximately 2,800 employees in the Central Europe region.



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