

# Case Study

## DPD

»Only systems that function smoothly help us to make the correct decisions based on valid data. Therefore it is important for us to use state-of-the-art technology at all times and thus be one step ahead«

Stefan Grundmüller, Team Manager SAP BI, DPD



### The customer

Country: Worldwide  
 Industry: Distribution  
 Founded: 1977  
 Employees: Over 24,000  
 Website: [www.dpd.com](http://www.dpd.com)



### The challenge

Speed and reliability are important factors when delivering letters or packages to retailers and consumers. DPD must therefore continuously optimize the quality of their services and the underlying business processes. Data analysis plays a special role in evaluating quality and processes. However, it can only unfold its full potential if the results are available as quickly as possible.

### The solution

Migration of the SAP Business Warehouse to SAP HANA infrastructure.

### The customer

DPD Dynamic Parcel Distribution GmbH & Co. KG is one of the leading parcel and express service providers, transporting 2.5 million packages within an international network on a daily basis. More than 24,000 employees and 18,000 vehicles in approximately 800 depots serve customers in more than 220 countries.

### The challenge

DPD places high demands on its IT systems to provide its customers with a reliable service at all times and to optimally map the complex logistic and customer processes. This includes evaluating large amounts of company data from various departments in a quick and transparent manner, such as data for sales forecasts, customer development or service quality. DPD uses a SAP Business Warehouse which consolidates and provides information from more than 20 systems. However, the enormous data traffic volume often turned the evaluation into a "time-related bottleneck". The monthly load of mass data for various evaluations led to high system utilization with load processes lasting from just a few hours to over several days. Therefore monthly reports were only available after almost three weeks. Storage requirements were also continuously increasing. SAP HANA in-memory technology provided the solution. DPD's long-term IT service provider Fujitsu, which has been hosting the company's SAP systems since 2006, provided the required consultation and decision-making support.

### The solution

Fujitsu has been operating the first worldwide SAP HANA Demo Center since 2010. DPD decided to comprehensively test its BW application in such a test environment. Fujitsu used a sandbox filled with real DPD data. The system was first examined for generic optimization measures and then adapted accordingly to the individual features of the DPD landscape. The test phase was conclusive and DPD decided to implement SAP HANA. The comprehensive tests performed in the Demo Center optimally prepared Fujitsu and DPD for the migration.

### The benefits

- SAP hosting and SAP HANA from a single source
- Investment protection thanks to comprehensive and free-of-charge test options in the SAP HANA Demo Center
- Accelerated data scanning time (more than 50%)
- Reduced monthly load runs
- Accelerated data provision for monthly reports by a factor of 5.75
- Shorter reaction times permit faster intervention
- Reduced storage volume

### The benefit

The result exceeded all expectations. The use of SAP HANA greatly accelerated data scanning times by 50 percent as a result of the migration alone and then by another 10 percent thanks to additional optimization measures. Load processes that previously lasted almost a whole day are now completed in just a few minutes. This enabled DPD to accelerate data provision for its monthly reports by a factor of 5.75.

Fujitsu simultaneously optimized the storage space as well. Previously conservative estimates for the expected use were about 740 GB. The various HANA software upgrades enabled Fujitsu to restrict the volume to 380 GB. Further optimization measures and a planned nearline storage solution also provided additional storage space savings.

### Products and services

- Test phase in the SAP HANA Demo Center run by Fujitsu with detailed test scenarios
- Updated system scenario to Netweaver 7.3
- Migrated the SAP BW to SAP HANA infrastructure
- Optimized storage space assignment

### Conclusion

*“These enormous performance increases provided by SAP HANA have entirely convinced us. We can now provide evaluation data much faster. Individual load processes and the very intensive performance queries have been significantly accelerated. In-memory technology enables us to generate new queries and trigger the required measures and innovations more quickly.”*

Stefan Grundmüller, Team Manager SAP BI, DPD

In collaboration with



### Contact

FUJITSU  
Fujitsu Technology Solutions GmbH  
E-Mail: [cic@ts.fujitsu.com](mailto:cic@ts.fujitsu.com)  
Website: [www.fujitsu.com/de](http://www.fujitsu.com/de)  
2014-11-13

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