

## ■ FREUDENBERG IT FIRES UP CRITICAL PROCESSES

IT service provider supports business growth and achieves efficiency gains with Redwood process automation.

### ■ KEY POINTS

- ▲ Freudenberg's increased IT system usage across almost 100 different systems, meant overhead costs grew, along with the number of processes.
- ▲ To reduce costs, speed up processes and coordinate activities, the firm needed an enterprise-wide automation solution - SAP® Business Process Automation (BPA).
- ▲ With automation, Freudenberg has 25% more efficient use of hardware, lower administration overhead and flexibility to manage change.
- ▲ Reduced weekend sales update processing by 600%. From 36 hours to fewer than six.

### ■ IT MADNESS



Freudenberg IT KG is an IT service provider supporting companies in Europe and the Freudenberg Group worldwide. Its core business is its consultancy and support for business management applications used by companies in the industrial, commercial and service sectors. As a SAP outsourcing partner, the main focus for Freudenberg IT is on software products from SAP AG, as well as other integrated products.

Freudenberg IT coordinates and manages key business processes across almost 100 different systems, including more than 80 SAP database servers and many application servers. The company had been using SAP solutions for 20 years before it introduced SAP R/3 to the business in 1995. As usage increased and additional components were deployed, administrative overhead costs grew, along with the number of processes. This slowed down the processing operation.

## FINDING THE SOLUTION



Freudenberg needed an enterprise-wide automation solution to coordinate business and IT processes so it could handle growing complexity across the enterprise at greater speed and lower cost. The IT team knew exactly what they needed: UNIX and Windows NT platform coverage; multiple client facilities; seamless integration with all of the standard SAP facilities; and external definition and maintenance of

SAP tasks. They also needed centralized management and control of output and log files, a single point of control, load balancing, and SAP BAPI integration and certification.

The company turned to Redwood SAP BPA automation solution. Now, Freudenberg SAP users have the power to connect and automate business and IT processes across their whole enterprise landscape under one solution.



The productivity gains that we have realized have been good... processing is successfully completed in plenty of time for the following day.

— Peter Oswald, Data Center Infrastructure Manager, Freudenberg IT

## RAPID RESULTS



With SAP BPA, Freudenberg has real-time process automation throughout the enterprise. The company has much better control of its ICT environment, with more than 25% more efficient use of hardware, lower administration overhead and flexibility to manage change.

SAP BPA allows Freudenberg to initiate many SAP processes at once. Processes with 20 steps no longer need to run

sequentially, saving time and money. As a result, the firm has reduced its weekend SAP sales update processing from 36 hours to fewer than 6.

For overnight processing, Freudenberg integrated SAP BPA into its alert management system. This notifies on-call staff of any exceptional errors, speeding up the process and ensuring processes are successfully completed before the next business morning.

