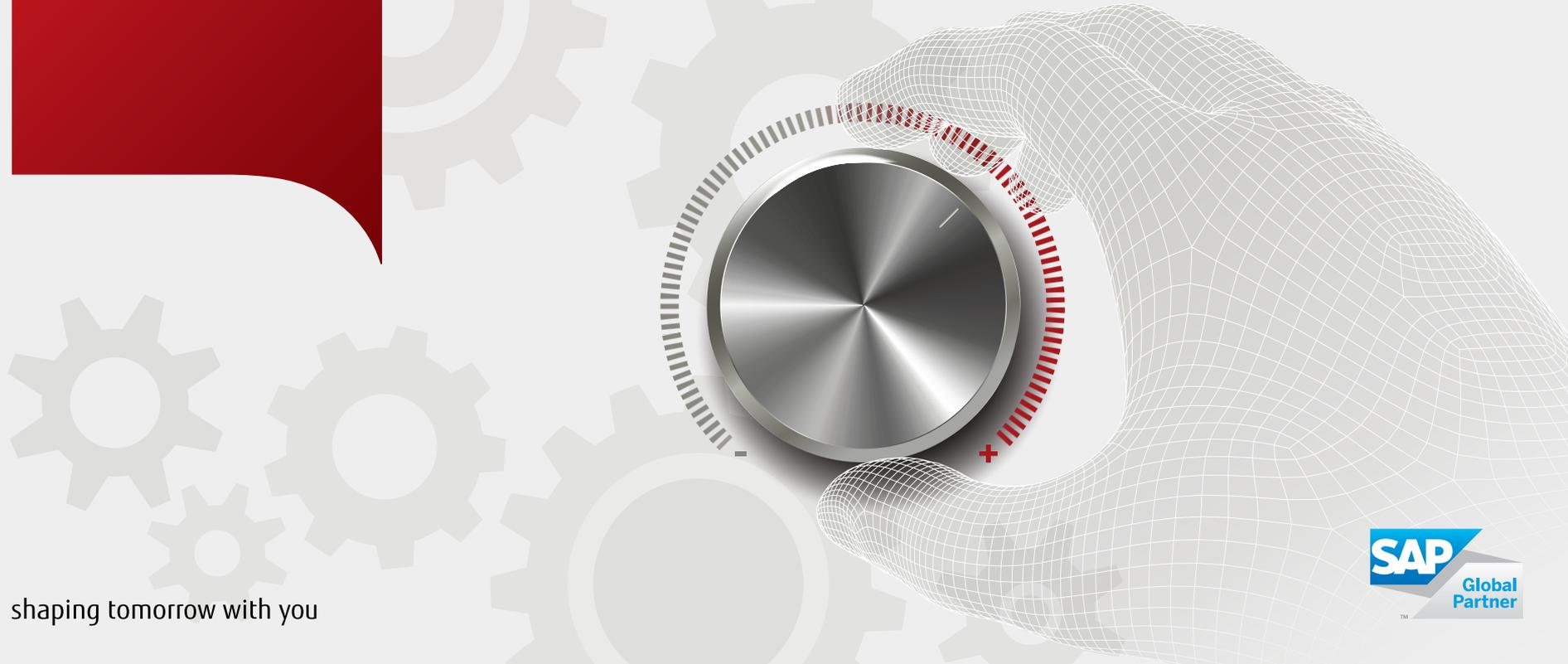


Focus on  
Automation of  
SAP® Operations

FUJITSU



shaping tomorrow with you

SAP  
Global  
Partner

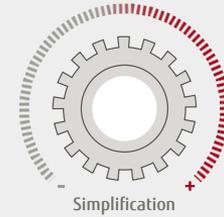
## The goal: Simplifying SAP® operations

In an increasingly digital world, there is growing pressure on IT organizations to provide services that deliver strategic and operational business benefits. Rapid response to business needs and flexible support for digital business strategies are a must, as is effective and efficient management of the data explosion, not to mention the mitigation of risks to the security and availability of business-critical applications.

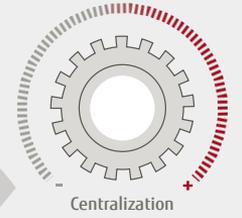
Focusing solely on the maintenance of SAP® software is therefore far from enough. In other words, IT organizations must constantly develop and enhance their operations with suitable technologies, tools and methods.

In today's complex hybrid SAP landscapes, automation is a key element in enabling IT organizations to operate on eye-level with the business units. To achieve the required operational efficiency and agility, automation should be employed holistically – hand in hand with the simplification and centralization of the SAP IT landscape – and the orchestration of processes.

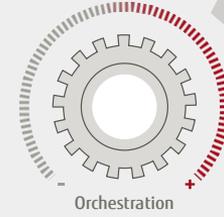
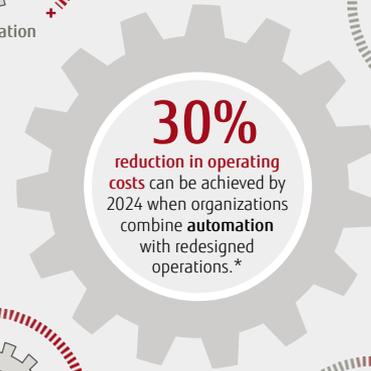
This comprehensive approach pays off. Experts estimate that operating costs can be reduced about 30% by using automation in conjunction with optimized operating processes.



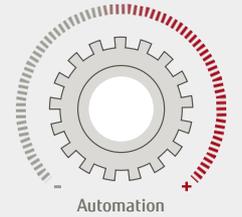
Simplification



Centralization



Orchestration



Automation

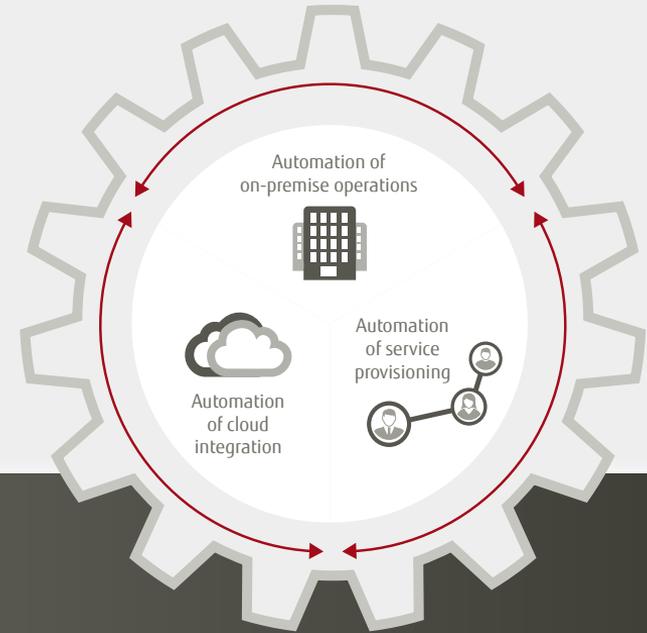
## How automation can support SAP operations

Automation is a powerful tool that can significantly reduce the workload of IT personnel. It is often used to reduce manual intervention in repeatable processes. In principle, the range of possible applications today is almost limitless. For example, automation relieves IT staff from the burden of resource provisioning, configuration, maintenance, network management, monitoring, ensuring system availability and

cloud management. Despite the increasing scope and complexity of SAP operations, automation enables IT organizations to scale faster, with fewer errors, higher service availability and better responses to business needs.

Here's an overview and a few examples to give you an idea of what automation in hybrid SAP operations can do.

- Fast, cost-efficient implementation of technological innovations
- Automated extension and seamless integration of cloud resources
- Efficient scaling of infrastructure
- Simple adding of server and storage resources
- Faster provisioning of services
- End-to-end monitoring
- Improved availability of SAP services
- Near zero downtime for SAP HANA updates
- Nonstop operations
- Reduction in planned downtimes
- Simplified software maintenance
- Simplified patch management
- Simplified disaster recovery
- Data consistency across systems
- Fast and reliable backup and recovery



## What can be achieved with automation?

The end-to-end deployment of automation in SAP operations helps make business processes better, cheaper, faster and easier.

10 to 20%  
investment/  
procurement costs

### Better



- Reduction of the risks of human error
- Improved protection of sensitive information
- Improved reaction in critical situations
- Consistently high service quality

### Faster



- Faster execution of routine work, so more can be done with the existing manpower (scaling effects)
- Faster deployment of systems and services improves service levels and allows to supports the increasing business agility
- Faster response in critical situations supports compliance with agreed SLAs

### Cheaper



- Considerable time savings in manpower are possible
- Increased productivity in operation
- Reduction of the follow-up costs of human error
- Optimization of resource utilization

### Easier



- Meeting short-term business requirements
- Compliance with agreed SLAs
- Scaling of the SAP operations

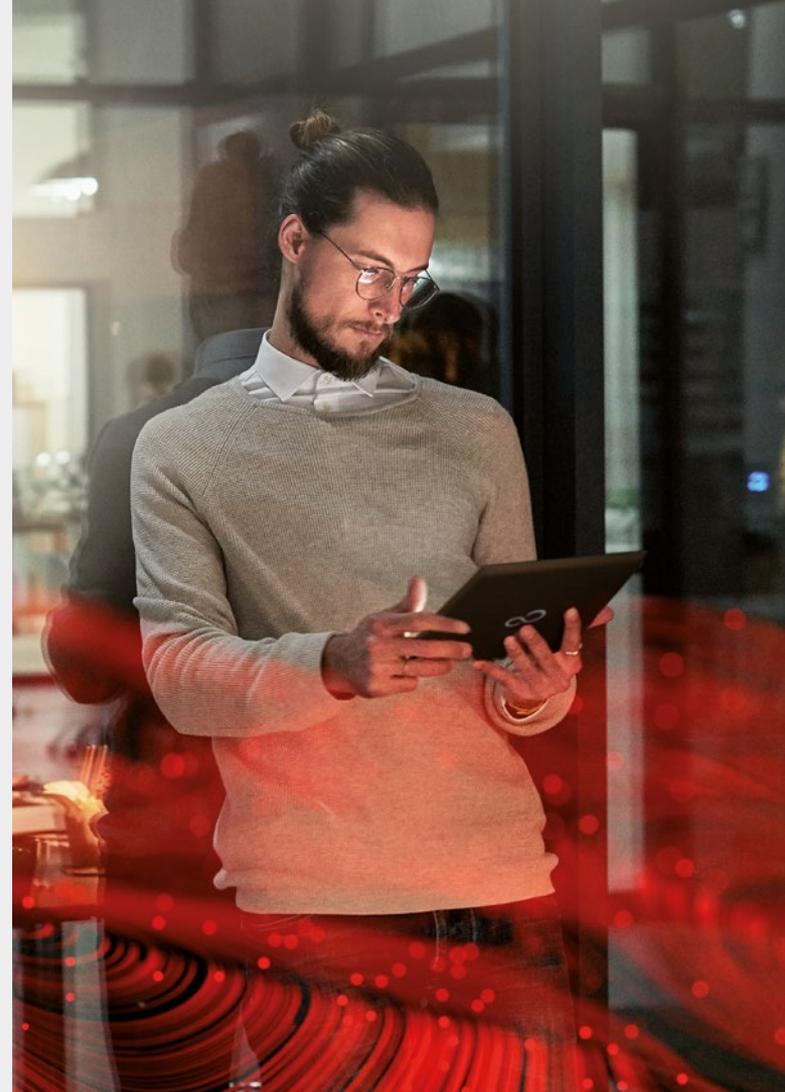
80 to 90%  
operating costs



## Know-how – invisible, yet invaluable

Automation is nothing new in SAP operations. Every IT organization uses it – but often not systematically and consistently. Instead, selective solutions are more common. Tools are used for some routine tasks, while administrators write scripts for others to make their work easier. Patchwork automation of this kind depends on the expertise of individual employees – and it also contributes to the already high complexity of SAP environments. Against this background, it is hardly surprising that IT organizations find it difficult to shape the digital transformation of their business in an agile, innovative and efficient manner.

For simplifying SAP landscapes, integrated systems that enterprises use in the form of convergent (CI) or hyper-convergent infrastructures (HCI) in SAP operations have proven their worth for many years. The appeal of these systems is that the entire hardware and software solution stack is integrated into one end-to-end solution. Thus IT organizations do not have to bother with the tedious integration of components, but can build on the vendor know-how that they have gathered from many thousands of projects. The same applies to automation, because the concepts and tools needed for automation are supplied with the integrated systems. All in all, this makes integrated systems a catalyst for optimizing processes in SAP operations.



## The FUJITSU Integrated Systems PRIMEFLEX portfolio is comprised of four solutions to help overcome any and all obstacles in the automation of hybrid SAP landscapes

### **PRIMEFLEX for SAP HANA**

PRIMEFLEX for SAP HANA uses next-generation in-memory technology, giving organizations a new way to process high volumes of data in real time, alongside any legacy infrastructure, safely and securely with nearly zero downtime.

### **PRIMEFLEX for SAP Landscapes**

Powered by FlexFrame Orchestrator management software, PRIMEFLEX for SAP Landscapes makes operating SAP applications, SAP databases and SAP HANA platforms easier, faster and more effective. Centralized SAP software components can be dynamically deployed across physical and virtual resources based on business demand.

### **PRIMEFLEX for Nutanix Enterprise Cloud**

PRIMEFLEX for Nutanix Enterprise Cloud is a multi-cloud, multi-hypervisor platform that includes all the hardware and software required to simplify procurement and deployment by using hyper-converged building blocks. With this integrated system, organizations can flexibly and reliably run both SAP and non-SAP applications in multi-cloud environments.

### **PRIMEFLEX for VMware vSAN**

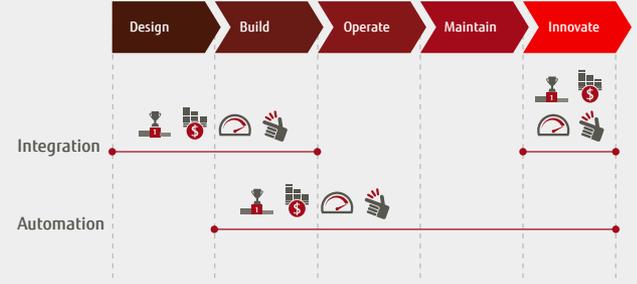
PRIMEFLEX for VMware vSAN is an integrated system that includes all the hardware and software needed to simplify deployment of a VMware-based hyper-converged IT infrastructure. This solution lets most customers run their SAP HANA production databases with only one node.



## Integration and automation deliver improvements throughout the lifecycle of SAP landscapes

In SAP environments, planning horizons of three or five years are a thing of the past. Today, it is more often the case that these environments in particular, which are of key relevance to the most important business processes, must be open to change, because this is the only way to drive digital transformation. Modern, integrated platforms meet this requirement by simplifying the entire solution stack and providing all the necessary components in a perfectly harmonized way. Many IT organizations have now recognized this: 71% consider the use of pre-integrated systems to be important for building hybrid IT infrastructures.\*

Integration speeds up the time to production, shortens the pathway to the cloud, and lays the foundation for streamlined management processes. Integration and automation complement each other, for example in the build phase, where customers can set up complete SAP systems with just one click, or in innovations, where new technologies are automatically integrated into an environment. In a survey conducted by industry analyst firm FreeForm Dynamics, more than 80% of respondents said they had already seen or expected significant cost, efficiency and risk benefits from pre-integrated systems in the areas of design, testing, deployment, integration, operation and maintenance.



### Better. Cheaper. Faster. Easier.

Integrated systems deliver added value through the know-how gained from thousands of projects and long-term technology partnerships. This is reflected in the integration of hardware and software components, and in the concepts and tools for the automation of operating processes.



\*Source: User survey on Hybrid IT platforms, FreeForm Dynamics, March 2020

## What is the best way to automate?

Whether infrastructure maintenance, upgrades or the provision of applications – there are a lot of time-consuming activities in SAP operations. Every IT administrator has already spent countless evening and weekend hours with such routine tasks. Automation frees IT staff from these tedious tasks and the associated pre-planning, while also improving the quality of SAP operations. For example, complete SAP systems can be cloned with a single click without affecting ongoing operations. This enables faster and more accurate testing along with higher quality releases.

But automation is not a given – it is only as good as the IT team that implements it. While automation significantly reduces the risk of human error, it can also cause a lot of damage if it is not implemented correctly.

Automating SAP landscapes that have grown over the years is very tedious. You have to ...

- determine in advance whether you have enough in-house expertise to implement automation
- define clear criteria for the selection of processes worthy of automation. Such criteria may include:
  - the economic benefit you derive from automating a process
  - the degree of change in a process within a given time period
- test each automated process extensively

Therefore, it is generally much easier and more economical to introduce a modern landscape that is optimally designed for the automation of SAP operations.



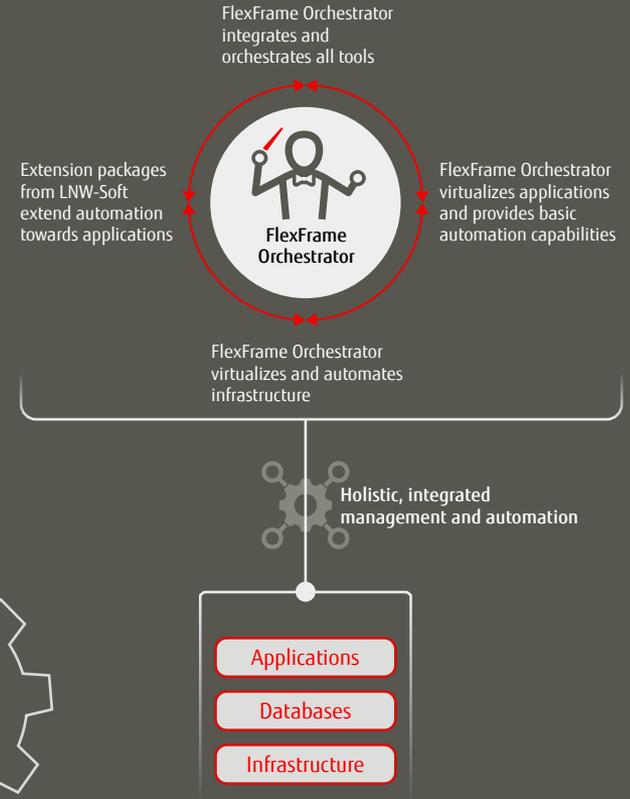
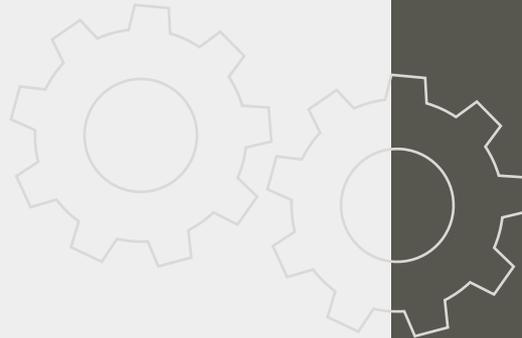
## Have you ever thought of implementing automation as part of a best-practice operations management concept?

The reasons why automation is not used consistently are in many cases a lack of time, the complexity of existing systems, and concerns that there might be disruptions in IT roles. PRIMEFLEX for SAP Landscapes powered by FlexFrame Orchestrator addresses these points with a complete business operations management concept. This makes the solution unique.

The integrated software FlexFrame Orchestrator provides consistent and standardized management of infrastructure, databases and applications. The core functions include

the end-to-end virtualization of hardware and software, a shared operating system and central, highly automated monitoring and adjustment of the entire infrastructure.

FlexFrame Orchestrator integrates SAP Landscape Management and extension packages from LNW-Soft and orchestrates all functions. SAP processes can thus be automated end-to-end, both on-premise and in the cloud.



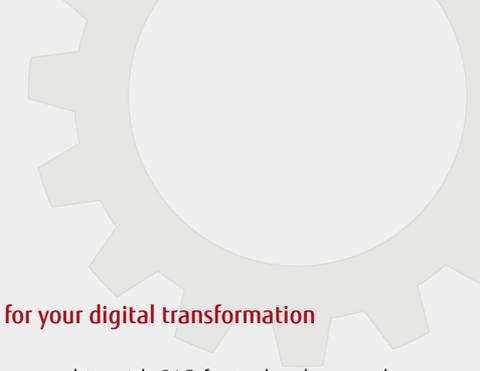
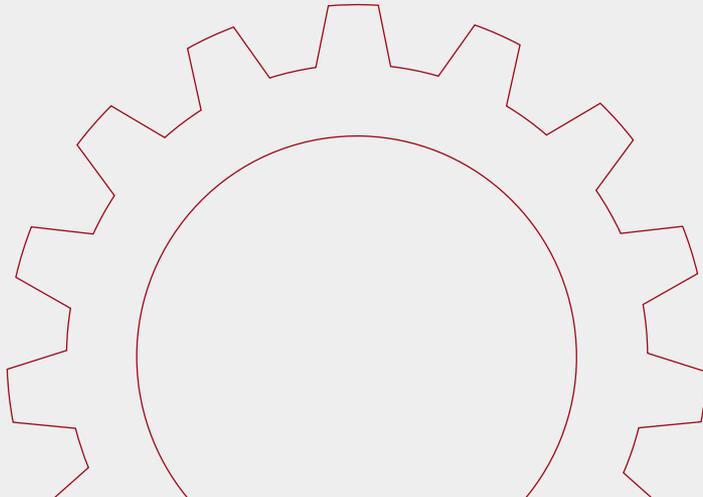
## How Fujitsu can support you in automating your SAP operations

As an expert in data-driven transformation, Fujitsu delivers the right mix of technologies, services and expertise to make your digital transformation project a standout success. Building on over 40 years of global partnership with SAP, our portfolio covers all aspects of innovation in SAP operations.

Our co-creation workshops are the heart of the innovation processes that we design together with our customers. We have also developed agile methods for the simplification and rationalization of processes, especially in the area of SAP operations, and help to balance cloud and on-premise IT with hybrid IT and cloud services.

### Trust in extensive know-how for your digital transformation

- Almost 50 years in global partnership with SAP for technology and services
- Global SAP Competence Center in Walldorf/Germany
- Partner of Hasso Plattner Institute (HPI) and founding member of HPI Future SOC Lab
- 2002: introduction of first integrated SAP infrastructure solution
- About 8,000 joint customer installations
- About 300 SAP service customers
- More than 3,500 global SAP specialists
- More than 2,500 SAP systems and 330,000+ licenses under our responsibility
- European SAP License and Maintenance Hub
- Joint development of cloud solutions
- Recognized leader in SAP HANA services<sup>1</sup>
- Extensive experience of relevance to SAP HANA



## Results that customers have achieved in SAP projects with Fujitsu

### Better



90% reduction in unplanned downtime



Cluster setup within 30 min



2x more productivity and revenue



45% improvement in resource utilization

### Faster



99% reduction in setup time



80% faster provisioning of new services



60x times faster cloning of Oracle-based SAP systems

### Cheaper



70% reduction in deployment cost



30% reduction of infrastructure cost



35% lower annual operation expenses



30% savings on overall IT budget

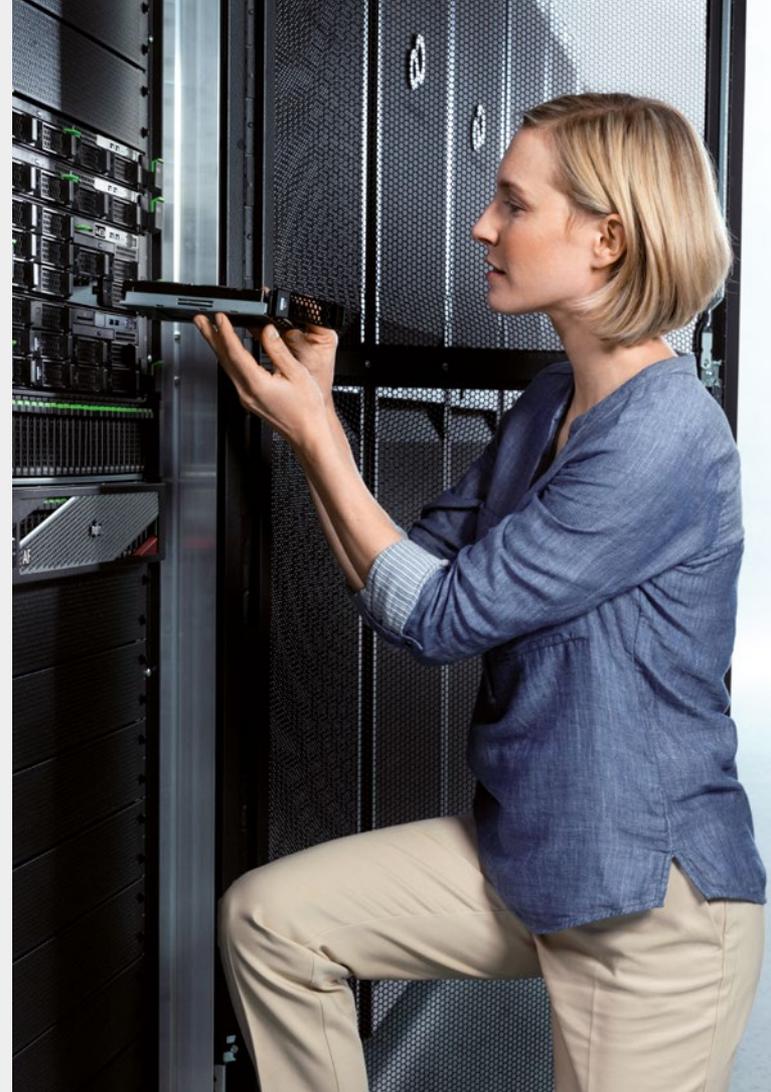
### Easier



40% less time for system maintenance



60% of IT shifted from maintenance to innovation



Ready to take your SAP operation to the next level?

Get in touch with us!

Email: [cic@ts.fujitsu.com](mailto:cic@ts.fujitsu.com)

Internet: [www.fujitsu.com/primeflex/sap](http://www.fujitsu.com/primeflex/sap)

Published by

**Fujitsu Technology Solutions**

Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany

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