regio iT: SAP HANA Technology do it!

The SAP HANA infrastructure is designed to ensure the usability of current and future requirements in the operation environment of SAP systems. This involves SAP lifecycle topics and the generation of new services that can be used as part of the product expansion of regio iT.
Customer Recommendation: Using the SAP HANA platform
The timely use of the SAP HANA platform is essential for all further steps and decisions with regard to strategy, products and processes for us and our customers.

Management Summary
As a municipal IT service provider, regio IT pursues the goal of being "the IT partner for enthusiastic customers" - according to the company's vision. To achieve this, it wants to "recognize trends, plan, build and operate digital solutions that are secure, innovative and simple".

We will use our SAP HANA database as Business Suite on SAP HANA. The IS-U industry solution, which accounts for a large part of our day-to-day business, is currently not yet designed for SAP S/4HANA. So our focus is initially on the technical side / operation. We want to increase our performance and take our customers on a journey into an increasingly digitized world. In order to achieve this, we also follow the SAP concept.

Customer Profile
As an IT service provider on the market, regio iT GmbH has the task of providing our customers and prospects with a comprehensive, mature and innovative solution portfolio.

Our motto is to generate maximum competitive advantages and high acceptance!
Initial Situation
Our complex and diverse processes must be subject to early fundamental planning in order to optimally guarantee the standard for a smooth transfer into the SAP S/4HANA world.

Many current and new requirements can no longer be mapped with our "legacy systems":

Customer-specific requirements such as SAP Fiori, UI5, increase operational reliability, increase performance, warrant process guarantees, create synergies, BW planning, ERP → FI aggregation in the SAP S/4HANA environment.

We want to proactively design the SAP landscape of our customers instead of just reacting.

Need for Action
1. Data backup: Integration of SAP HANA-specific processes into the existing landscape.
2. Virtualization: The use of virtualized server environments is currently only possible up to a certain size.
3. Availability: Due to a non-use of Managed Services offered
4. The steady growth of the database:

Challenge
We are faced with a massive change in processes in the existing infrastructure - we want to seize this opportunity to thoroughly clean up the mess. With SAP HANA, we are taking the first important step, both for our divisions and for our customers. We now have the opportunity to implement standards, to live by them and to absorb typical requirements from specialist areas. The timely preparation for the changeover must be rigorously planned so as not to be overtaken by new development trends. The issues are increasing, the additional costs are increasing. The use of the SAP HANA database is the beginning.

Objective
The timely conversion (PoC already completed) to the SAP HANA database is important in order to gain experience at an early stage and correct it in good time. It is also in the interests of our customers to transfer processes to the standard after they have been "cleaned up". The sooner this happens, the faster the new "standards" will become a practical reality for our customers, while at the same time providing a relaxed transformation - this is ensured by the generous planning horizon up to 2025.

➢ Timely mapping of the specified lifecycle of the approx. 130 SAP systems (35 productive) supported by 7 basic employees
➢ Generate new services for our customers
➢ Guaranteed future
Our Solution
First, we wanted to get a feel for the change. In 2016, as part of an internal regio IT project (5 employees from Basis, Application Management, Development and Infrastructure), a SAP HANA DB server was installed on hardware released by SAP. This server serves (still today) other projects for testing functions in regression tests as well as the development of new technologies (e.g. SAP Fiori).

As part of the transition to the next step SAP S/4HANA, SAP HANA is to be regarded as the driver for all business processes in order to design process optimization and verify new potential.

Our key figures (from evaluation project 07/2019):

1) SAP IS-U MaxDB; SAP Netweaver 7.5 EHP8 FOR SAP ERP 6.0 (SAP IS-U version Energy Management)Prod. server: 16 CPUs, 128 GB RAM DB MaxDB: 4.2 Tbyte

Together with our partner HPE, a certified SAP HANA server was planned as the target platform for a test system in a request and finally ordered.

2) SAP HANA
Current test server: 36 CPU's, 1.5 TByte RAM DB persistent: Size data volume 1TBM
Several business suites have already been implemented. These serve as a basis for projects and plans for the S/4 strategy (roadmap).

- Structure of the SAP HANA test systems
- SAP Cloud rented
- IDES used
- Provision of several S/4 instances based on ERP
- Expansion of the virtualized infrastructure to map all SAP HANA requirements
- Creating synergies in business processes by simplifying existing processes
- ...
- ...
Methodology and Effort

- SAP HANA is not just a cost factor or driver. In the next step SAP S/4HANA all business processes must be considered, which may also lead to savings.
- Training courses! Fast Track Training
- Preparation of application consultants for customer requirements
- Adapting the application development to the new database (keyword RDBMS / In Memory)
- Redefine overall operational and project requirements
- Research of the customer processes and timetable for the transfer into the SAP HANA world
- The planning of the rework can be carried out again on the originally set points in time.

Our Benefit

In addition to the technical improvements in the area of performance, the inventory processes in the daily operation of the specialist departments are also significantly accelerated, e.g. the daily balancing for gas, which must always take place at a defined time. The tests were able to generate an improvement from approx. 1 hour runtime (MaxDB system) to approx. 12 minutes (SAP HANA DB). Manual processes in the specialist departments such as dunning runs, billing and invoicing also require only 1/5 of the previous runtime! The SAP HANA-DB significantly changes the operational requirements for this topic. All regio IT departments that were previously responsible for the currently operated system under MaxDB will be positioned accordingly.
About Us
regio iT aachen gmbh was founded in 2003. After the merger with INFOKOM Gütersloh AöR in 2011, the company was renamed regio iT gmbh. Our heterogeneous customer segment also grew continuously due to the consistent expansion of our SAP portfolio. Today, we are not only in a position to deliver “classic”, but we are also convincing above all through our willingness to adapt innovative ideas and new technologies to our customers' needs. In short, we translate and digitize the needs of our customers. regio iT can refer to a multitude of certifications, such as the continuous onsite SAP Customer COE basic certification, SAP Certified Provider (Hosting Operations / Cloud and Infrastructure Operations) and ISO/IEC 27001:2005.

Resumé and Outlook
Early planning for the changeover to SAP HANA DB and SAP S/4HANA is indispensable for us. This applies to all relevant processes that are necessary for operating the SAP systems.

Our strategy is in place! And is dynamically adapted to the new requirements of the customer and SAP world.

We have not only already arrived at the "Digital Transformation", we are actively driving it forward. IT Next Generation" is our daily business.

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Editorial Note
Please note:
The solution shown here is described as part of the “SAP Customer Centre of Expertise (Customer COE) customer success stories” program. In this format, SAP gives Customer COEs the opportunity to outline examples of certified SAP Customer COEs.

SAP accepts no liability for the described contents. SAP is only responsible for the editorial section.

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