

Success Story



Randstad Deutschland GmbH, Eschborn

More stability, ultimate performance: Randstad relies on the hosting of itelligence AG

»With itelligence we have a very dependable and flexible hosting partner whose high degree of customer orientation and speed of implementation are convincing even when dealing with complex demands. With the system performance that we have attained in our new data center we have been able to cut response times in half. We consider our work together with itelligence to be a strategic partnership and a foundation for ensuring our continued growth.» Together we will advance the optimization of our IT services and the automation of our business processes.«

Werner Schultheis, CIO, Randstad Deutschland

itelligence

A strategic partnership: Randstad and itelligence

flexible and dependable – the way a service provider should work!

Randstad Deutschland GmbH, a subsidiary of the Dutch parent company Randstad Holding nv, has maintained market leadership in the employment services sector in Germany with its outstanding performance. 60,000 employees, working from 530 German branch offices, contribute to the company's success. For this top company-wide teamwork they require a stable system platform that supports all processes. Yet, it was precisely in this area where the company recognized a need for action: systems operation based on the previous platform and database had in the meantime proven to be malfunction-prone and partly suffered from substantial performance problems. Randstad perceived a solution in migrating all

central IT systems to a new, stable and highly integrated system platform – and namely aided by a flexible and professional hosting partner capable of guaranteeing the high availability of the entire system landscape. Randstad wanted to significantly improve the stability and performance of all enterprise-critical applications in the future in this way.

Highly complex migration project in record time

Yet there was still another requirement that the new partner had to fulfill: It was imperative that the move of the production IT systems into the data center be accomplished in record time. Above all, Randstad entrusted itelligence AG with operating the complex and highly integrated SAP system landscape. The results of the due diligence process convinced those responsible of the performance capability of the itelligence team and the infrastructure of the data center in Bautzen.

And thus, itelligence and Randstad soon began their first joint project: In the company's data center in Bautzen (Germany), itelligence was able to set up a system landscape with the highest availability for around 3800 SAP ERP work stations, 3800 Business Warehouse, 3800 Portal and 3000 Customer Relationship users – in just four and a half months. Support for technical implementation was provided by becom Informationssysteme GmbH, a full-service provider for SAP from Bielefeld. The conception, supply and installation of the technical hardware infrastructure was attended to by becom. Ultimately, it was deemed necessary to operate the SAP system landscape in the future assisted by several linked and highly available IBM pSeries servers running on IBM AIX. The system landscape is supplemented by a highly available and dynamically scalable IBM storage area network (SAN).



Randstad Deutschland GmbH, Eschborn (Germany)

HR consulting, outsourcing of human resources management or in-house services for executing major projects directly on site at the customer's premises: Over the last 40 years, Randstad has developed into the leading employment services provider in Germany, with comprehensive personnel service concepts and conventional temporary employment offerings. The company continues to expand this outstanding position with customized services – for example, recruiting, supporting and training employees who enhance their client companies with their industry-specific expertise. Consequently, the renowned "Great Place to Work" institute has

just honored Randstad as one of "Germany's Best Employers of 2008". Randstad Deutschland belongs to the Dutch Randstad Holding nv – which with BEUR 17.3 revenue and roughly 700,000 employees working each day in 51 countries – is among the largest employment services providers in the world.



Data transfer via two dedicated 1 Gbps WAN lines

The move of the eight SAP production systems posed additional challenges: only one long weekend was available to take over all systems. In order that the large databases – with 1.9 terabytes and 1.5 terabytes – could be transferred to the ERP and in the BW environments in a timely manner, two dedicated WAN lines (each one having a bandwidth of 1 Gbps) were connected between Randstad's main site in Eschborn and the intelligence data center in Bautzen. Additionally, numerous internal and external interfaces were successfully put in place.

As part of the taking over, the SAP systems were largely consolidated under AIX; a cross-platform migration of the database was also performed for all systems. Altogether, along with the ERP solution, the intelligence data center in Bautzen now also operates BI, CRM, Portal, XI, E-Recruitment, Solution Manager, Escriba printing and forms preparation as well as Unispool for print management. SAP Solution Manager assists in controlling and monitoring all of these systems. Other additional Randstad systems are hosted in the intelligence data center – for example, the Citrix Server farms, Lotus Notes e-mail system, the IBM CommonStore archive system with 10 TB memory, the firewall systems and much more.



Name:
Randstad
Deutschland GmbH

Industry:
Employment services provider

Services:
HR consulting, outsourcing
of HR management and
in-house services

Company size:
60,000 employees

Revenues:
MEUR 1.62 in 2007

Headquarters:
Eschborn

Branch offices:
530 locations

Highest availability and services around the clock

As a result of the move Randstad now enjoys system availability of 99.72% – and with this a guaranteed maximum downtime of two hours and 24 x 7 around the clock support. Starting in autumn of 2008 this high availability will become even more secure: then the Metro cluster for mirroring the database via the SAN in the Dual Data Center will ensure that the data will be maintained in parallel in Bautzen and the mirrored intelligence data center in Salzenforst.

“With this landscape, Randstad is already providing all processes of the various back-end systems – integrated for the user – via the SAP portal and thus serves as a good example of the application of Enterprise SOA scenarios,” reports Oliver Schreiber, Outsourcing & Services Director at intelligence AG. “And, with this move and the high availability of the systems, the company was able to reduce both its own service needs and the response times within its own business environment – consequently achieving the strategic goal of the project.”

Yet, Randstad also profits in a further respect: this new system environment also enables the company to react flexibly to further requirements in the world of SAP. For instance, with intelligence the Solution Manager environment was expanded, followed by an upgrade of the Escriba system environment to 64-bit as well. Now, both partners are already planning additional projects.

Facts & Figures

Solution: Hosting of the Randstad SAP applications and the central IT systems in the intelligence data center in Bautzen

Project duration: 5 months

Operated systems: ERP, BI, CRM, Portal, XI, E-Recruitment, Solution Manager, Escriba printing and forms preparation and Unispool

SAP-User:
3.800 SAP ERP users
3.800 SAP BI users
3.000 SAP CRM users
3.800 SAP Portal users
Approx. 450,000 messages per minute in SAP XI

DB sizes: From 300 GB to 2 TB

The advantages:

- Highly available and highly integrated system landscape
- Significant improvements in stability and performance
- 24 x 7 around the clock service
- System response times were halved by means of the utilized technology
- Safeguarding the solution against catastrophes with the Dual Data Center concept