

dexxon Group Holding, Paris

Ultramodern systems with maximum availability – in outsourcing

»The decision to outsource our SAP environment to the itelligence data centre was not easy. But the 24-hour support and the team's technological competence convinced us: itelligence guarantees us maximum system availability in all company locations – for us, a key precondition for fast, targeted deliveries to our international customers.«

Sassan Shafiee, president of dexxon Group Holding

Negotiations were intensive. But in the end, dexxon's management board in Paris gave the go-ahead: In February 2006, president Sassan Shafiee and dexxon Group CFO Albert Bechet signed a five-year contract with itelligence AG. The contract specifies that the itelligence data centre in Bautzen is to host the complete mySAP environment, as well as the analytical applications from SAP Business Intelligence and diverse non-SAP systems for the whole group on the basis of ECC 6.0. All the dexxon companies in France, Belgium, the Netherlands, Germany, Sweden

and the United States are being connected to the data centre. The joint project was a challenge for everyone involved: itelligence AG approached the new task with a concept, strategy and clear timing. First of all, the hardware was provided for dexxon in the Bautzen data centre. This was followed by the structuring of the WAN, which connects all companies in the group to the data centre using a redundant VPN connection. The actual relocating of the dexxon system from Paris to Bautzen was not tackled until after this – and included an upgrade from SAP R/3 4.6b to mySAP ERP 2005.

itelligence

dexxon Group Holding

From blank CDs and ink cartridges to high-end multifunction printers: The dexxon Group meets every customer need when it comes to storage media, printer supplies and solutions. The group covers the international market with seventeen companies and branch offices. The French parent company, dexxon data media s.a., was founded in 1975 and has been experiencing growth ever since: In 1995, data media merged with the Dutch dataworx B.V. The German-speaking markets were also easily captured with the extensive range of products. dexxon data media and storage GmbH has grown the dexxon family in Germany since 1998. And digital storage inc. in the United States was also integrated into the group by 2003. From 2001, all the business areas have been supported by SAP R/3 – an outstanding basis for perfect customer service.



Name:
dexxon Group Holding

Industry:
retail

Products:
storage media,
printer supplies
and solutions

Company size:
over 500 employees

Head office:
Paris

Minimum effort, maximum availability

dexxon's management was able to rely fully on itelligence for the whole system relocation. The project team did not only take over the project management for the entire move – the itelligence team also dealt with the concept and sizing for the mySAP ERP 2005 system environment. The development and test system was already up and running in Bautzen in March, and the end of April saw the actual relocation of the entire live system during just one weekend. This required precise timing, with the upgrade from SAP R/3 4.6b to mySAP ERP 2005 taking place in parallel.

Access at all times – worldwide

A 350 GB database was provided, to which 500 SAP users in the different locations have already been successfully connected. And they can assume that the solution will function perfectly at all times, thanks to the 24/7 support in a three-shift operation at the Bautzen data centre. But maximum availability is also ensured, over and above this, with a shadow database and storage area network guaranteeing total data security.

The dexxon solution is being expanded further: Soon, up to 800 SAP users will have access to the outsourced system. Implementation of mySAP Business Warehouse is also planned. The ramp-up will provide new functionalities in the functional areas of the Administrator Workbench, reporting, analysis and planning.

Implementation of mySAP Customer Relationship Management (mySAP CRM) is also on the agenda. dexxon plans to use this to meet its demand for reliable, end-to-end, customer-oriented business processes – and thus to create decisive added value for each international customer. Another strategic decision is also pending in the

company group: The conversion to Unicode is to round off the comprehensive solution in the future. Unicode will overcome language barriers and enable increased efficiency in cross-border business processes.

Satisfied customers, successful businesses

"We are convinced that itelligence is the right partner for us," reports Rainer Poppl, dexxon Group CIO. "Together, we have set a strategic course for an ideal positioning on the international market. Thanks to the system, we can expand our customer relationships, provide goods directly with an optimised storage concept and collaborate perfectly throughout the company group worldwide." itelligence provides the technological basis for this: at the Bautzen data centre.

Facts & Figures

Solution: Operation of a three-level mySAP ERP 2005 system landscape on ECC 6.0, Operation of a two-level mySAP BW 7.0 system landscape, 350 GB database, Hardware outsourcing in the Bautzen data centre

SAP users: 500, expansion to 800 planned
Project length: Two months

Benefits:

- Secure system operation of the entire landscape in the itelligence AG data centre in Bautzen
- 24-hour support from the data centre, seven days a week
- Maximum system availability, agreement of a maximum downtime of two hours
- Low maintenance effort owing to hardware outsourcing
- More transparency and manageable costs