IBM

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Service Provider

Fintech Services Ltd.

Fintech keeps its customers' business operations well-oiled with IBM® DB2® Universal Database™ and SAP R/3.

Corporate Profile

With nearly 20 years of experience in the development and implementation of data management systems for a wide variety of clients, Fintech Services Ltd. of Calgary, Canada, offers Western Canadian companies solutions that streamline business and provide an IT infrastructure to support those businesses as they grow. In oil-abundant Canada, striking it rich is much more complicated than just drilling a hole in the ground. Companies within resource industries must react quickly and accurately to marketplace demands to gain a competitive advantage — and Fintech is committed to providing all of its clients with solutions that will keep them proficient today and into the next century. From an international consulting firm for oil and gas and manufacturing companies, Fintech has evolved to become Western Canada's only authorized Certified Business Solutions (CBS) provider.

Fintech's solutions, based on SAP R/3 business automation software, provide Fintech customers with real-time access to accurate, cross-functional information, which enables them to automate many of their business processes. In Fintech's applications, all customer data — from inventory, payables, receivables and human resources to production planning, scheduling, and plant maintenance — resides in a relational database, such as DB2 Universal Database. Since IBM is a solutions provider partner with SAP, it has worked closely with SAP to ensure that DB2 and other products integrate seamlessly with SAP software solutions.

SAP R/3 and IBM DB2 project

Systems Applications and Products in DataProcessing (SAP) is a market and technology leader in client/server enterprise application software, providing comprehensive solutions for companies of all sizes and all industry sectors.

Just one year ago, Fintech made the strategic decision to move away from consulting and focus solely on providing SAP R/3 business solutions to oil and gas and manufacturing companies as well as other resource industries in North America.

Providing secure, fast, and reliable access to information is the heart and soul of Fintech's business solutions, and choosing the right database was key to ensuring their successful development and deployment. According to Bill Tempany, president

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and CEO of Fintech, the company selected IBM DB2 Universal Database over Informix and Oracle, not only for its performance and scalability, but also because, as Tempany contends, it makes more business sense. "We have to be able to provide our customers with advanced and affordable technology," explains Tempany.

"It's really a long term decision to invest in a world class database such as IBM DB2. It's the only database that is truly cross platform and truly scalable across all system sizes and technologies," says Bill Tempany.

"With SAP R/3 on DB2 Universal Database, we can deliver not only reliable and scalable solutions, but solutions that incur low maintenance costs as well."

Bill Tempany,
President and CEO, Fintech Services Ltd.

Benefits of IBM DB2

While DB2 is optimized for SAP R/3 to provide excellent transaction performance and high data availability, according to Tempany, it is more important for Fintech customers that DB2 requires little to no maintenance. "SAP R/3 itself is virtually database independent," says Tempany. "The problem is maintaining the database once it's up and running. If you have an Informix or Oracle database, you need someone around that can tune and manage the database, extend table sizes, and do some fairly intensive database work. IBM DB2 Universal Database is completely self-maintainable."

Initial database administration setup is required, but IBM DB2 Universal Database makes this easy with new administration tools such as the job scheduler, job log, and SmartGuides (dialogue boxes that guide users step-by-step through performance configuration and tool setup). Once setup is complete, users can essentially forget about the database. "IBM DB2 Universal Data-

base has internal tools that do the database management," Tempany says. "You don't need a database administrator in a DB2 environment. The system looks after itself."

While client success is closely tied to the information systems that Fintech customers use, it is imperative that the business system Fintech provides will accommodate the long-term growth strategy of those customers. This means offering a highly scalable solution. "Our customers are constantly growing and wanting to migrate to different environments," says Tempany. "With DB2, we can move them up from Windows NT®, through the UNIX®, AS/400® and S/390® platforms without changing our data structures and technologies. It's really a long-term decision to invest in a world-class database such as IBM DB2. It's the only database that is truly cross-platform and truly scalable across all system sizes and technologies."

Fintech and Tempany are no strangers to IBM DB2. For 15 years prior to becoming an SAP CBS provider, Fintech used the IBM DB2 family of products for its international consulting business. With this experience, Tempany feels reassured that the scalability of IBM DB2 will meet all of his customer's needs.

"The thing that I see as a major advantage for my customers using IBM DB2," says Tempany, "is whether it's a five person gas and oil company in downtown Calgary, or a global conglomerate like Amoco or Conoco, DB2 and SAP provide the scalability and robust availability required by all of our customers."

Business Benefits

For its own SAP R/3-based accounting system, Fintech has opted for IBM DB2 Universal Database on Windows NT. Fintech's DB2-based SAP R/3 application has only been in place for three and a half months and, so far it has yet to encounter any problems. "Since the implementation of our system, we haven't required support from IBM or anybody else. That's what I like about DB2." According to Tempany, the planning and development for deploying IBM DB2 Universal

Database on Windows NT started in July of 1997. In late August, the solution was implemented, and within a week of that Fintech was using it in a production environment.

"Our experience with SAP R/3 based on IBM DB2 Universal Database on Windows NT has been extremely positive. DB2 installed very smoothly, and we received excellent support from IBM"

"SAP R/3 based on IBM DB2 Universal Database on Windows NT will provide the backbone of our accounting system and is a preferred database platform for other Windows NT solution offerings that our clients are seriously considering."

IBM / SAP COMPETENCE CENTER

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