



SAP BW takes the leading role at PAUL HARTMANN AG.

Service to mankind – a goal PAUL HARTMANN AG has committed itself to. The internationally oriented, Heidenheim-based group boasts a 180-year history. HARTMANN develops, manufactures and supplies medical and hygiene products used for health care applications, in physicians' practices, in nursing care and in hospitals – but also produces consumer goods such as cotton, feminine hygiene products and diapers. The concern employs more than 6,000 people and is a leading European manufacturer of medical and hygiene products. Besides its headquarters, HARTMANN has seven other German production facilities. In addition, the company is represented by affiliates in 20 countries and by other associated companies worldwide. In 1998 alone, the HARTMANN group achieved an annual turnover of 1.72 billion German Marks.

The primary basis for this success is the targeted use of information technology in company operations. A differentiated and process-oriented information system makes it possible to produce monthly analyses and statistics. Reports are made available in printed form to different divisions and locations, yielding a cumulative monthly volume of 850,000 pages of operational statistics – not easily manageable by a modern company. The sales division in particular requires the analyses to be available very quickly and the most diverse aspects of the information system to be queried, in order to apply new knowledge from day to day and to be able to react to the needs of the market immediately. For this reason, HARTMANN decided for a data warehousing solution.

SAP BW for sales support

After preliminary research, a decision was made in favour of a company-wide data warehouse that places the essential productivity factor of information on a firm footing and in a location central to the entire company. Departmental movements are made clear, figures for logistics made possible. After an evaluation, HARTMANN chose SAP Business Information Warehouse (SAP BW). With it, data can be optimally described and structured in different ways and information from the most diverse areas of the company becomes transparent. The company chose the IBM RS/6000 with DB2 Universal Database as the platform for this solution. Even years ago, HARTMANN was one of the first customers to choose DB2 instead of the Oracle database for SAP.

Industry	Medical Supply
Application	SAP R/3 Module HR, MM, PP, WM und SAP BW
Software	AIX DB2 Universal Database Lotus Notes
Hardware	IBM RS/6000



Says Hans Slatosch, data processing representative and IT manager: "That was a bold decision back then, but we've never regretted it. But of course we're glad that our choice is backed up by SAP, which has since chosen it as their strategic database too."

Global Services: A skilled partner

HARTMANN brought in a team from IBM Global Services as a partner in the execution of the data warehousing project. Projects of this type are usually plagued with various instances of structural risks that can only be correctly resolved by drawing on experience with the equipment. IBM Global Services possesses not only the experience but also the specialized knowledge required for the support and guidance of even very complex projects.

Since early in 1980, SAP R/2 has been the standard system for all business applications of HARTMANN AG in Germany. In order to use the company-wide SAP BW data immediately, a custom interface was created. Within only a few months after finishing the trial runs, the prototype was already revealing the solution's great potential and met with enthusiasm from the first users. In the next step, 24 "power users" were defined who were available to all employees as trainers and contacts in their divisions. They also ensured acceptance by selected end-users by means of sample reports and various tests. The production system was being built at the same time so that the new application could be launched in its entirety in late November 1999.

First successes

The first successes could be seen soon after the production startup. Reports can now be called up quickly and pertinently. Ad hoc analyses of data exploration are possible – as are classic OLAP functions such as Drill Down and Slice and Dice – for the detailed analysis of information. The results are used as basic information in daily planning and for strategic decisions. The possibility of integrating SAP Business Explorer into various other applications allows any tool to be used for presenting and visualizing information. Results can be revised again and again

for different target groups. SAP BW enables simulations, displays available structures and suggests useful changes. Employees can now simultaneously access complete data and results; duplicated tasks and tedious printing of paper reports are no longer necessary. Customary monthly reporting was already reduced to a few reports, and the majority of statistics on paper were dispensed with.

SAP BW runs productively on an IBM RS/6000 H70 that, with its 4 processors and 2 GB main storage capacity, offers a database of about 50 GB while also keeping pace effortlessly with every expansion. The group has ten more IBM RS/6000 with AIX in use. Hans Slatosch comments: "IBM RS/6000 is a time-tested, reliable and scalable platform that is ideally suited for SAP BW." And the database can be relied on, too: 5.5 million transactions and 200,000 master records are handled effortlessly by the DB2 Universal Database, and the response times leave nothing to be desired.

"We are very happy with the performance, user-friendliness and support structure of DB2. We need a database that we can rely on to keep pace with our extraordinary growth."

*Josef Rehm, Systems Technology Manager,
Paul Hartmann AG*

Future upgrades

At this time the company is upgrading from SAP R/2 to R/3. The SAP R/3 HR module has been used separately since 1998, and plans for the implementation of SD, FI, CO, MM, WM and PP modules are under way. SAP R/3 with MM, WM and PP modules are already used in production in two operations. The upgrade to SAP R/3 is expected to provide the prerequisites for connecting foreign companies even beyond German borders with the central office, and to optimize other processes. Another step for HARTMANN toward assuring targeted growth and the continuing use of modern information technology as a goal for the future.



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