

rku.it optimizes business performance for SAP with IBM DB2.

Overview

■ Challenge

rku.it provides outsourced computing services to mid-market customers, and continually aims to drive down costs to meet its budgetary constraints. At the same time as cutting costs, the company aims to deliver better service levels and performance to its customers.

■ Why Become an

On Demand Business?

rku.it teamed with IBM and SAP to provide customers with greater service and performance levels, while keeping a tight rein on costs. This was achieved by optimizing database operations using IBM DB2® Universal Database™ (UDB) and virtualizing the IBM @server® pSeries® infrastructure.

» **On Demand Business defined**

An enterprise whose business processes—integrated end-to-end across the company and with key partners, suppliers and customers—can respond with speed to any customer demand, market opportunity or external threat.



■ Solution

rku.it determined that IBM DB2 Universal Database V8.2.2 optimized for SAP would offer better performance and 40 percent lower costs than its existing database software. The company engaged IBM Global Services to handle the migration to DB2 UDB.

■ Key Benefits

rku.it cut 40 percent from the total cost of ownership for its database and achieved a dramatic increase in performance for its SAP systems. Better than 30 percent improvement in resource utilization through virtualization; faster SAP response times.

Based in Herne, Germany, rku.it GmbH provides IT outsourcing and data center services to mid-market utility companies. The company was founded in 1961, employs around 175 people, and turns over more than €20 million annually. rku.it (www.rku-it.de) specializes in providing SAP software solutions, and currently has around 60 customers in the energy and water sectors.

To meet the budgetary constraints of its mid-market customers, rku.it constantly strives to offer outstanding technology services at highly competitive pricing. The company frequently reviews new hardware and software offerings, aiming to adapt its infrastructure and deliver the latest technology at an ever-decreasing cost of ownership.

On Demand Business Benefits

- Reduced database cost of ownership by 40 percent
- Improved resource utilization by more than 30 percent
- Increased SAP response time by 33 percent

As part of a migration from SAP R/3 software to mySAP ERP software, rku.it analyzed the costs of running the database—and determined that IBM DB2 Universal Database offered the best solution.

Ulrich Klenke, CIO of rku.it, explains: "We identified three main cost elements: licensing, maintenance and the migration cost including the training of employees to use a new database. We then compared the offering from our existing vendor—Oracle—with the DB2 UDB solution. We concluded that DB2 UDB would cost 40 percent less over five years, including licensing, maintenance and migration."

Focus on virtualization

rku.it runs around 60 instances of SAP for its customers, on IBM **@server** pSeries servers running IBM AIX® with High Availability Cluster Multi-Processing (HACMP™). The company has two fully redundant data centers, connected by a gigabit backbone, each with a number of pSeries 630 servers, IBM tape libraries and IBM TotalStorage® DS4400 disk storage systems. To this infrastructure, rku.it recently added two IBM **@server** p5™ 570 systems, powered by the most current IBM POWER5™ microprocessors.

Says Klenke, "As part of our ongoing drive to offer better value to our customers, and to achieve greater operational flexibility, we are focusing on server virtualization. The new p5 systems are helping us to achieve this goal—in our opinion, they bring mainframe-quality virtualization capabilities to the world of AIX."

He continues, "The p5 570 systems have proven to be an excellent choice: our high expectations were even exceeded by the new hardware. We had expected a 30 percent improvement in resource utilization through the use of virtualization under AIX V5R3. In fact, we have achieved more than this, so the p5 systems have even more spare capacity for the future."

Transparent licensing

The goal of server virtualization was an important factor in the choice of a new database. rku.it wanted complete flexibility in its licensing agreement, and found that only IBM could offer this. Ulrich Klenke comments: "We wanted to be able to use our hardware resources in whatever way made the best sense technically—and not to be restricted by licensing agreements. IBM has provided a very transparent licensing model, which will enable us to respond more flexibly as our business requirements change."

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— Ulrich Klenke, CIO, rku.it

Skillful migration

To ensure a smooth, low-risk transition from Oracle to IBM DB2, rku.it engaged a specialist technical team from IBM Global Services. Ulrich Klenke states that he is “very satisfied with the migration work carried out by IBM. The IBM consultants are highly competent, and their availability is excellent.”

The migration is now proceeding on a system-by-system basis—and rku.it expects better performance in addition to significant cost savings. The company has measured faster response times for SAP with DB2 UDB, going from 0.6 seconds to 0.4 seconds on average, and an increase in the speed of processing batch jobs. Multiplied by thousands of external rku.it customer users, this performance increase is a significant productivity boost, and also delays the need for a server refresh.

Outstanding results

A core element of rku.it’s SAP infrastructure is the high-availability data storage from IBM. The company uses IBM Tivoli® Storage Manager to automate backup and recovery functions across both data centers, helping to save administration costs and increase resilience.

By gradually consolidating to virtualized servers on the new IBM *@server* p5 systems, rku.it expects to greatly simplify its physical infrastructure and make better use of its investment in computing resources.

Klenke explains: “Rather than having to upgrade individual servers, and run the risk of over-provisioning, with virtualized servers we can upgrade just one physical server, and share the new power as needed. If requirements change, we can simply move storage capacity or CPU from a less-used system to one that needs more power. In the long-term, this will translate into reduced total cost of ownership.”

He concludes: “Running mySAP ERP with DB2 UDB on IBM *@server* p5 systems will help rku.it offer outstanding service levels to our customers, with very competitive pricing.”

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Key Components

Software

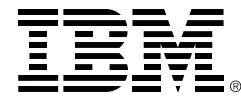
- IBM DB2 Universal Database
- IBM Tivoli Storage Manager
- mySAP ERP

Hardware

- IBM *@server* p5 570 and pSeries servers
- IBM *@server* OpenPower™
- IBM TotalStorage 4400

Services

- IBM Global Services—IT Services and Solutions



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