

Arms Manufacturer Centralizes Server and Monitoring Software for Increased Efficiencies

Cisco Tidal Horizon for SAP at Remington Arms

EXECUTIVE SUMMARY

CUSTOMER PROFILE

- Country or Region: United States
- Industry: Arms and ammunition
- Remington Arms Company, headquartered in Madison, North Carolina, designs, produces, and sells arms for the hunting and shooting sports markets as well as for the military and law enforcement markets. The company employs approximately 2,500 employees and had revenues in 2004 of approximately \$393 million.

BUSINESS CHALLENGE

- To increase efficiencies, Remington Arms wanted to create a centralized monitoring and reporting environment that could integrate SAP, Microsoft SQL Server 2000, and Windows

SOLUTION

- Within an existing system based on Microsoft Operations Manager 2005, Remington Arms implemented Cisco Tidal Horizon for SAP software to centralize monitoring and reporting

BENEFITS

- Easy to use
- Fully integrated into Windows
- Powerful analysis tool
- More efficient diagnostics

Summary

Remington Arms Company, one of the world's largest arms manufacturers, designs, produces, and sells sporting goods products as well as products tailored to military, government, and law enforcement uses. When the company needed to increase its IT system management and monitoring efficiencies, it turned to Tidal products from Cisco for a solution. Cisco Tidal management software products help customers keep applications running at peak efficiency. One of Cisco Tidal product, Cisco Tidal Horizon for SAP, was ideal for Remington's system management and monitoring needs. It is designed to extend the performance monitoring of SAP solutions to include automated problem identification and analysis services. Using Horizon, Remington's Basis (SAP) staff can monitor and analyze SAP performance through the company's existing Microsoft Operations Manager (MOM) 2005, which has increased IT efficiencies by centralizing server and monitoring software.

Business Challenge

To manage and monitor Microsoft SQL Server 2000 database, Microsoft Exchange Server 2003, and the Microsoft Windows Server 2003 operating system, Remington uses Microsoft Operations Manager (MOM) 2005 across its network. MOM, a component of

Microsoft Windows Server System integrated server software, provides event management, proactive system monitoring and alerting, and general system application knowledge to help Remington's IT staff maintain system availability.

Although MOM 2005 was providing an excellent source of monitoring tools for Remington to use for its SQL Server, Exchange Server, and Windows Server operations, it did not interact with SAP. As a result, Remington's Basis (SAP) staff used multiple monitoring programs and manual processes, which was time-consuming and inefficient. In addition, with Sarbanes Oxley Section 404 in the picture, Remington was asked by its auditors how the company was monitoring the event logs of all its servers. While MOM 2005 enabled centralization of all server event logs and access through a central console, Remington needed to enable SAP monitoring and analysis access through a central console.

Solution

At the 2004 SAP Tech-ED conference in San Diego, Remington representatives saw a presentation by Horizon experts about a performance management solution for SAP. Cisco Tidal solutions are designed to increase productivity, lower costs, and enable competitive advantages for its customers -- attributes that were all relevant to Remington.

Horizon is designed to provide customers, such as Remington, with performance management and automated analysis capabilities for their SAP solutions, including embedded problem identification and analysis. This product is helping Cisco's enterprise customers who use SAP solutions to power mission-critical aspects of their businesses. It carries the Designed for Microsoft Windows® logo, which assures customers that the software will function seamlessly with the Windows operating system.

At the presentation, Horizon experts explained how Horizon can provide enhanced operations with MOM 2005, and how, when combined with MOM, it can boost performance and availability of mySAP Business Suite application products and the associated SAP NetWeaver platform. Since Remington was already using MOM 2005 to monitor and manage the servers in its network and also was researching options to increase efficiencies, it was interested in learning more about how Horizon could enable its staff to monitor SAP from within the existing MOM 2005 system and, therefore, increase efficiencies.

Following meetings with Cisco Tidal Horizon for SAP experts after the conference, Remington made the decision to implement Horizon software to monitor and automatically track and analyze its SAP environment. Unlike competitive applications that attempt to install code within SAP in order to manage SAP alerts and reports, Horizon is fully integrated with Microsoft Windows Server System products and ties directly into MOM 2005. It uses the MOM 2005 infrastructure, including the database and data warehouse.

Horizon was easy to install as an add-on to Remington's MOM 2005 application and once installed, it monitors SAP alerts and other reports directly through the MOM console, rather than through a separate console. This makes it easy for staff to use and requires a minimum of training.

As Don Freeman, Product Architect for Cisco explains, "If a company is using the MOM 2005 console to manage other technical applications, they'll know immediately how to work with Horizon to manage their SAP environment."

Alerts and diagnostic reports are now distributed by e-mail. Alerts, for example, can be accessed by IT staff which then can respond to the alerts and close them. Now, because the solution automates the preparation of the Checklist, it is run at scheduled intervals and distributed through e-mail as well as potentially being published on the company Intranet.

"Together, MOM and Horizon are giving us the reporting capabilities we wanted, as well as the audit trails for alerts. Also, we are provided with additional reports that help with Sarbanes Oxley Section 404 audit requests."

—Jason Wilson, SAP Basis Administrator, Remington Arms

Business Results

Before installing the solution, it was difficult for Remington's Basis staff to easily measure and report on system status. The product is helping Remington Arms increase SAP monitoring efficiencies as well as providing the reporting requirements that the company desired. Real-time monitoring keeps IT staff in touch with system performance measures as well as helping to quickly identify problems for fast resolution. In addition, robust reporting capabilities are simplifying the creation and distribution of management reports.

With a combination of Horizon and MOM 2005, Remington's SAP landscape became "operations friendly." IT staff that was already familiar with the look and feel of the Windows environment now have that same user-friendly environment when bringing SAP monitoring into view on the MOM console through Horizon. Fully Integrated into

MOM 2005, one of the key benefits of Horizon is that it is fully integrated into MOM 2005 rather than into SAP - and the Cisco roadmap is designed to support the Tasks and State views functions of MOM 2005.

“Being able to install Horizon as an add-on to MOM made it fast and easy to install. It just plugged into MOM 2005 and was up and running in less than two hours,” notes Freeman.

Automated Performance Analysis

A powerful analysis tool, Horizon is also a powerful monitoring tool that has helped Remington to automate performance analysis 24 hours a day, seven days a week, 365 days a year. The SAP Basis staff now can perform the same level of analysis in real time that previously required hours of work. In addition, Tidal Horizon exceeds the standard performance monitoring of SAP solutions by adding automated problem identification and analysis capabilities. Unlike the performance monitors of some of its competitors, Horizon does not flood the console with data and assume that the IT staff has the expertise and time to analyze it. Because Remington already had MOM 2005 installed, it provided a ready-made solution to manage alerts and reports that originate in SAP.

Improved Diagnostics

Using MOM and Horizon, system performance reports, which were once time consuming and labor intensive to create, now can be automatically created and distributed to appropriate personnel. “With MOM and Horizon, we can be much more proactive in managing the performance of SAP than we used to be by catching issues before they become problems. It’s been extremely helpful,” says Wilson.

Remington also has found additional benefits utilizing Horizon in satisfying Sarbanes Oxley Section 404 audit recommendations. “Horizon provides us with the necessary reports and supporting audit trail to satisfy Sarbanes Oxley audits,” explains Wilson.

For More Information

To learn how Cisco Tidal products can help with SAP performance visit www.cisco.com.



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