“To function effectively as a global company, KONE needs standardised business processes and a highly centralised IT infrastructure. Such an infrastructure must offer the highest possible levels of performance and availability. We are confident that we can rely on DB2 and HP-UX to meet this need, now and in the future.”

Jacques Poma, vice-president of IT, KONE
KONE is a global engineering and services company that specialises in moving people and goods. It comprises of two divisions, KONE Elevators & Escalators, responsible for manufacturing, selling, installing, maintaining and modernising elevators and escalators, and for servicing automatic doors. The other, Kone Cargotec, supplies products and services related to the movement and loading of goods. Founded in Helsinki in 1910, KONE has become a world leader in its sector, with sales of more than €5 billion in 2003. KONE employs approximately 30,000 people in more than 40 countries worldwide. Its operations are underpinned by a global SAP implementation, housed at data centres in Brussels, Singapore and Atlanta. SAP applications support KONE’s entire supply chain and in total, the company has more than 5,000 SAP users.

Outsourced

Given the mission-critical nature of KONE’s SAP implementation, it is important to maintain the highest levels of availability and performance. With this in mind, KONE has outsourced its global operations to HP, the only company able to provide effective support in all the countries in which KONE operates. HP has the responsibility of operating KONE’s SAP database infrastructures, which are housed in three data centres, as well as managing and supporting the DB2 database. The heterogeneous infrastructure managed by HP includes three operating system platforms - UNIX, Windows and Solaris - the main application is SAP running on HP-UX.

Database performance is another key issue for the success of KONE’s SAP implementation. With data volumes growing rapidly and exceeding 1TB in the Brussels data centre, concerns were expressed about the ability of KONE’s Informix database to continue to support the implementation effectively. For example, it was no longer possible to reorganise the database online; the system had to be shut down to do this. Furthermore, although the database was very well configured, KONE’s IT department was struggling to maintain the target response time of 1.4 seconds for SAP users.

“We needed to be confident that our database would support future growth, so we decided to switch from Informix,” said Jacques Poma, vice-president of IT at KONE. “The choice was to move to another IBM product, DB2, or implement Oracle. We chose the former option because we felt that it was technically more advanced.”

Three-way co-operation

Although this would be a pioneering installation of DB2 on HP-UX systems, KONE was determined to continue to run its SAP implementation on the HP platform, which had been central to its operations since 1997. According to Poma, this determination was reinforced by the strong willingness shown by both HP and IBM to participate in the project. KONE worked closely with HP and IBM to migrate to the new database architecture. While IBM assumed the main responsibility for the data migration, HP was responsible for preparing the servers, installing the base environment, and managing the move to production.

The migration was completed on time and within budget. The SAP installations in all three data centres are now running on HP Superdome servers, with databases of 1.3TB, 900GB and 300GB in Brussels, Atlanta and Singapore respectively. HP is providing ongoing SAP and database services. According to Poma, the installations are
running well and HP’s management tools have been successfully adapted for DB2. No major problems have arisen, and minor issues have been dealt with quickly and effectively.

“Thanks to the commitment of everyone involved, this very complex project was brought to a successful conclusion,” said Poma. “I was particularly impressed by the way HP and IBM cooperated closely to ensure this success. Whenever an issue arose, both companies were extremely responsive.”

Future-proof platform
Now that the migration has been completed, KONE can be confident in the ability of its architecture to meet its current and future needs. The combination of DB2 and the HP platform has led to an average response time of 1.2 seconds for the SAP system, well below the target figure. Poma estimates that it will be at least 18 months before the infrastructure needs to be upgraded in any way. Once an upgrade becomes necessary, the scalability of HP’s UNIX architecture ensures that it can be achieved quickly and smoothly. Thus continued growth in database volumes can be accommodated without any significant impact on performance and availability, using a future-proof technology platform.

One of the immediate results of the migration was a reduction in the size of the data set by 30 per cent, reflecting the different architectures of DB2 and Informix. Periodic reorganisation will continue to be practised in order to optimise performance; this can now be done online without impacting users. For Poma, this more efficient infrastructure translates into reduced costs, even though end-users experience improved response times.

“To function effectively as a global company, KONE needs standardised business processes and a highly centralised IT infrastructure. Such an infrastructure must offer the highest possible levels of performance and availability. We are confident that we can rely on DB2 and HP-UX to meet this need, now and in the future,” he concluded.

Why HP?

- Ability to provide support in every country where the customer has operations.
- Strength of technology platform.
- Willingness to cooperate closely with IBM to achieve a successful implementation of DB2 on HP-UX.

Hardware

- HP Superdome

Software

HP-UX:
- IBM DB2 (total database volume 2.5TB)
- SAP Business Warehouse
- SAP Customer Relationship Management (CRM)
- SAP Human Resources (HR)
- SAP Web Application Server
- SAP Enterprise Portal
- SAP Workplace

Windows:
- SAP Treasury
- SAP Business Connector
- MS Exchange
- Citrix
- Documentum
- Nimbus
- Remedy

Solaris:
- Tomcat
- Vignette
- Siteminder
- iPlanet
- Jumpstart
Challenge

• Provide effective support for global business with a 5,000 user SAP implementation.
• Identify future-proof, high-performance database architecture.
• Implement database on leading-edge technology platform.

Solution

• Outsource global IT operations to HP Managed Services.
• Replace existing Informix database with IBM DB2.
• Run new database on HP UNIX servers located at data centres in Europe, the US and Southeast Asia.
• Engage HP and IBM to implement pioneering implementation of DB2 on HP-UX.

Results

• The migration was completed on time and within budget, and no major issues have arisen.
• The new architecture is adaptive and will meet current and future needs.
• It is anticipated that no significant upgrades to the infrastructure will be required for at least 18 months, saving KONE immediate costs.
• Performance has improved significantly, with average SAP response times being 1.2 seconds (target 1.4 seconds).
• The more efficient infrastructure translates into reduced IT costs.

Find out more about the alliance between HP and SAP, visit www.hp.com/go/sap.

HP Services

• Preparation of servers
• Installation of base environment
• Assistance with migration activities performed by IBM
• Post-migration activities and move to production
• Managed services
• System and operations support
• Ongoing SAP and database services

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit www.hp.com.

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