FIS-ASP hosting customers value high availability of SAP applications

HPE Datacenter Care provides proactive support for service level excellence

Objective
Predictively ensuring the high availability of mission critical hosting systems

Approach
Leveraging HPE Datacenter Care Services for sustained high availability through outstanding support in day-to-day operations and in the implementation of new revisions and patches.

IT Matters
• Sustained high availability of hosted systems

• Smooth transition to new revisions

• Service levels meet and surpass SLAs

• Facilitated operations and support

• Rapid and straightforward access to expert knowledge

Business Matters
• Sustained customer satisfaction

• Reduced burden on internal resources

• Cost savings through the focused use of external knowledge and expertise

• Proactive support enables operational resilience

FIS-ASP ranks among the major providers of SAP hosting services. A large proportion of the company's customers are wholesalers. High availability is critical to their business, and FIS-ASP relies on HPE Datacenter Care Services to deliver.

Hosting a full range of SAP applications

Around 28,000 end users rely on more than 800 SAP installations that run in the four data centers on the FIS-ASP Campus in the Schweinfurt area. FIS-ASP hosts the entire SAP application suite and maintains all interfaces of these applications, including the interfaces for EDI communication via trading portals.

The scope of services provided by FIS-ASP includes infrastructure provisioning, remote hosting and managed services. Optionally, FIS-ASP also runs SAP applications for customers. The business model of this midsize IT service provider extends to colocation services, enabling customers

> "For years, the SAP systems we host have run with zero unplanned downtime. HPE Datacenter Care supports us in sustaining and continually surpassing the very high service levels laid down in our SLAs."
>
> — Robert Schuhmann, Managing Director, FIS-ASP GmbH

to use the infrastructure of FIS-ASP to run SAP applications on their own. FIS-ASP also operates a number of systems set up by customers in their own data centers where these customers lack the skills or the resources to operate their systems.

Securing its hosted systems is a top priority at FIS-ASP: Located 12 km away from the company's main site, a backup data center uses mirroring technology to ensure transparent failover without any loss of data.

Continuous service level excellence

Hewlett Packard Enterprise (HPE) Datacenter Care provides outstanding support that helps FIS-ASP deliver on its service level agreements with customers. This support goes way beyond "knowledge on call."

To resolve an emergency situation, you need to be aware of the risks you're facing. A proven Business Continuity Management program helps FIS-ASP ensure that a fault does not develop into an emergency. Whenever the need arises, FIS-ASP knows its calls will be handled quickly and competently

from the onset via HPE Datacenter Care. FIS-ASP is contractually entitled to an assigned contact at HPE. Once the incoming call has been qualified, the right technical expertise is brought to bear. "These people are already familiar with our infrastructure, a major advantage. We know we can count on the HPE experts. There are fewer call backs because they know which approach is right. That saves us precious time," Schuhmann points out.

In better shape thanks to proactive support

Around 80% of the hardware deployed at FIS-ASP is made by HPE. And who knows HPE hardware better than HPE. "When a patch needs to be installed, we know that it has been pretested by people who know our environment inside out," Schuhmann notes.

"HPE Datacenter Care provides a proactive approach where others can merely react. HPE has experts who proactively propose and test patches, validate them on hardware—including third-party products—and package them for delivery. That's a major advantage for us."

Customer at a glance

Application
• SAP Business Suite

Hardware
• HPE Integrity BL860c i2

HPE services
• HPE Datacenter Care Services

"Our sales team also experiences the benefits of HPE Datacenter Care. Customers are eager to hear about the sustained high availabilities we deliver."

— Robert Schuhmann, Managing Director, FIS-ASP

The HPE support portfolio with proactive and reactive services provides added value to FIS-ASP. "Our operations benefit from enhanced security and stability. We're able to vouch for very high service levels over prolonged periods of time. 99.95% availability is fairly high for SAP operations. We tend to surpass our SLAs on a regular basis—which makes us attractive for demanding customers, including very large accounts," Schuhmann concludes.

FIS-ASP plans to broaden its portfolio by adding services such as storage on demand and security. These new services will also rely on HPE Datacenter Care for support. "FIS-ASP and HPE have a relationship of trust and mutual appreciation," says Schuhmann.

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