

OVERVIEW

BUSINESS NEED

Designing and building a new, centralized IT infrastructure including SAP ERP applications

SYSTEMS & SOFTWARE

- IBM System Storage DS4800 Disk Storage
- IBM System Storage TS3584 Tape Library
- IBM System p5 570 Server
- DB2 Data Servers
- DB2 9 for Linux, Unix and Windows
- DB2 for AIX
- AIX 5L

BENEFITS

- Reduction of IT procurement costs
- Elimination of maintenance downtime, supporting worldwide operations in all time zones with IBM DB2 High Availability and Disaster Recovery (HADR)
- Disaster recovery times are dramatically reduced
- Simplicity of single database on single server platform reduces administration workload

TELEFLEX BOOSTS AVAILABILITY OF SAP SOFTWARE ENVIRONMENT WITH IBM DB2

Teleflex Incorporated is a highly diversified global business which designs, manufactures and distributes specially engineered products to the commercial, medical and aerospace industries. The company generates revenues of around \$2.5 billion, operates in 24 countries, and employs around 20,000 people. Several years ago, Teleflex consolidated all of its European ERP systems to IBM System p servers at a single central data center. Following the success of this project, Teleflex realized that centralizing its entire global SAP® software infrastructure could offer a variety of benefits in terms of operational efficiency and high-level management of the enterprise as a whole.

“Teleflex was quick to spot what is becoming a major trend in the engineering industry - that IT projects are handled from central corporate data centers, enabling all local sites to reap the benefits of every new software development or hardware upgrade,” explains Jochen Guther, General Manager of the IT team which manages the company’s European IT infrastructure. “Also, of course, it greatly simplifies IT procurement, which can lead to major cost savings.”

If the enterprise-wide project was to succeed, Teleflex had to be sure that its new, consolidated SAP software environment would be able to handle the workload of all its business units reliably, and without downtime.

NEED FOR SECURE AND COST-EFFECTIVE SOLUTION

“With operations in every world time zone, users are accessing our SAP applications around the clock,” says Jochen Guther. “If we were to build a truly centralized environment for global operations, we needed to eliminate all downtime - not just for unplanned outages caused by software or hardware failure, but for scheduled maintenance and administration as well.” Randy Gaboriault, Teleflex CIO, challenged Jochen Guther and team to design a secure infrastructure for SAP and other applications that would address these concerns, and that could be deployed within nine months. The prize was lower business costs, through a mix of lower procurement expenses, shared best practices, and rapid deployment of advanced software for all business units.

„We needed to eliminate all downtime.“

Jochen Guther, General Manager
Teleflex IT Europe

COMBINATION OF p5 SERVERS AND DB2 PROVIDES EXCELLENT PERFORMANCE FOR TELEFLEX'S SAP SOFTWARE ENVIRONMENT.



Abb.: IBM System p570 Server

MAKING THE BEST CHOICE

Teleflex evaluated hardware and software combinations from a number of vendors before deciding that an IBM solution based around System p5 hardware running IBM DB2 Optimized for SAP software would offer the high availability and security the company needed.

“From working with IBM System p servers during the first consolidation project, we knew what the platform had to offer,” explains Jochen Guther. “We realized that the combination of System p5 servers and DB2 could provide excellent performance for Teleflex’s SAP software environment, at a comparatively low total cost of ownership.”

Each of the two Teleflex datacenters - Limerick, PA, and Kernen, Germany - now holds two IBM System p5 570 servers and two IBM System Storage DS4800 storage systems, backed up by an IBM 3584 tape library.

“One of the key reasons for choosing System p5 was the support for virtualization,” says Jochen Guther. “To avoid cross-validation, we have to keep the systems used by each of our subsidiaries completely separate and secure. IBM has repeatedly demonstrated that its virtual partitioning technologies can provide this level of security within a single physical machine, so there is no need for us to revalidate the independence of each of our systems after every update to our infrastructure.”

Teleflex selected IBM Premier Business Partner SVA to implement the solution and provide staff training. This would help the company to standardize business practices throughout the organization, based on the SAP software and IBM System p platform.

SAFE DATA AND STABLE SYSTEMS

Teleflex uses the IBM DB2 HADR feature of DB2 to mirror data between the p5-570s both within the single datacenter and between different datacenters. IBM DB2 includes this mirroring capability at no additional license cost. The p5-570s are also clustered using IBM High Availability Cluster Multi-Processing (HACMP).

Teleflex utilizes the HADR functionality within the principal datacenter both to manage planned production switches between systems and to prevent business interruption in case of system failure.



Abb.: IBM TotalStorage 3584 Tape Storage Server

„The IBM System p machines never failed us.“

Jochen Guther, General Manager
Teleflex IT Europe

Teleflex is able to shift the production workload seamlessly from the primary to the secondary server, enabling disruption-free maintenance of either server with no loss of transactional data. In the event of hardware or software failure of the primary server, HADR automatically fails over the database to the standby server within a few seconds, while HACMP takes care of the SAP failover, keeping users online at all time and reducing workload and worry for IT staff.

“HADR enables us to offer zero downtime for maintenance and gives us the ability to deal with small problems and local outages automatically,” says Jochen Guther. “This has made it possible to build a truly centralized infrastructure for our global operations, capable of supporting users whenever they need to log in to our SAP applications.”

Teleflex also uses HADR as a core technology in its disaster recovery planning in the event of more serious failure. Teleflex has implemented another two p5-570 servers at a second datacenter in America, to which data is mirrored transatlantically using the log shipping functionality of SAP and DB2. In the case of a complete breakdown of one datacenter, the surviving one will take over the work within minutes without any substantial loss of data.

“Our previous system had never been designed for true high-availability, so we were heavily reliant on the stability of our servers,” says Jochen Guther. “The IBM System p machines never failed us, but if they had, we would have been facing recovery times of around 24 hours - which would have been unacceptable to many of our subsidiaries. The medical sector can tolerate around six to eight hours of downtime; the automotive industry only two. With this new solution we can easily meet these deadlines, even in the event of a serious failure.”

SAP APPLICATIONS IN A CENTRALIZED INFRASTRUCTURE

With a centralized infrastructure in place, Teleflex has a single point of control for its SAP software environment and can take full advantage of the capabilities of mySAP ERP. Since all the group’s business data is stored centrally and in a common format, it is easier to generate toplevel reports on the performance of each subsidiary company. Moreover, because the virtualized framework makes it simple to set up new systems running SAP software, Teleflex can adapt its IT environment easily as its portfolio of subsidiaries changes. The SAP applications provide the flexibility Teleflex needs to meet the ERP needs of almost any new acquisition.



„We found IBM's value proposition to be the most compelling.“

Jochen Guther, General Manager
Teleflex IT Europe

REAPING THE BENEFITS

“The combination of IBM System p, IBM AIX, DS4800, IBM HACMP and DB2 Optimized for SAP software gives us all the service and support advantages of a single vendor solution at a 20 percent lower total cost of ownership,” explains Jochen Guther. “We found IBM's value proposition to be the most compelling - for example, the 4GB/s SAN connection technology we bought from IBM was the same price as a 2GB/s system from one of the competing vendors.”

The IBM solution may also help to keep ongoing expenses low. The simple management and automated functionality of DB2 means that there is no need for a dedicated database administrator - Teleflex's ten-person EU datacenter team can handle database administration on top of its existing system administration responsibilities. Backup routines are also centralized, eliminating the need for local hardware and administrators, contributing further to lower costs.

“Most importantly, the new solution has boosted availability and considerably reduced business risk,” says Jochen Guther. “We can now provide users with access to vital mySAP ERP applications, 24x7, worldwide. Small failures have almost no effect on availability, and even more serious problems can be fully recovered within the tight deadlines set by our internal clients.”

He concludes: “Our next step will be to consolidate our Windows-based systems to the IBM System x platform, making similar use of IBM's virtualization technologies. Centralized, virtualized and consolidated systems are a big part of our IT strategy, and IBM is an expert partner. In a few years' time, I would like to see a data center with nothing in it but one AIX-based and one Windows-based system. At the moment, this is just a dream, but IBM is always working to make it a reality.”

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