



ConCardis GmbH, Frankfurt/Germany

Maximum availability and lower costs with intelligence outsourcing

»Reducing costs while increasing flexibility and system performance – these are always key reasons for outsourcing. But our decision to have the SAP R/3 landscape hosted by the intelligence high-tech data centre was primarily based on the first-class customer care. Following our experiences with the earlier CRM and BW pilot systems, the step has also proven to be worthwhile for R/3: We feel as though we in the best of hands with intelligence.«

Bernd Schmidt, SAP R/3 Project Manager, ConCardis GmbH

Successful projects simply make the best references – for intelligence AG, this was very clear in its collaboration with ConCardis GmbH. The intelligence high-tech data centre in Bautzen has been hosting two complex, multi-tiered system landscapes for the SAP components CRM 4.0 and Business Intelligence (BI) 7.0 for Germany's leading acquirer in the credit card acceptance business since the beginning of 2004. This is a

successful service that puts intelligence head and shoulders above the other providers: As well as a significant increase in system performance during this time, the managers at ConCardis complimented the outstanding intelligence customer service. Because of these excellent reasons, the company decided to entrust the SAP R/3 system to intelligence AG. This system was run by a different provider until the end of 2005.

ConCardis GmbH

Headquartered in Frankfurt/Main, Germany, ConCardis GmbH is one of the leading service companies in the field of cashless payment transactions. As a joint venture of the German credit sector, ConCardis provides an extensive range of services for card-based payment transactions to around 400,000 retail and service companies, which accept cashless payments in their branches or provide services in exchange for cashless payments. In line with its "one-stop shopping" ethos, ConCardis is systematically expanding its product and service portfolio with innovative product developments and customer-oriented service: In the credit card area, ConCardis offers the acceptance of MasterCard and Visa, and also negotiates the acceptance of American Express cards. In the debit card segment, ConCardis is a provider of Maestro, V PAY and Visa Electron, as well as all the German payment methods. The company's services are enhanced by a wide selection of multi-functional payment terminals, which comply with the latest national and international standards, for use at points of sale.



Name:
ConCardis GmbH

Industry:
Service provider in the cashless payments sector

Products:
Clearing MasterCard, Visa and American Express transactions as well as Maestro, V PAY, Visa Electron and ec cards

Company size:
100 employees

Head office:
Frankfurt/Main, Germany

Sales:
EUR 215 million

At the beginning of the project the partners started an extensive SAP cross-platform migration: The operating system was changed over from True64 to SUSE Linux. And after this, there was nothing to stop the transfer of the SAP R/3 Enterprise 4.7 system environment, which is designed for 200 SAP users: itelligence is now running the three-tiered R/3 solution on HP ProLiant servers with the operating system 'SUSE Linux Enterprise Server 9' in its Bautzen data centre.

Maximum availability guaranteed

It took just 15 consultant days to transfer the SAP R/3 systems successfully to the itelligence data centre in Bautzen. To avoid any negative impact on productive operations, the final move took place on just one weekend: Precise planning, exemplary expert and perfectly organised implementation and top commitment were the deciding factors in the project's success. Following the successful start, ConCardis is certain of one thing: The R/3 solution will be reliably available at all times, just like the SAP CRM system with its 150 GB database and the SAP BI system with a 300 GB database – thanks to the high system availability guaranteed by the itelligence data centre. The IT service provider ensures this with a redundant connection between the SAP systems and the itelligence data centre.

A two Mbps ATM line from Deutsche Telekom and a two Mbps frame relay line from Arcor are used for this purpose. If one line breaks down, an automatic failover kicks in – and work can continue reliably via the other service provider.

Permanent cost reduction

By outsourcing the SAP R/3 landscape and other SAP products to the itelligence data centre, Con-

Cardis GmbH has achieved all of its goals: The acquirer feels that it is "in the best of hands" with itelligence AG. And there is also another positive side-effect: The company has substantially lowered the operating costs for all its systems – while increasing flexibility and system performance.

The excellent team work has also enabled some productive SAP products to be optimised: The ConCardis SAP BW system has been converted to 64 bit technology and the main memory expanded. And by connecting a fax gateway to the SAP CRM system, faxes can now be sent directly from the CRM system or processed as PDF documents.

Facts & Figures

Solution: Hosting of the SAP R/3, SAP Business Warehouse (SAP BW) and SAP CRM systems at the itelligence data centre in Bautzen

Contract duration: 60 months each
Connection via: A two Mbps ATM line from Deutsche Telekom and a two Mbps frame relay line from Arcor

Scope:
SAP R/3: 200 users, 150 GB database
SAP BW: 130 users, 300 GB database
SAP CRM: 130 users, 150 GB database

Servers: HP ProLiant
Operating system: Linux Enterprise Server 9

Benefits:

- Lower costs
- Increased flexibility and system performance
- Shorter generation time for reports
- Direct access to data and information

