

Kaeser: SAP® IT Process Automation Helps Kaeser Safeguard Operations Powered by SAP HANA®



Company

Kaeser Kompressoren AG

Headquarters

Coburg, Germany

Industry, products, and services

Industrial machinery and components

Web sitewww.kaeser.com**SAP® solutions**

SAP HANA® platform, SAP® IT Process Automation application by Cisco

Enabling predictive maintenance services with SAP HANA®

“For many businesses, compressed air drives their core manufacturing processes,” states Falko Lameter, CIO at Kaeser Kompressoren AG. “Downtime can bring their business to a halt. So our customers depend on us to deliver **high-quality systems that provide reliable performance**, easy maintenance, and maximum efficiency.”

As one of the largest and most successful suppliers of air systems in the world, Kaeser is continually finding ways to meet customer needs even more effectively – and the SAP HANA® platform is at the center of its strategy.

“Our products are built for a lifetime,” says Lameter. “But to get optimal longevity and performance, they must be maintained properly. We’re investing in SAP HANA to drive real-time predictive maintenance services that will help customers achieve nearly 100% reliability.”

As a customer, imagine the comfort of knowing that Kaeser has its finger on the pulse of your mission-critical air compressors around the clock – and resources on call to address issues swiftly. “We’re envisioning direct, machine-to-machine connections and real-time alerts so we can detect potential failures before they occur and take corrective action before business is impacted,” explains Lameter. “It’s a bold vision and one that will set us – and our customers – apart from the competition.”

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Becoming a real-time business to drive innovation and growth

Executives at Kaeser don't take their company's success for granted. "We're always thinking of new ways to run things better and innovate new technologies and business models," explains Lameter. For example, management plans to evolve Kaeser from a product company into a solutions company driven by real-time business information and remote customer systems. This requires moving to a service-based business model that not only improves margins but secures the company's market position and keeps it one step ahead of increasing customer demands. "Our customers simply can't afford any unplanned system downtime," notes Lameter. "It's not enough for us to just make the world's best air compressors. We have to wrap state-of-the-art services around our products to make sure they are properly maintained and running optimally."

To do this, Kaeser needs a way to monitor and analyze customer systems in real time – worldwide – to predict when their systems are at risk of failure or need specific intervention not part of the standard maintenance plan. "We plan to develop a global network of partners to tie into our network and respond to system alerts in time to head off downtime," adds Lameter.

Management plans to leverage real-time information to optimize other areas of its business, such as its financial and global supply chains. "We want to be able to predict what parts are needed, where, and how much, and be able to tell customers and partners exactly when parts will arrive on site so customers can plan downtime," states Lameter. "It's just one more way we can differentiate – by providing personalized, accurate, customer-focused service."



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SAP HANA: a breakthrough technology

Kaeser has long been an early adopter of innovative technologies. “We see technology as a key enabler of new business strategies and growth opportunities,” states Lameter. Since 1992, the company has deployed SAP® Business Suite applications, as well as numerous business intelligence applications and the SAP NetWeaver® Portal component.

To execute on its vision, management needed real-time data processing and analysis. Lameter explains, “We debated internally – do we replace what we have with the latest traditional and more familiar technology? Or take a leap into the future of IT by going with a database with in-memory technology?” Ultimately, they chose SAP HANA, the market-leading in-memory computing platform from SAP that can dramatically accelerate analytics, business processes, sentiment data processing, and predictive functionality.

“We looked at other technology providers, but no one came close to offering anything that could compete with SAP HANA.”

Falko Lameter, CIO, Kaeser Kompressoren AG



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Investing in packaged IT knowledge about SAP HANA

To implement SAP HANA, Kaeser is working with SAP Consulting. The entire process is expected to take 12 months, including the migration of existing Oracle data to SAP HANA.

“Because SAP HANA is new to our organization, one of our concerns was ramping up our internal knowledge, tools, and expertise so we could cost-effectively manage the solution without having to depend on costly consultants, as well as free up IT staff to focus on innovation,” explains Lameter. So in addition to deploying the SAP Solution Manager application management solution to automate system management and monitoring, they will deploy the SAP IT Process

Automation application by Cisco, which applies the best practices described in the “runbook” from SAP for SAP HANA. These offerings will be used to help Kaeser’s IT department optimize and manage SAP HANA on an ongoing basis.

For example, SAP IT Process Automation saves Kaeser’s SAP administrators time and makes it easier for them to manage SAP HANA by automating routine tasks, health checks, corrective actions, and management activities according to best practices codified in the runbook. In addition, it continuously monitors over 400 points in the system and proposes corrective actions as needed.

“With SAP IT Process Automation, we could transition to SAP HANA more smoothly and manage it more effectively, right from day one.”

Falko Lameter, CIO, Kaeser Kompressoren AG



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Operationalizing real-time processes and best service

Following the deployment of SAP HANA, Kaeser will achieve its goal of having real-time information and insight about its connected customer systems, business operations, and finances. “We will be integrating SAP HANA into our service processes so we can proactively monitor and maintain customer systems so they can achieve near 100% uptime – that’s our goal,” explains Lameter.

For instance, if a bearing starts to vibrate beyond a certain threshold, Kaeser would receive an alert and automatically dispatch a service representative – with the correct replacement part – to fix the bearing before it fails. And when customers do have an unexpected event, they won’t need to call Kaeser to report it, because Kaeser’s service department will know instantly – and have resources already on the way to address the situation.

“Using SAP IT Process Automation, we now have a vast array of tools and packaged knowledge to manage our new database technology efficiently and professionally.”

Falko Lameter, CIO, Kaeser Kompressoren AG



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Realizing benefits of a real-time information architecture

With SAP HANA and SAP IT Process Automation, Kaeser now has a reliable, real-time technology backbone that can be used to execute on its vision: evolving from a traditional product company into a real-time solutions company. “With SAP HANA, we’ll be able to provide truly innovative services that offer a vastly improved customer experience throughout the life of a product,” explains Lameter. “And at every step, we’ll generate additional revenue via higher-margin services.”

At the same time, by using SAP IT Process Automation, Kaeser has the tools and knowledge to safeguard operations driven by SAP HANA in ways that help ensure high availability – which is essential given the strategic nature of this investment for the business. “This offering has given us packaged operations expertise, monitoring support, and best-practice-based corrective actions to up-skill our staff quickly and cost-effectively,” notes Lameter. They have also automated processes and tools that will handle routine management activities. This will free staff up to focus on innovation and system optimization and improvement initiatives.

“With SAP IT Process Automation, we didn’t have to delay our investment in SAP HANA because we didn’t have in-house experts. We could buy packaged knowledge and support for best practices to rapidly up-skill our team.”

Falko Lameter, CIO, Kaeser Kompressoren AG



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