



MAHINDRA & MAHINDRA

MAKING VAST IMPROVEMENTS IN SAP® SOFTWARE PERFORMANCE

QUICK FACTS

Industry

Automotive

Revenue

US\$6.7 billion

Headquarters

Mumbai, India

Web Site

www.mahindra.com

SAP® Solutions and Services

SAP® MaxAttention™ support

Implementation Partner

SAP Services organization

Mahindra & Mahindra Ltd (M&M), one of the leading automotive companies in India, grew fast enough, both in terms of reach and range of system applications, that the performance of its SAP® software system was impacted. The company called in SAP, who provided experts from SAP MaxAttention™ support to help M&M carry out the improvements that doubled system resource utilization. Now the company enjoys much faster response times for its users while averting the need for costly new hardware.

Key Challenges

- Improve performance and response time of the system hosting SAP® software
- Speed up business transactions impeded by performance issues
- Improve users' productivity and their satisfaction level with regard to system performance
- Eliminate need for costly new hardware
- Reduce unplanned downtime

Implementation Best Practices

- Strong executive commitment and sound governance structure
- Dedicated on-site technical quality manager
- Balanced scorecard approach for measuring performance and success
- Training sessions on system administration

Financial and Strategic Benefits

- Improved system performance, thereby accelerating key business processes and transactions
- Increased business users' satisfaction toward IT
- Sped up application server consolidation
- Helped safeguard projects like upgrade to latest SAP ERP application, SAP NetWeaver® Business Warehouse component, and OS migration

Why SAP Was Selected

- Support experts uniquely positioned to provide technical risk management and assessment
- Professionals experienced in issue resolution and technical quality management
- Highly customized, long-term engagement management with strong governance model
- Direct access to executive sponsor and SAP software experts for knowledge transfer, change management, and user adoption

Low Total Cost of Ownership

- Able to support upgraded enterprise resource planning (ERP) software on same hardware
- Deferred expenditure of about US\$130,000 on hardware upgrade

Operational Benefits

Key Performance Indicator	Impact
CPU utilization	-50%
Dialog response time	-40%
Disk I/O utilization	-50%
Size of supplier relationship management database	-40%
Runtimes for many programs	-85%



“With SAP MaxAttention, we have been able to address the response time issues and upgrade to SAP ERP without adding hardware.”

Krishna H. Nabar, Senior General Manager – Business Solutions, Corporate IT,
Mahindra & Mahindra Ltd

www.sap.com/contactsap

Mahindra & Mahindra Ltd (M&M) is one of India's leading vehicle manufacturers with a presence in almost every segment of the automotive market. Winner of multiple awards, the company is one of the world's top tractor brands. M&M has long used SAP® software to run its operations.

As M&M's business grew in recent years, the volume of transactions increased to the point that system performance became a serious issue. Response times grew longer and longer, jeopardizing the timely completion of various processes. The degradation was especially severe near month end, when the volume of sales orders typically rose a great deal.

M&M's only alternative appeared to be beefing up its server and storage arrays to improve performance – but that would be extremely expensive. In addition, M&M was planning SAP software upgrades that it feared would boost the hardware bill even more – to as much as US\$100,000. In search of a better way, M&M approached SAP for ideas.

Customized Services from the World's Foremost SAP Software Experts

Consultants from the SAP Services organization looked into the problem and determined that there were other ways to fix them. They proposed SAP MaxAttention™ support to implement the fixes, explaining that M&M would enjoy a highly customized array of on-

site services from the world's foremost SAP software experts. M&M accepted SAP's proposal.

The SAP team got to work immediately, identifying customized programs that consumed excessive resources and slowed down performance. The team optimized these programs, greatly improving dialog response time and CPU utilization levels. They also introduced improvements at the core software level, such as implementing table buffers to resolve system locking problems.

The team evaluated not only performance but also risk. They helped safeguard the supplier relationship management (SRM) database migration and system upgrade projects to reduce the risk of downtime and instability of M&M's business-critical SRM system. In addition, they helped reconstruct an aging SRM server.

On yet another front, the SAP MaxAttention experts helped M&M IT consolidate 16 application servers to 6 new servers. They also helped M&M safeguard various projects, including an upgrade to the SAP ERP application and an SAP NetWeaver® Business Warehouse component upgrade and OS migration, with flawless execution. The team provided guidance through workshops and services and provided the highest level of technical and functional expertise.

Finally, the team conducted extensive knowledge transfer sessions to equip M&M IT to continue making performance improvements on its own.

Vast Improvements in Performance, Downtime, and Company Synergy

The SAP MaxAttention project had an enormous impact on system performance levels. CPU and disk utilization dropped by half, slashing runtimes on many programs by 85% or more and boosting responsiveness to user interaction by 40%.

Not only could M&M delay the need for new hardware, it found that the existing hardware can support an SAP ERP upgrade. M&M's business and IT divisions now enjoy a much stronger relationship, with mutual respect for each other. SAP MaxAttention support has been a success for M&M in many ways.

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