

SUCCESS STORY N° 11



From five minutes to twelve seconds

Stiebel Eltron brings down query runtimes

Stiebel Eltron, one of the leading manufacturers of domestic and system technology, optimized their SAP Business Warehouse (SAP BI) system through the use of the Datavard BW Fitness Test™. Both the detailed analysis and the benchmarking resulted in clear actionable recommendations on how to optimize system performance and decrease data volume. These recommendations were implemented in the systems during operations. Query runtimes for

reporting improved from up to five minutes to 12 seconds and the systems data volume was reduced by a third. The overall project runtime was only five days, including the implementation of most of the measures for improvement. Stiebel Eltron's SAP BI system is not only now future proof, but internal know-how was also able to be built through the course of the project which will lead to further improvements of system performance.

“BW Fitness Test™ not only helped us implementing recommendations but also built up internal know-how.”

Christoph Giefers,
STIEBEL ELTRON

OVERVIEW

Performance problems slow down reporting analysis

Stiebel Eltron sees need for action (page 2)

BW Fitness Test™ convinces

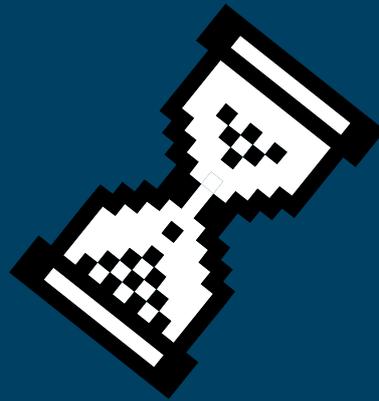
Benchmarking and detailed data (page 3)

Passed the final test

Resolved problems with query runtimes (page 4)

Performance problems slow down reporting analysis

Stiebel Eltron sees need for action



Stiebel Eltron has been developing and manufacturing domestic and systems technology since 1924. The family run company does business in 120 countries and has over 3,000 employees.

Starting in 2005, more than 400 users from various business areas use SAP®'s Business Intelligence application SAP® NetWeaver Business Warehouse. "Daily, nearly 400 queries are requested online and about 300 reports are sent

via email to our traveling sales team," explains Christoph Giefers who manages the SAP® Business Warehouse system together with Steffen Weise. "We extensively use BW statistics that require lots of database space. So do the detailed queries from our support teams," adds Steffen Weise.

As a consequence of the high data volume and long running extraction jobs from source systems, daily reporting could not start

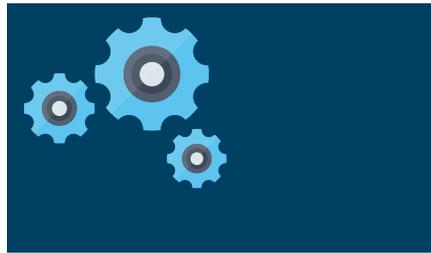
earlier than 8:00 a.m. However, the materials management department required the data to be available no later than 6:30 a.m. for production planning. To add to the problems, query runtimes were very slow and reporting results returned only after five minutes or longer. "From our point of view this was too slow, we saw a clear need for action since the loss in time impacted our day-to-day business," says Christoph Giefers.

BW Fitness Test™ convinces

Benchmarking und detailed data

Stiebel Eltron attributed the large data volume as reason for their problems with system performance. "From the SAP® documentations, it was not clear to us where we should optimize the system," reports Steffen Weise. Several solutions were discussed within the project team, none of them convincing. "The BW Accelerator was no option for us due to high cost for license and hardware," says Christoph Giefers, and Steffen

Weise adds, "When Datavard presented us with the BW Fitness Test™, we immediately had the fee-



ling that we could derive valuable findings through its use." The tool, which was nominated by Gartner

for the "Cool Vendors in the SAP® Ecosystem, 2013" report, analyzes system strengths and weaknesses based on 73 indicators, benchmarking them with over 100 SAP® implementations and deriving concrete calls for action. "What mainly convinced us was Datavard's good solution approaches and quick reaction time," explains Steffen Weise. "Also, the range of indicators and benchmarks as well as the good value for the price."



As project goals, the team defined reduction in database size and shorter times for data load-

ing and reporting latency. It was agreed upon for the data transfer processes to be completed by 6:00 am and for the query runtimes to be cut by one third. Furthermore it was expected that the BW Fitness Test™ would yield a detailed pic-

ture of the strengths and weaknesses of the BW system. It was the hope of the project team to also find out on how to improve further the system in regards to data volume and data modeling and system administration.

Successful analysis of system performance

Detailed documented results with actionable recommendations

The BW Fitness Test™ can be easily implemented in the SAP® BI system through a transport. Shortly afterward Stiebel Eltron was able to retrieve a detailed log with results and numerous recommendations for improvement. The Stiebel Eltron team was able to

implement most of the recommendations themselves. The overall project runtime was only five days, including the implementation of most of the measures for improvement. Also, the project team was very pleased with the service of the Datavard

team. "We had competent partners from Datavard who gave us lots of tips for the implementation, enabling a quick execution of the project," reports Steffen Weise.



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Passed the final test

Problems with query runtimes resolved

After implementing the recommendations the BW Fitness Test™, the tool was called into action once more in order to analyze the impact of the improvements. The analysis was successful and brought to light that data volume was reduced by one third. Also query runtimes have improved significantly. Now the reports return results after 12 to 15 seconds. "This truly impres-

sed us. With the help of the BW Fitness Test™ all our query runtime problems could be solved," says Christoph Giefers. "The second test confirmed that we ourselves are now able to manage the database and keep it small and fast," adds Steffen Weise. Some of the improvements were realized by Stiebel Eltron based on the given recommendations.

"The BW Fitness Test™ fulfilled our expectations completely. Especially helpful were the detailed actionable recommendations. Not only were we made aware of potential for improvement but also equipped with the means on how to optimize in the best way."

Christoph Giefers,
STIEBEL ELTRON

STIEBEL ELTRON

STIEBEL ELTRON is an internationally operating group of companies that is one of the global market and technology leaders in domestic technology and renewable energies. Founded in 1924, Stiebel Eltron today ranks among the market and technology leaders worldwide in the sectors of heating, ventilation, air conditioning and refrigeration as well as in renewable energies. Photovoltaic modules complete the product portfolio. With five national and international manufacturing plants, 26 subsidiaries worldwide and sales organizations and agencies in over 120 countries, STIEBEL ELTRON is a global player. In 2014, the STIEBELELTRON GROUP reached a global turnover of 424 million Euro and employed 2,900 people worldwide.

Conclusion

Performance improved significantly

The final conclusion is absolutely positive and exceeds the expectations set at the beginning by far. "With the BW Fitness Test™, we not only implemented the recommendations, but also build up internal know-how on how to optimize our Business Warehouse. The tests gave the impulse to make system performance a permanent process that we keep monitoring and improving," says Steffen Weise. Also for the IT department the project was a complete success. "Because of the significantly shorter query runtimes for reporting, we increased acceptance amongst our user commu-

nity and even were able to gain new customers," said Christoph Giefers.

Even though after one and a half year of system use the data volume has doubled, Stiebel Eltron has managed to further reduce time for data loading processes. The company has plans to use the BW Fitness Test™ for a third time in order to put their Business Warehouse to the test once again.



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