

# European Patent Office (EPO) **Integrates SAP<sup>®</sup> Processes** with Stonebranch Solutions

EPO turns SAP processing into an end-to-end workload with 100 percent operational transparency.



## RESULTS

- 90 percent of workload managed by Tivoli Workload Scheduler (TWS), up from 60 percent
- 100 percent operation transparency
- Reduced development time and cost

## BACKGROUND

The European Patent Office (EPO) provides a uniform application procedure for individual inventors and companies seeking patent protection in up to 40 countries. Headquartered in Munich, Germany, the EPO has five offices throughout Europe.

## CHALLENGE

The EPO has a production environment with two large mainframes, several platforms, and a server farm in a new data center. It uses SAP for its financial and personnel system known internally as FIPS. Due to the numerous different applications and platforms used for FIPS processing, the system was not fully integrated with other core applications. Multiple schedulers (crontabs) and custom FTP solutions used by various departments had led to a very amorphous production environment. More importantly, there was no centralized support within the enterprise for distributed workloads.

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**Gary Jones**  
Operation Analyst, EPO

## Challenge: EPO needed to integrate SAP processes.

### SOLUTION

The EPO looked at several solutions, including a big box vendor's distributed scheduling application that was considered too unreliable and expensive. After the Director of IT was presented with a business case, he selected Stonebranch's Universal Data Mover to provide managed file transfers and Universal Agent as an independent scheduling agents solution providing SAP connectivity.

Gary Jones, operation analyst for EPO, says, "We selected Stonebranch because of price, scalability, and superior functionality. We already had a good level of TWS skills but only 60 percent of our workload was being managed by TWS. By adding Universal Automation Center we now have control of 90 percent. I also liked the idea of using an integrated suite of tools from a vendor that had already provided excellent quality support."

### RESULTS: RETURN ON AUTOMATION\*

The EPO now securely manages all FIPS data transfers and runs SAP processing as one end-to-end workload with 100 percent operational transparency. Additionally, development time and cost has been reduced because of the standardized application architecture.

\* Return on Automation (RoA): the investment in automation and the right automation tool pays off in a short time and returns many benefits. These include higher efficiency, faster processes, greater process reliability, higher data throughput, seamless integration, and higher production. The overall result is an increase in profits.

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Operation Analyst for EPO

Moreover, this configuration also allows total interoperability between z/OS, zLinux, USS, AIX, and Windows platforms while managing many different types of dependencies. Support personnel now need only basic Universal Automation Center skills to effectively support all of the EPO's distributed workloads. This has made the Production Control team much more efficient even though their scope of work has increased. Jones, said, "We no longer need to wait for a systems administrator to search log files to find issues because Universal Automation Center automatically reports on failures centrally via the sysout in our batch jobs."

The FIPS system, which was notoriously difficult to support is now a shining example of an integrated, stable and secure application.

Jones notes, "Stonebranch solutions make my job far easier than before. I enjoy being part of a community that exchanges ideas and quickly comes up with neat solutions." The overall result is a strong Return on Automation.\*

### ABOUT STONEBRANCH

Stonebranch provides modern automation solutions that simplify mission-critical IT business processes reliably and securely across complex and diverse IT environments.

Stonebranch clients include some of the world's largest financial, healthcare and technology institutions. Founded in 1999 and headquartered in Atlanta, Georgia, Stonebranch has offices throughout the world, including Germany, United Kingdom, Netherlands, Spain and Denmark.

For more information on the company and its products, please visit our website at <http://www.stonebranch.com>.