

# NOAH: NETWORK OBJECTS ADMINISTRATION HANDLER

Technology and Business Integration creates competitive advantages for IT providers

## THE CHALLENGE

Syskoplan Reply aims to give the IT provider the best possible support in its business processes with SAP ERP. Effective customer service is becoming a strategic competitive advantage for all IT service providers. The focus of the business process is therefore shifting to service level agreements and to highly-integrated asset management, including the controlling of the use of technicians, Call management, and service invoicing (IT Asset Lifecycle Management).

Through the implementation of System Management products, like Microsoft SMS or IBM Tivoli the IT provider can ensure a high level of reliability and availability in his/her client/server service center. However, the IT provider cannot achieve a decisive competitive advantage until technical information has been integrated into the business processes.

IT management at Syskoplan Reply begins in this area. Using its many years of experience in developing computing centers and process organization, coupled with the know-how gained from the SAP ERP development partnership - especially in service management - Syskoplan Reply is able to integrate the technical and commercial solutions for the IT provider, thus ensuring competitive advantages for them.

## THE SOLUTION

NOAH (Network Objects Administration Handler) is an interactive interface between a Computer Management Tool and a commercially oriented SAP ERP Service and Asset Management. Noah takes over the information from the System Management Tool and passes it on to all the relevant SAP ERP business objects. This provides an efficient IT-Asset Lifecycle Process support.

The functional part of Noah includes among others:

- The initial recording of IT equipment in SAP ERP systems via the automatic inclusion of System Management Tools recognized by the computer management system but not yet in the inventory.

- The automatic or manual updating of the SAP ERP equipment data based on changes recognized by the System Management Tool, i.e. it is seamlessly integrated into the SAP ERP environment. Evaluations and analysis on the installed base are possible even with SAP standard tools, providing an ideal base for a cost center-based and consumption-based cost allocation.

As a rule, NOAH is based on the Systems Management Tool like Microsoft SMS, IBM Tivoli or TS CensusServer (now: Novell ZENworks Asset Management.). It is also possible to additionally integrate other tools (e.g. TNG Unicenter or ON Command CCM), which have inventory management capabilities, i.e. recognize and inventory hardware and software configurations in the network. A combination of different Systems Management Tools as source systems and their parallel processing is also possible. Each data source can be flexibly connected via File, ODBC or XML interfaces. NOAH has been entirely developed in ABAP Objects and is therefore fully integrated into the SAP ERP environment. Customised changes and enhancements are thanks to the service-oriented architecture (SOA) also possible without much effort.

NOAH supports two operating modes: a Batch Mode for regular, automatic updates and an interactive Dialogue Mode with convenient graphical user interface. The system condition for NOAH to be operational is a SAP R/3 Enterprise Release 4.7 or higher. Current reference customers are VHV Hannover with Microsoft SMS, DATEV Nuremberg baramudi Inventory, Melitta Household Products Minden and Miele Gütersloh with IBM Tivoli Inventory and E. ON Ruhrgas TS.Census 3.0 (Novell ZENworks Asset Management).

In order to implement individual customer requirements into efficient solutions Syskoplan Reply provides full service from consultancy through design and installation to implementation, training and maintenance.

## THE BENEFIT

Using NOAH IT providers benefit from its high degree of reliability and availability within their services. By integrating the technical information into transactions, an efficient customer services and thus competitive advantages can be achieved. If interested in a detailed product demonstration please do not hesitate to contact us.



Syskoplan Reply is a leading IT services provider in the SAP environment and develops innovative, flexible and reliable IT solutions, particularly in the areas of Customer Relationship Management (CRM) and Business Intelligence (BI). We implement innovative IT solutions, using adaptable and agile IT platforms extended with customer-specific components. This enables our customers to differentiate in the market and create sustainable competitive advantages. In addition, our customers benefit from our close partnership with SAP, strong industry knowledge and our partnership based collaboration. The inclusion in the network of the European IT service provider Reply opens up access to the knowledge of over 3,000 IT experts. In 2010, the Reply network of companies had a turnover of approx. 384 million euros in the main offices in Italy, Germany and the United Kingdom. For further information visit [www.reply.de](http://www.reply.de)

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