



STADTREINIGUNG HAMBURG

## Success Story

**BatchMan greatly reduced the time involved for central control of the complicated job relations**

### Initial situation

Over the years, demands have grown not only for the ecological aspects of waste management, but also the demands on the IT system landscape have increased along with the related processes. There is currently a development in waste management though to material flow management and the IT processes are changing accordingly. Since the early 1990s, SRH has been using SAP systems, including the industry solution SAP IS – Waste & Recycling, which was implemented in 2000. In the area of background processing i.e. job scheduling the key users could simply set their jobs and processes in the past without any additional coordination. A large amount of data was also processed in the dialog mode.

### Targets

- ⚓ **“Catching” the user batches, especially of the day-today operation**
- ⚓ **Mapping and controlling complicated job relations at a central place**
- ⚓ **Creating alert options for various job statuses**

Thomas Kluge, Manager of SAP Basis of Service IT at SRH: “Targets 2 and 3 were of special importance during a phase when we had an unusually large amount of data to process over nights and over weekends. BatchMan was to help us to use these time windows as effectively as possible.” At that time, BatchMan was the only software that provided a comfortable SAP job control that was integrated into SAP, with options that go far beyond that of the SAP standard system (CCMS) and this is still the case today.

### Installation

The installation was done quickly by importing the transports and setting up after that. In the following workshop from HONICO, the corresponding employees were shown what BatchMan could do and the settings for it. Upon implementing the license, all processes generated in advance for the test mode were transferred smoothly into the production mode. Despite some interim changes, the BatchMan test position for evaluating was strictly speaking the preparation for using the software in the production mode.

### Benefits

SRH has a 3-stage system landscape currently with 6 application servers in production. There is not much time available for supporting the servers. BatchMan provides clear monitoring options thus greatly reducing daily controlling to check processed and automated jobs in their job networks. Often this only needs a short glance. The automated messaging (alert functions) in BatchMan timely uncovers faults and disturbances in processing job. Scheduling processes, thus enabling immediate corrective steps to be taken.

### Stadtreinigung Hamburg

Stadtreinigung is Hamburg's largest and leading service provider in the waste management area. With about 2,450 employees, it provides disposal of waste and recyclable materials as well as cleaning services from a single source as a full-service partner contracted publicly, commercially, and privately. As the public waste disposal authority and certified waste management company, Stadtreinigung collects, transports, stores and treats waste from about 885,000 Hamburg residences and 100,000 businesses.



*„For BatchMan maintenance, it seems to us that HONICO always pays attention to the user; we often find functions that are very useful and helpful but that we never would have thought of. For that reason, we like to present our ideas to HONICO when we see room for improvement or the like.“*

Thomas Kluge, Manager of SAP Basis of Service-IT



## HONICO

HONICO is today the most proven manufacturer of intelligent system management solutions for IT controlling, data management, authorization management, process automation, integration and professional file management. Our product portfolio is complemented by a service- and project-oriented services with product-supported consulting, planning and implementation of integrated projects (e-commerce projects and process consulting for the integration of ERP and online shops). As an SAP Services Partner and SAP Application Development Partner HONICO is with the products always at the cutting edge of development and brings many years of expertise in the SAP area.