

Case Study



Finanz Informatik Achieves ROI in less than Six Months using iBOLT to Connect SAP R/3 and Remedy ARS

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Markus Gövert, Head of Support Tools and Processes Department, Finanz Informatik

The Customer

Frankfurt based Finanz Informatik is the IT service provider for the Sparkassen Finanzgruppe, supplying computing resources to 441 savings banks and delivering IT services to about 135 million customer accounts. The company employs over five thousand people, with revenues of €1,557 million in 2007.

The Challenge

For support, Finanz Informatik uses BMC's helpdesk solution - Remedy ARS. Finanz Informatik needed to synchronize this helpdesk with the company's existing SAP® R/3® system which runs the company's commercial ERP processes.

Until now, trying to keep these two systems synchronized has been highly complicated, involving multiple processes. With no interface, the manual input of the Remedy ARS data into SAP R/3 was taking too long - about five minutes per job, and then required further time to produce the relevant invoicing.

The Magic Software Solution

After realizing that integrating with the **available in-house tools would cost considerably more**, Markus Gövert, Head of the Support Tools and Processes Department, chose Magic Software's iBOLT for SAP R/3 to integrate and synchronize the company's Remedy ARS with SAP R/3.

As well as automating the various business processes between the two systems, Markus was also looking for an integration platform that could minimize the effort needed to program interfaces: **"I want my staff to concentrate on their core tasks** and not waste their time developing interfaces."

Fully SAP certified, iBOLT for SAP R/3 is the special edition of Magic Software's award winning business and process integration platform. iBOLT assists users in creating highly developed business processes and offers a language that is understood by both business administration employees and IT experts alike - enabling them to better understand and agree upon the needs of their project and complete on time and budget.

Case Study



To start, the Support Tools and Processes department of Finanz Informatik wanted to integrate the ticket system for the Landesbank of Baden-Württemberg (LBBW), so that LBBW could continue to leverage the value from its existing ticket system while gaining from its full integration with Finanz Informatik's Remedy ARS.

With iBOLT installed on the ARS server, the ticked data generated by ARS could now be converted to an SAP compatible format (ABAP or ABAP objects).

Once compatible, the SAP R/3 connector calls the responsible SAP function module via Remote Function Call (RFC) online (BAPI). It then passes on the relevant ticket number, institution number and date to SAP R/3. After SAP R/3 has returned the job number to Remedy ARS, processing and invoicing can run in parallel until each job is completed.

The Benefits

The full integration of ARS and SAP R/3 was completed within a month. The integration only minimally effected ARS users, requiring them to perform just one additional task at the front-end - a simple 'click' to initiate the data transfer to the SAP system.

The job number it returns is then automatically entered into the ticket field with no manual input needed from the staff.

According to Markus Gövert, "As it took so little time and with the resources we saved, the whole project will break even within eleven months ; the iBOLT integration part will pay for itself in less than six months," he said.

For the Future

Using specialized connectors and standard adapters, iBOLT allows Finanz Informatik to easily plan future projects without having to budget for specific and manual interface programming.

For the future, Finanz Informatik plans to use iBOLT as the key element in its Remedy ARS interface concept.

Markus Gövert outlines the scenario he envisages for the future: "I can see a ticket for a defective cash dispenser for example, being forwarded directly to the terminal manufacturer without any integration gaps." All solutions that are designed to communicate with the software will then do so via iBOLT.

