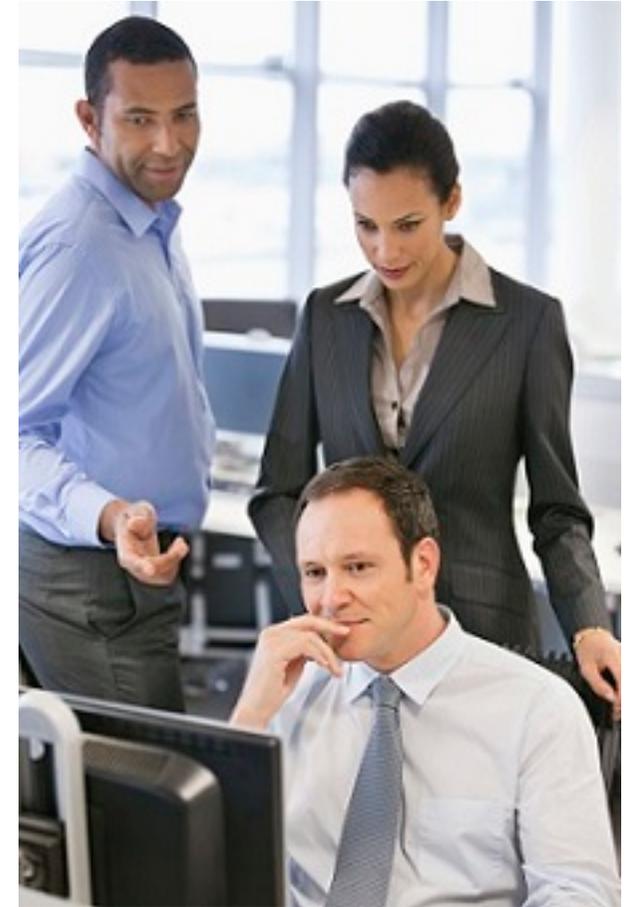# Lexmark: Gaining Business Value with SAP® MaxAttention™ and the Operations Control Center

Lexmark is a leader in enterprise software, hardware, and services that remove the inefficiencies of information silos and disconnected processes, connecting people to the information they need at the moment they need it. Lexmark utilizes SAP® solutions and needed to ensure they have full transparency and that their systems and business solutions are running optimally.

Lexmark turned to SAP MaxAttention™ services and their service provider Tata Consultancy Services to avoid end-user impact, decrease the time required to identify and resolve system issues, and eliminate manual monitoring of systems and jobs. With the operations control center, Lexmark now has automated monitors and alerts for production systems, batch jobs, standard technical jobs, and user performance experiences. Tata Consultancy Services is using best practices to provide technical support and management for Lexmark's SAP solutions so that Lexmark can continue to focus on providing excellent service to companies around the world.

Lexmark automates with the operations control center

Company
Lexmark International Inc.

Headquarters
Lexington, Kentucky

Industry
High tech

Products and Services
Information technology, enterprise software, print hardware, managed print services

Employees
12,700

Revenue
US$3.7 billion

Web Site
www.lexmark.com

Partner
Tata Consultancy Services
www.tcs.com

Objectives
- Resolve issues proactively and avoid end-user impact
- Decrease the time required to identify and resolve system issues
- Eliminate manual monitoring of systems and jobs

Why SAP
SAP® MaxAttention™ services and the operations control center, which fulfilled the needs of the company

Resolution
- Implemented the operations control center
- Implemented automated monitors and alerts for 20 production systems, batch jobs, standard technical jobs, and user performance experiences
- Established guided, standard operating procedures
- Deployed the operations control center with support from Tata Consultancy Services, a Run SAP partner program member, and SAP MaxAttention

Benefits
- Improved system stability
- Avoided impact to business operations
- Gained better visibility to systems and applications status
- Reduced manual monitoring effort and cost
- Increased focus on adding value

"The operations control center has provided transparency into the status of our SAP solutions and has allowed for more proactive support. We have reduced critical issues, improved systems stability, and avoided impacts to business functions."

Michael Busseni, Manager, IT Infrastructure Services & Operations, Lexmark International Inc.

37%
Reduction in monitoring efforts

24%
Improvement in issue resolution time

The Best-Run Businesses Run SAP™