

## Gruppo Campari: Improving System Performance with SAP® Enterprise Support and SAP Solution Manager

Gruppo Campari is a major player in the global branded spirits industry, with a portfolio of over 50 premium and super premium brands marketed and distributed in over 190 countries worldwide. To help ensure smooth operations, the company relies on the SAP® ERP and SAP Business Warehouse (SAP BW) applications – and system stability is a must.

Gruppo Campari turned to SAP Enterprise Support services, including the SAP Enterprise Support Academy program, and the SAP Solution Manager application management solution. Now chain execution in SAP BW is 20% faster, and responses for SAP ERP are 50% faster. Storage system performance is also better without adding hardware. Plus, the IT team now has the training to optimize performance both now and in the future.



# 50% faster response times for SAP® ERP

## 20% faster chain execution in SAP BW

### Objectives

- Improve system performance and speed load times for the SAP® Business Warehouse (SAP BW) application
- Speed database response for the SAP ERP application
- Eliminate bottlenecks in the storage system as well as system freezes

### Resolution

- Developed a road map to address performance issues using SAP Enterprise Support offerings
- Leveraged monitoring data from the SAP Solution Manager application management solution
- Identified and resolved performance issues using SAP Enterprise Support value maps and meet-the-expert sessions through the SAP Enterprise Support Academy program
- Performed hands-on, root cause analysis and monitoring
- Built an infrastructure to enhance monitoring and root cause analysis

### Benefits

- **20% faster** chain execution in SAP BW, providing users with just-in-time data
- Higher user satisfaction with SAP BW across American and Australian subsidiaries
- **50% faster** response times on the SAP ERP central instance and application servers
- Full configuration of SAP Solution Manager for root cause analysis
- Training on how to optimize usage of SAP Solution Manager and prepare for future projects made possible through expert-guided implementation sessions



### Company

Davide Campari – Milano S.p.A., a part of Gruppo Campari

### Headquarters

Sesto San Giovanni, Italy

### Industry

Consumer products – beverages

### Products and Services

Spirits

### Employees

Approximately 4000

### Web Site

[www.camparigroup.com](http://www.camparigroup.com)

“SAP Enterprise Support gave us the help and the guidance we needed to optimize the performance of our SAP applications. Now SAP Solution Manager is fully configured for better monitoring and root cause analysis.”

Matteo Spatti, SAP System Administrator, Davide Campari S.p.A., a Part of Gruppo Campari

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