

Hyosung: Improving System Management with SAP® Solution Manager and SAP Enterprise Support

From the fabric that makes the fibers in clothes to the power transmission lines that provide electricity to homes, Hyosung works in a variety of industrial and technology areas that make people's lifestyles more convenient and comfortable. With a sales and production network of more than 50 bases that span the globe, the company relies on a stable and reliable IT system to keep things running.

However, Hyosung was experiencing challenges in change management, system monitoring, and process documentation. Working with the Global Service & Support organization, it determined that SAP® Solution Manager was the best solution to help with these challenges and establish a firm foundation for its enterprise resource planning system. It also participated in the SAP Enterprise Support Academy program to gain the know-how it needs to effectively operate the solution. It now has a more stable system and better-running processes that take the entire business perspective into consideration.



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A strong quality-assurance process for a stable system

Company

Hyosung Corporation

Headquarters

Seoul, South Korea

Industry

Engineering, construction, and operations

Products and Services

Power and industrial systems, industrial materials, textile, chemicals, trading, construction

Employees

7,737

Revenue

€6.32 billion

Web Site

www.hyosung.com/en/index.do

Objectives

- Effectively support the change-management process, system monitoring, and process documentation
- Improve document accessibility and version management
- Define rules and requirements for system changes
- Improve connection between the change-and-transport system's progress history and the service request process – five errors per month on average in the production system due to insufficient testing and quality assurance

Why SAP

- Confidence in the value of SAP® Solution Manager to solve current challenges and enhance system management
- Strong relationship with the Global Service & Support organization's enterprise support and maintenance go-to-market teams

Resolution

- Implemented SAP Solution Manager to support change-request management, documentation, and user-experience monitoring
- Attended a SAP Enterprise Support Academy program session on documentation, covering basic, initial upload, and verification processes
- Instituted continuous quality checks for data volume management and the SAP EarlyWatch® Check service

Benefits

- Established system stability by instituting a strong quality-assurance process for modifications
- Obtained insight and made a plan to reduce database management costs
- Increased user satisfaction with speedy reaction and prevention activities

100%

Improvement in quality assurance

80%

Decrease in errors after implementation of the change-and-transport system

100%

Improvement in real-time integrated monitoring and reaction

100%

Improvement in the documentation process

"With SAP Enterprise Support, we were able to successfully increase system stability, enhance end-user satisfaction, and resolve issues efficiently. And, best of all, empowered by the targeted trainings provided by SAP Enterprise Support Academy, we were able to set up SAP Solution Manager, document our solution, and set up monitoring and change management at a great pace."

Seunghee Lee, Head of Management information PI Team, Hyosung Corporation

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