



FIT PROFESSIONAL

FIT for solving complex business processes

The more complex a business process is, the more critical the consequences of a system outage. Companies are responsible to their customers to deliver goods and services on time. Today's businesses require 24x7 availability and superior system stability.

When choosing a hosting partner, the quality of services offered is the deciding factor. When designing a reliable solution, attention should be not only be paid to redundancy aspects, but also to the process automation in the data center.

With FIT Professional, Freudenberg IT (FIT) offers a highly scalable and efficient solution that can be specifically equipped to meet the growing needs of the customer.

The challenge

For 30 years, Freudenberg IT has been using well established technologies to optimize a wide variety of processes. In addition, Freudenberg IT develops trend-setting solutions – especially with SAP – and supports applications for medium-sized national and international customers.

As an SAP certified hosting partner with many years of experience in operating SAP systems, we plan, implement and operate application systems and guarantee that internal and external processes run securely and efficiently – resulting in cost savings for your company.

International data center operations for medium-sized businesses

Freudenberg IT specializes in the secure operation of application systems. Our data centers in Europe and the USA are linked by a highly reliable backbone. Together with the data center currently being built in Asia, we provide worldwide support for internationally active businesses.

On request, we can store your valuable data at two different locations. Our hosting service has been designed to allow flexible growth and development of your operational requirements.

FIT Professional — highly scalable with 24x7 availability

FIT Professional offers you extremely high system availability, 24 hours a day, 7 days a week, 365 days a year. Service is based on highly scalable RISC systems, which can be equipped to meet growing customer requirements into the highest performance classes.

Data is backed up on external storage systems with redundancy, and these are connected to the server system across highspeed interfaces (fiber channels).

We can guarantee an average annual availability of well over 99%. Redundant data storage and automatic backup procedures, including automatic offsite storage – a preventive measure in the case of catastrophes – are all included.

Your SAP system should really be

- secure and available at all times, just as your business processes require and
- able to adapt to ever-changing market conditions.

FIT Professional offers a high level of security and scalability by using a careful selection of broadly standardized components.

A wide range of basic services:

- Operation of SAP R/3 database and operating systems and system management applications,
- Web-based help desk and reporting system,
- Establishment of all system-related data center processes and integration of monitoring procedures into the system,
- System monitoring with first-level support and automatic alarms,
- Highest standards for data protection and backup,
- Guaranteed reaction and recoverability times when addressing outages,
- Determination of general conditions and effects of modifications using professional change management,
- Consistent alignment of processes with high quality standards in accordance with ISO-9001 certification

Basic services can be expanded by additional components

Basic services of **FIT Professional** can be supplemented by the following packages:

- Advanced increases availability to > 99.5 %. By ensuring that data is constantly backed up at a second data center, we can guarantee that your important data is never lost — even if one data center fails.
- Plus increases availability up to > 99.7 % and minimizes down times in the case of malfunction by running a shadow system.
- Jobcontrol simplifies programming and support for batch processing, and defined alarm chains quickly alert you of malfunctions.
- Archive stores data so that the data quantities in the database are never too large. The data remains available on a read-only basis from the SAP system.
- FinePrint controls the processing of complicated dynamic formulas and special printing requirements among other things.
- FIT Connect allows workers in the field to have secure access to data via dial-up or Internet.
- International provides customers with worldwide support.

Reference



Dr. Harald Berger, Director of IT International at Freudenberg Haushaltsprodukte KG:

"We decided to implement SAP solutions so that we could focus our own resources. This has allowed us to successfully harmonize our new global business processes while simultaneously supporting our efforts to secure our global operations in a three-zone model."

Freudenberg IT has done an excellent job of satisfying these requirements, and they also offered us an affordable long-term outsourcing partnership deal."

Freudenberg IT

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