

Whether your business depends on SAP applications for finance, supply chain or ERP, infrastructure reliability is important. Ideally, these systems are never down, but in the real world, you want to be as close to zero downtime as possible. SUSE Linux Enterprise Server for SAP Applications has features to help you minimize the impact of system outages.



Roshdy Pharmacies

As Roshdy Pharmacies rapidly expanded, its legacy infrastructure struggled to keep up with its business requirement to provide customers with the health and beauty products they need. The company considered a number of ERP systems before choosing SAP S/4HANA running on SUSE Linux Enterprise Server for SAP Applications.

Mohamed Mostafa Ashour, IT Manager at Roshdy Pharmacies, said, “We looked at both SUSE and Red Hat distributions of Linux, and felt that the SUSE offering was more agile and easier to manage, while offering us excellent security, usability and functionality.” They also appreciated the value of the SUSE firewall for the SAP HANA system. Because Roshdy Pharmacies is in the healthcare sector, the security of confidential personal and financial data is a key concern.

Deploying the built-in high availability solution in SUSE Linux Enterprise Server for SAP Applications reduces the risk of service disruptions to customers. This enables the pharmaceutical group to operate effectively around the clock. Mohamed Mostafa Ashour went on to say, **“SUSE’s architecture also makes things easier—we especially like the fact that we can patch the kernel without rebooting.”**

Reducing Downtime of Critical Operations

- **Built-in high availability** – Easily set up high availability using a built-in clustering solution that SAP has certified to manage NetWeaver clusters. It is also fully integrated with SAP HANA System Replication agents, which automate the failover and recovery in minutes, not hours.
- **Full system snapshot** – Minimize the risk of unexpected errors and improve SAP system resiliency with a 1-click, full system rollback feature.
- **Live kernel patching** – Add **SUSE Linux Enterprise Live Patching** to keep SAP systems secure by applying Linux kernel security or stability patches with no downtime and no performance impact.

Additional Security for SAP Systems

Secure your SAP HANA in-memory database system from external attacks with a built-in firewall. Enhanced encryption management protects data on remote storage volumes using a built-in key server.

Ready for the Public Cloud

SUSE Linux Enterprise Server for SAP Applications is available as a virtual machine on Amazon Web Services, Google Cloud Platform, IBM Cloud and Microsoft Azure. These images give you the ability to configure SAP NetWeaver clusters and automate SAP HANA failover in the public cloud. **SUSE Manager** is also available from public cloud service providers to monitor configurations and automate patching.



SACO

Hardware retailer SACO needed a strong, scalable IT infrastructure to support its business-critical SAP systems. Maintaining smooth business operations was crucial, especially as it looked to expand throughout the Middle East. Ibrahim Mahmoud, IT Director at SACO, said, “Our SAP applications are vital to our company, for everything from finance to HR. If our SAP solutions are down, then our business is down—the stores, the offices, the distribution warehouses.”

SACO chose to migrate its SAP applications to SUSE Linux Enterprise Server for SAP Applications. The IT infrastructure is running smoothly and the company is ready to move forward with its expansion plans. “Indeed, the solution is so stable that we’ve had zero downtime since moving to SUSE Linux Enterprise Server for SAP Applications,” said Mahmoud. **“This enables the entire business to run smoothly. Whenever customers want to visit a store or make a transaction online, they can, because everything’s working well on the backend.”**



Symmetry

Symmetry is a pioneer in SAP cloud hosting and managed services. They were one of the first organizations to embrace SAP HANA technology when it was introduced. To differentiate itself in the market, Symmetry needed a stable, scalable operating system for its proprietary SAP HANA cloud in order to meet growing customer demand for the in-memory computing platform. Based on their experience with SAP NetWeaver environments, they chose SUSE Linux Enterprise Server for SAP Applications.

Symmetry deployed the SUSE Linux Enterprise High Availability Extension, which is included with SUSE Linux Enterprise Server for SAP Applications, to maximize service availability and virtually eliminate downtime. They also

deployed **SUSE Linux Enterprise Live Patching** to apply kernel fixes without interrupting service. Together, these solutions helped Symmetry meet the requirements of its customer SLAs.

With this new system, Symmetry was able to earn an NPS score of 57, which is very high for the IT service industry. Matt Lonstine, Director of Client Services at Symmetry, said, **“When you’re talking about a system running an SAP production platform, downtime is a bad word—more so than in any other IT conversation—because it is the heart and lungs of a business.”**



Vectus Industries

As one of India’s leading producers of water tanks and piping, Vectus Industries provides smart water management techniques. This is vitally important to both human consumption and agriculture during the long dry periods in India. As the company grew, however, poorly functioning legacy IT systems prevented it from optimizing operational performance. The lack of a robust ERP system resulted in about 24 hours of downtime each month, due to in part to system restarts up to 10 times per day.

Vectus Industries first chose SAP S/4HANA to address their operational concerns. Then they chose SUSE Linux Enterprise Server for SAP Applications to support the new system. Manish Sinha, head of IT at Vectus Industries, said, **“When using our legacy system, we faced major issues with server downtime that caused staff to put in extra shifts to enter data, costing up to 12 million Rupees (USD 180,000) in overtime payments. Since implementing the new architecture, we have experienced no downtime and have not once had to restart the server during working hours—we are achieving close to ‘five nines’ availability.”**

Learn more

See how we can help you deliver reliable and secure SAP HANA and S/4HANA applications by visiting

suse.com/solutions/sap/



**For more information,
contact your local SUSE
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