



# BA1512 - Just a normal day in the office

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# Who We Are

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# Arvato Supply Chain Solutions

Part of Bertelsmann SE & Co. KGaA Gütersloh | Germany

We are an internationally leading provider of **order-to-cash** solutions for end customer-oriented industries.

**> 100  
Mio.**

dispatches and  
returns worldwide

**15,000**

employees

**> 200**

online  
shops

**> 500**

satisfied  
customers

**> 18 Mio.  
ft<sup>2</sup>**

storage space  
worldwide

**85 Locations**

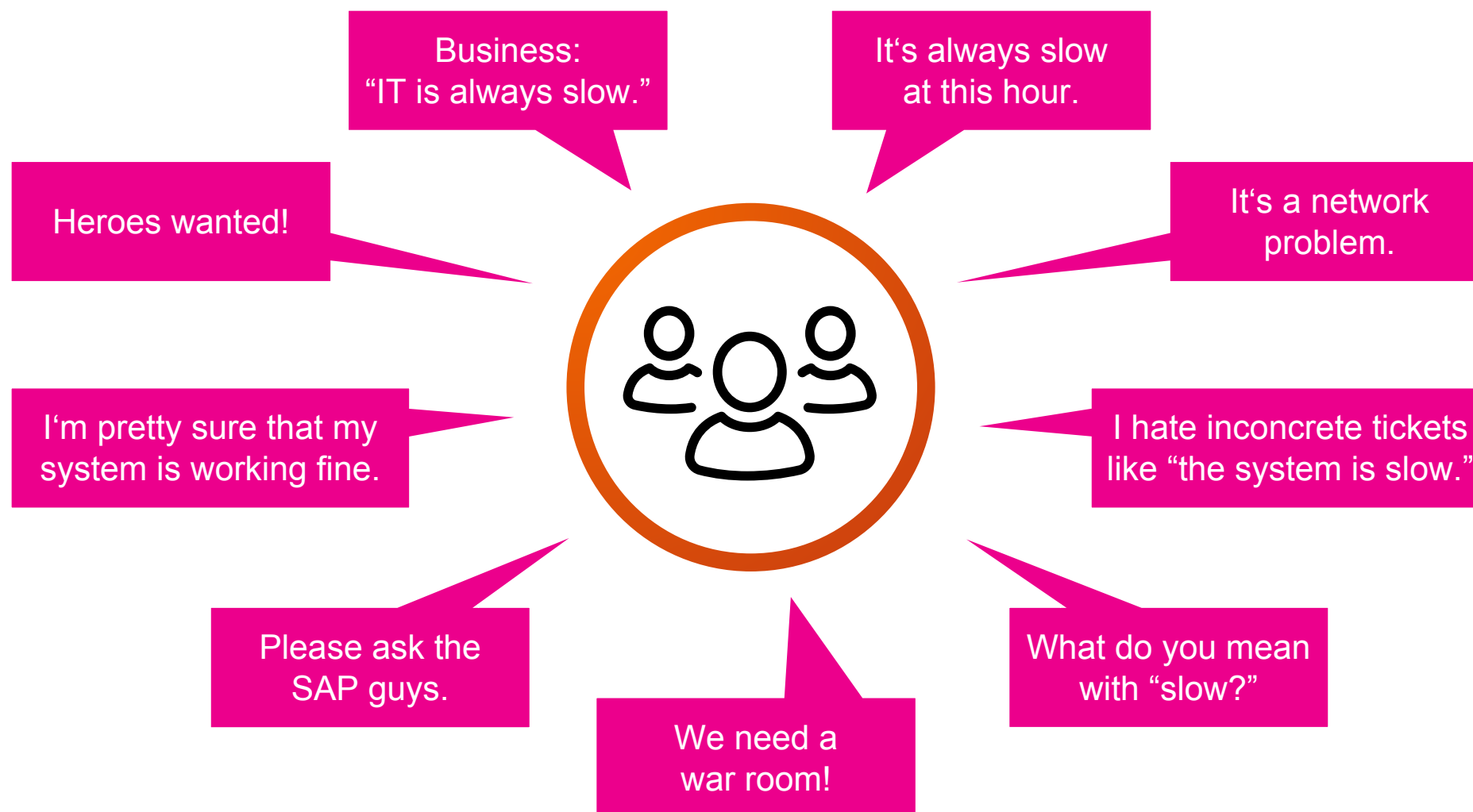
worldwide

**“Our IT-powered  
business processes  
are too slow.”**

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**Colleagues at Arvato Supply Chain Solutions**

# Just a normal day in the office







# Use Case: Logistics Process Performance

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Performance boost for a SAP based  
logistics process



# Problem

1 second = 1/2 working day

Logistics  
Process

SAP

Network

LAN

Printing

Scanning

Conveyor  
line

WAN





## Main Objective

- Find the cause of the SAP based logistics process delay with the goal to reduce the duration of it

## Secondary Objective

- Reduce Mean Time to Identify (MTTI) for issues like that
- Create more transparency within the process for business and IT
- Enable data driven troubleshooting
- Implement it in a generic way so that it can be used as a firefighter tool for similar use cases

**“To succeed in business it is necessary to make others see things as you see them.”**

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**John H. Patterson**

# Why?

## Why Now?

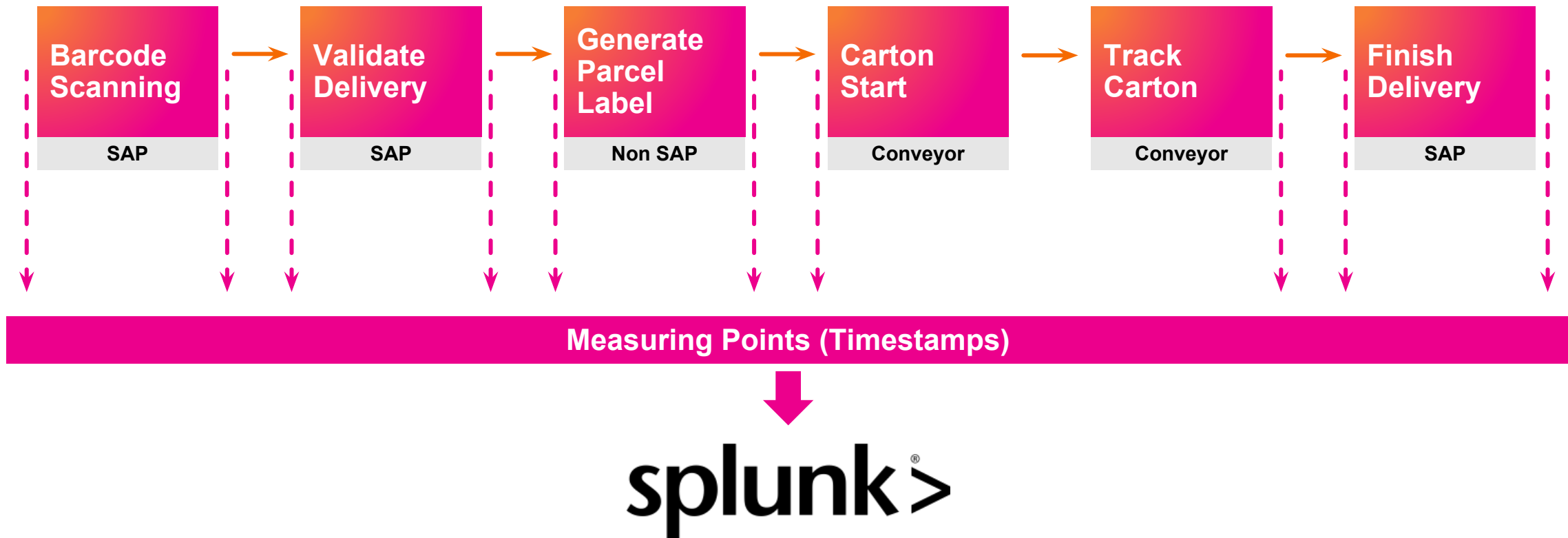
- Performance targets could not be achieved
- Customer Service Level Agreement (SLA) achievement at risk

## Why Splunk?

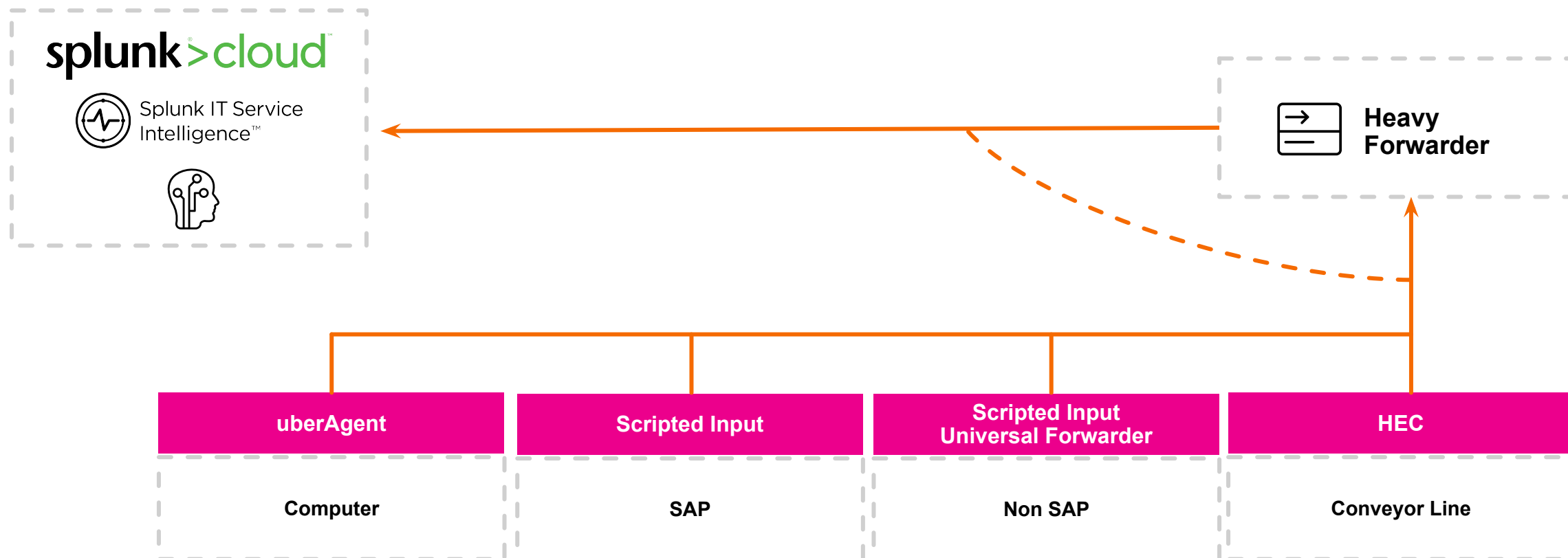
- Different IT Systems involved
- Highly complex IT Infrastructure
- Connect different types of data (structured, log, ...)
- We tried to solve it without splunk, but we didn't find heroes
- Amazing Operational Intelligence Team



# Solution Design



# Solution Architecture



**.conf19**

splunk®>

# Demo

# Demo: Service Analyzer

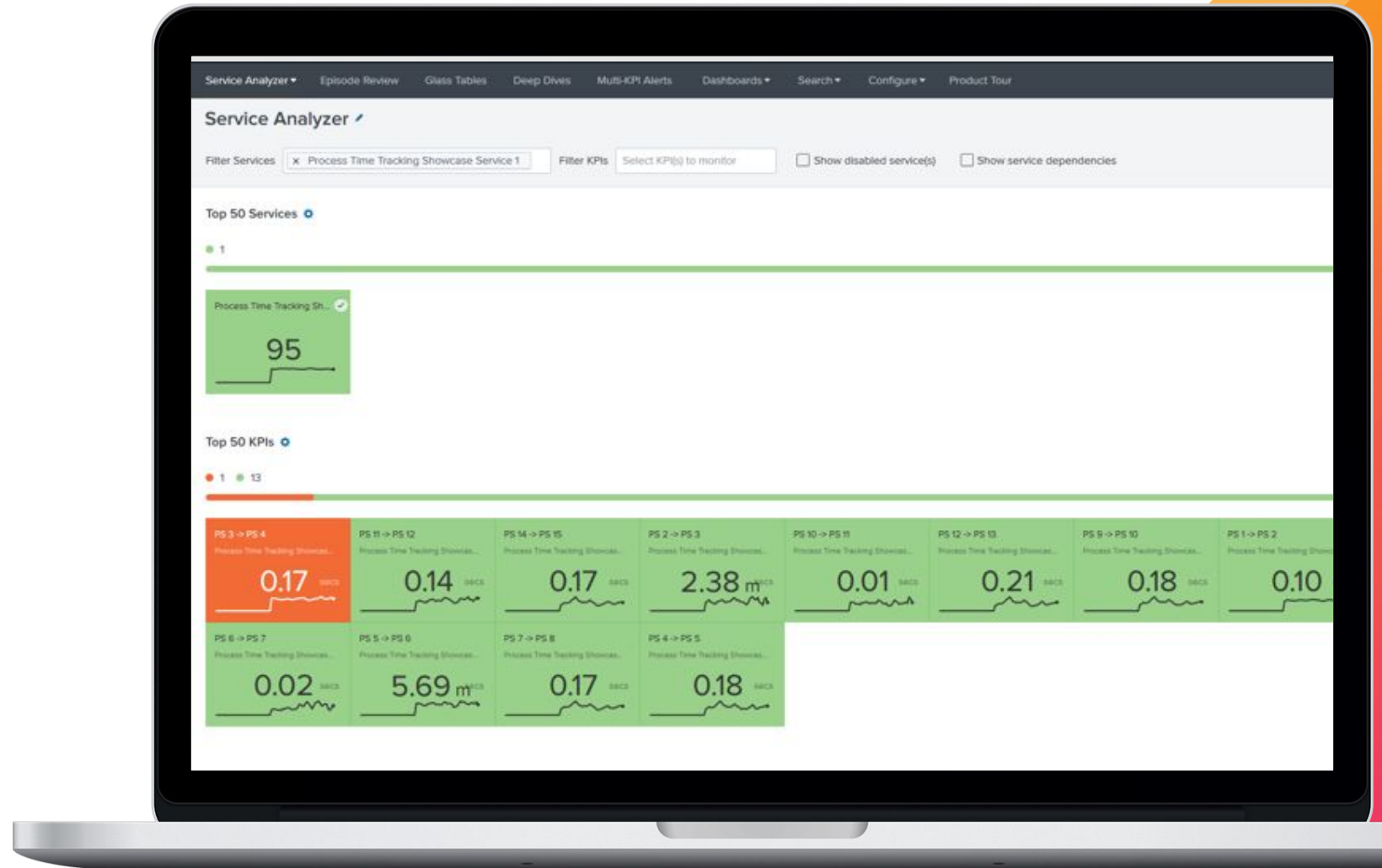
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## Focus

- Overview of Service Health
- Overview of Process Times

## Users:

- Business Colleagues





# Demo: Deep Dive



## Focus

- Detailed troubleshooting
- Post issue troubleshooting

## Users

- Business colleagues
- IT colleagues



# Demo: uberAgent

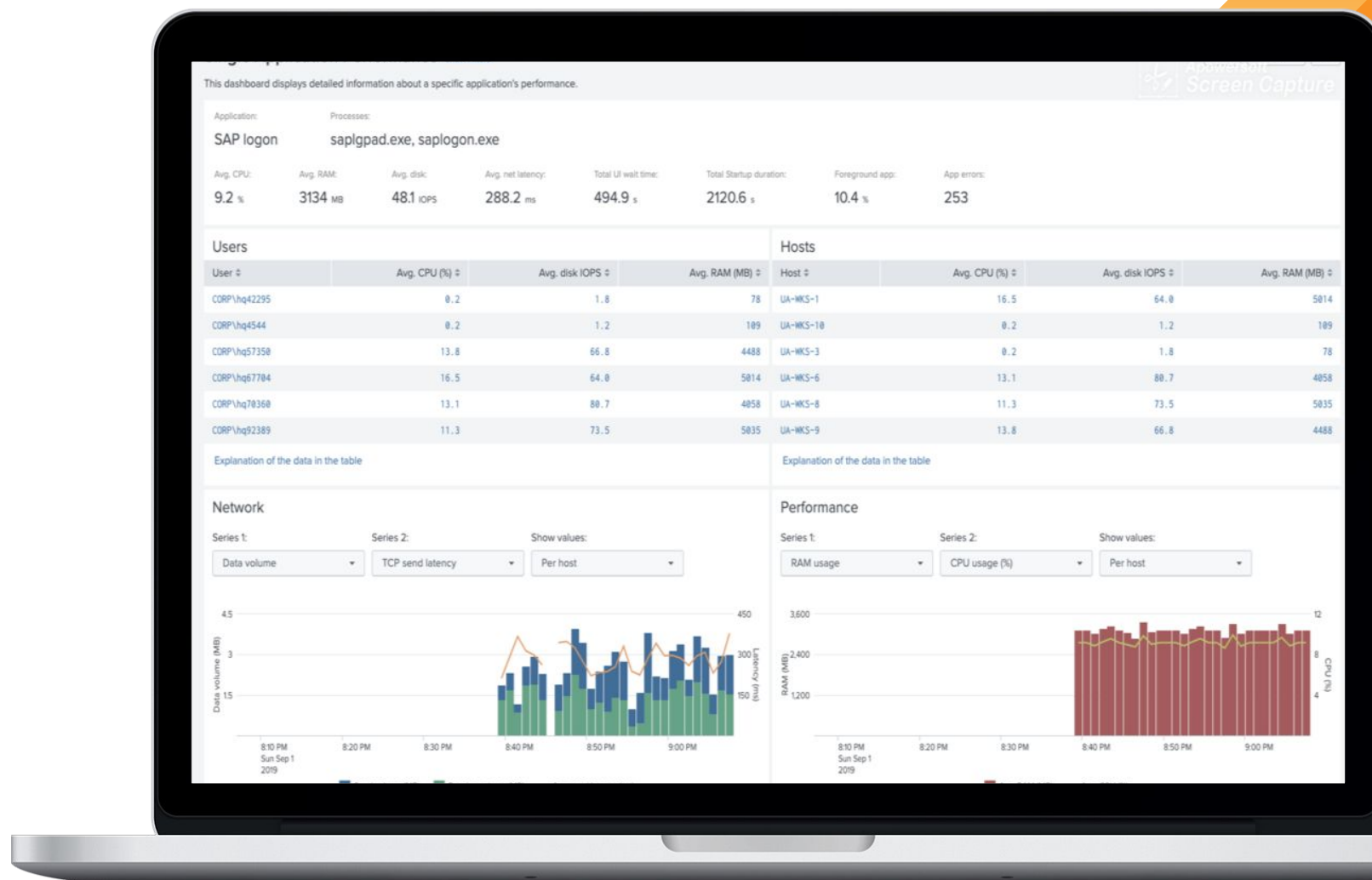
SAP Endpoint Metrics goes

## Focus

- Single App Performance
- Usage

## Users

- IT colleagues



# Demo: Predictive Analytics

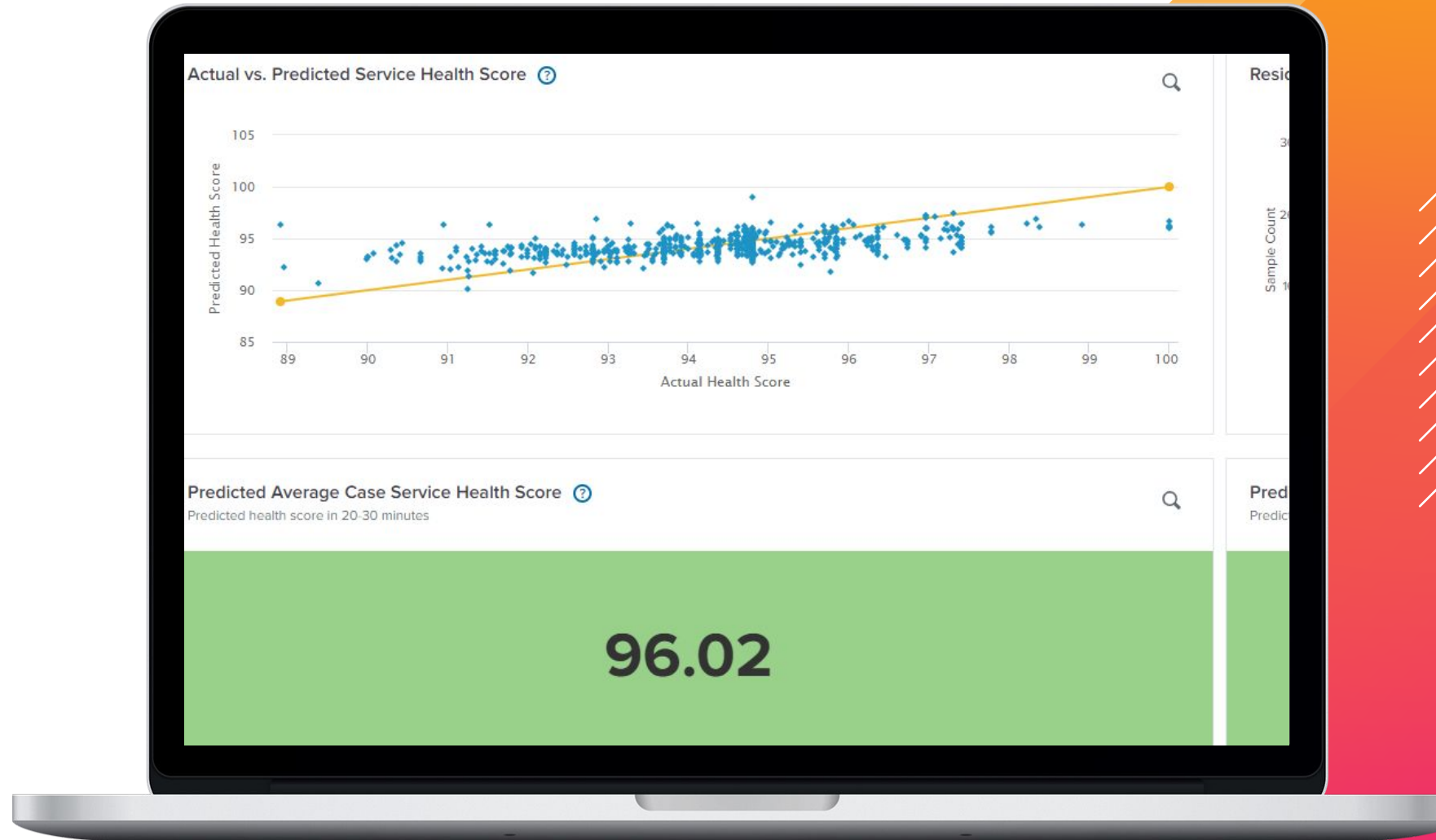


## Focus

- Predictive analytics

## Users

- Business Colleagues
- IT Colleagues



# Key Improvements

And this is just the beginning...

**> 11 hours**

Saved per  
working day

**60 minutes**

Reduce MTTI  
per issue

**> 75 k€**

Savings  
per year

**1 month**

Duration  
to production



# Soft Improvement s

- Better communication between business and IT
- Less colleagues involved for troubleshooting
- Standard firefighter tool for complex process problems
- Empowering business colleagues to made 1st investigation
- One troubleshooting tool for business and IT
- Data driven

**“With Splunk Cloud you can start right away! You only have a minimum of setup time and can start implementing immediately.”**

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**Holger Diekhoff**

Manager Operational Intelligence at Arvato Supply Chain Solutions

# Our Magic Tricks

How do we survive  
our journey

1. Have a unique identifier as soon as possible.
2. Don't connect directly to the systems. Use APIs.
3. Don't run a Heavy Forwarder on Windows.
4. Have a local heavy forwarder. If you have no local heavy forwarder you will die the firewall death.
5. Make prototypes to involve your colleagues.

# Just Start!

## Key takeaways

1. Build global solutions!
2. Involve your business colleagues. Not only IT. It's gonna be amazing.
3. “It’s simple until you make it complicated.”  
*Jason Fried, Basecamp*





# Q&A

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# Thank

# You



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