



BA1512 - Just a normal day in the office

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Who We Are



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.
ft²**

storage space
worldwide

85 Locations

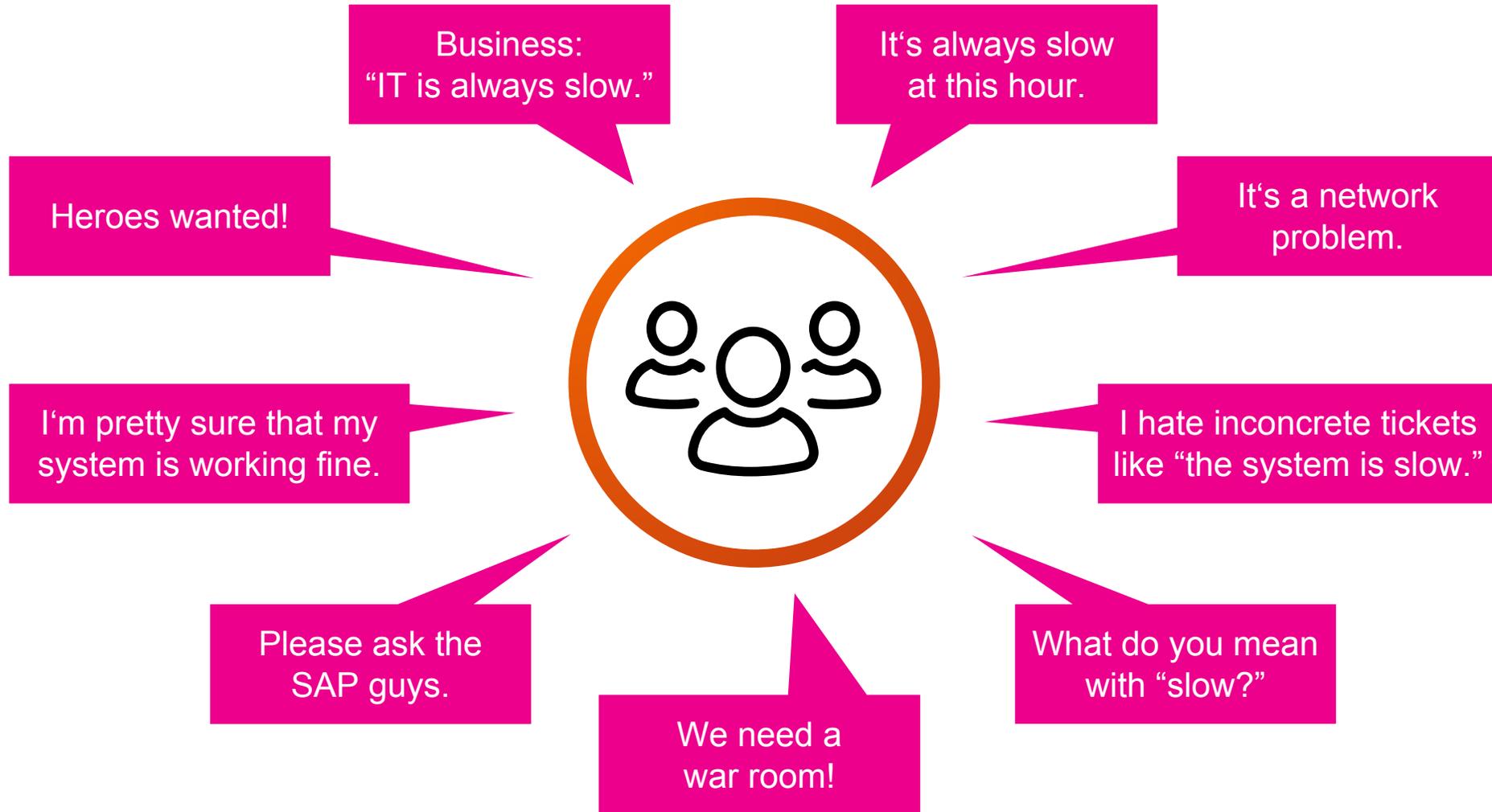
worldwide

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



Colleagues at Arvato Supply Chain Solutions

Just a normal day in the office





Use Case: Logistics Process Performance

Performance boost for a SAP based
logistics process

Problem

1 second = 1/2 working day

Logistics
Process

SAP

Network

LAN

Conveyor
line

Printing

Scanning

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.”



John H. Patterson

Why?

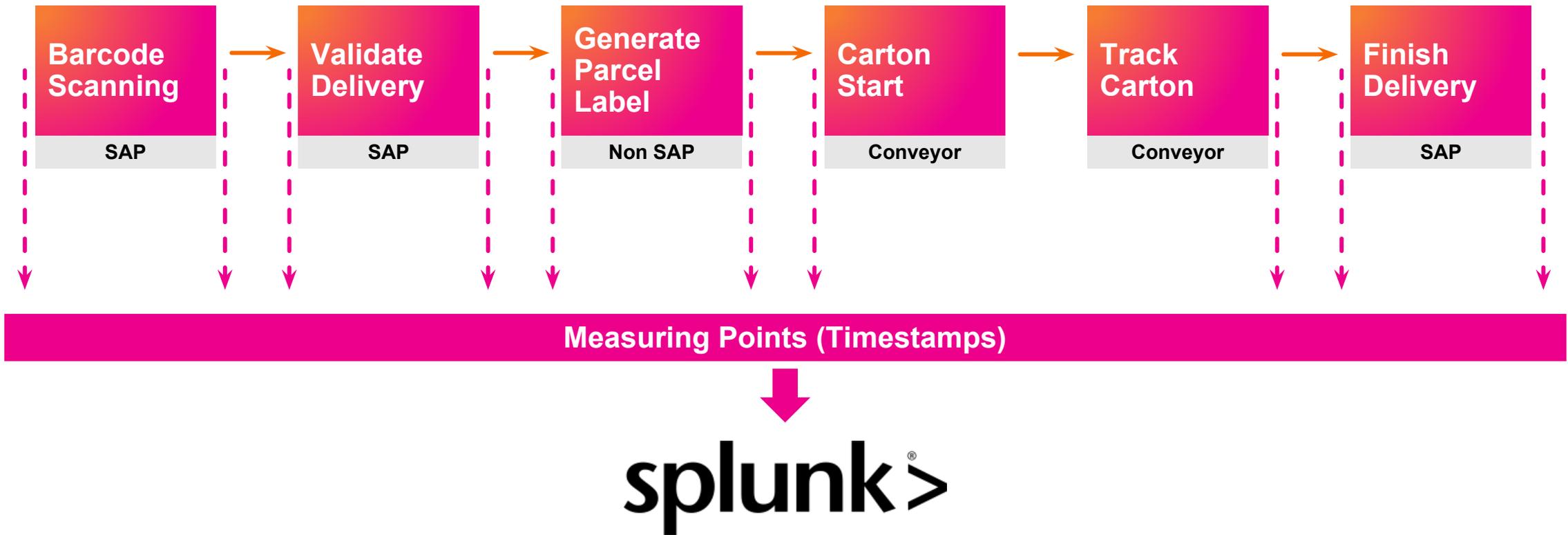
Why Now?

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

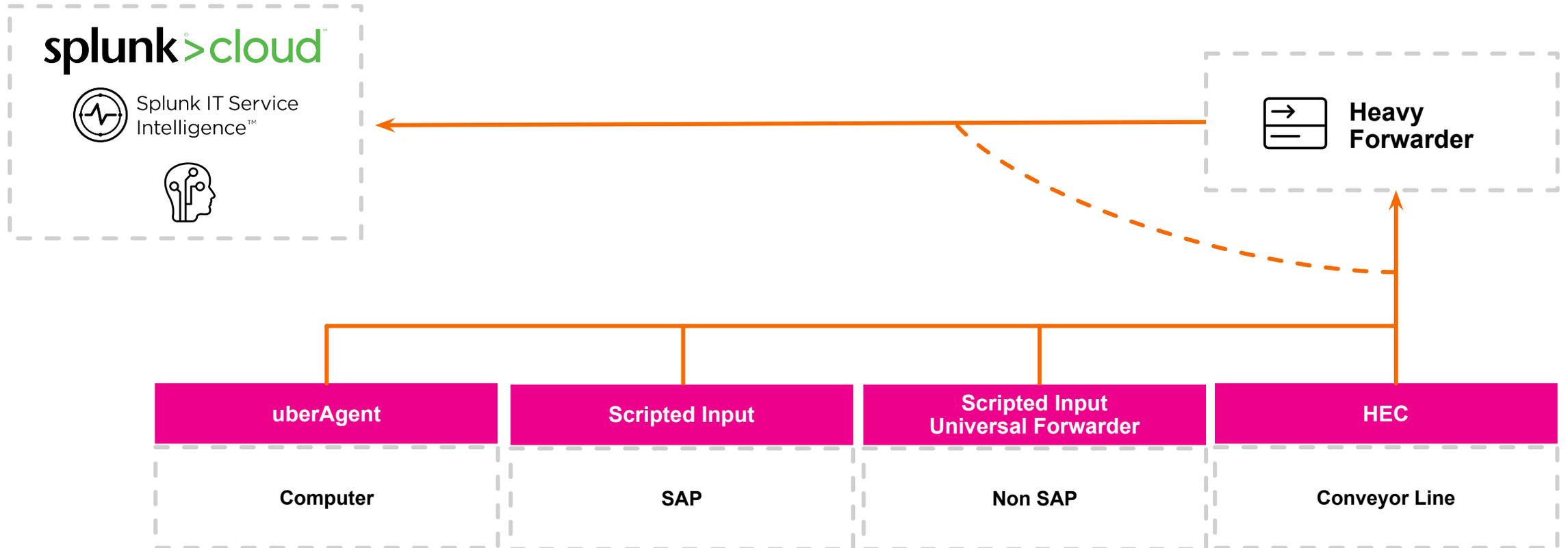
Why Splunk?

- 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



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Demo

Demo: Service Analyzer

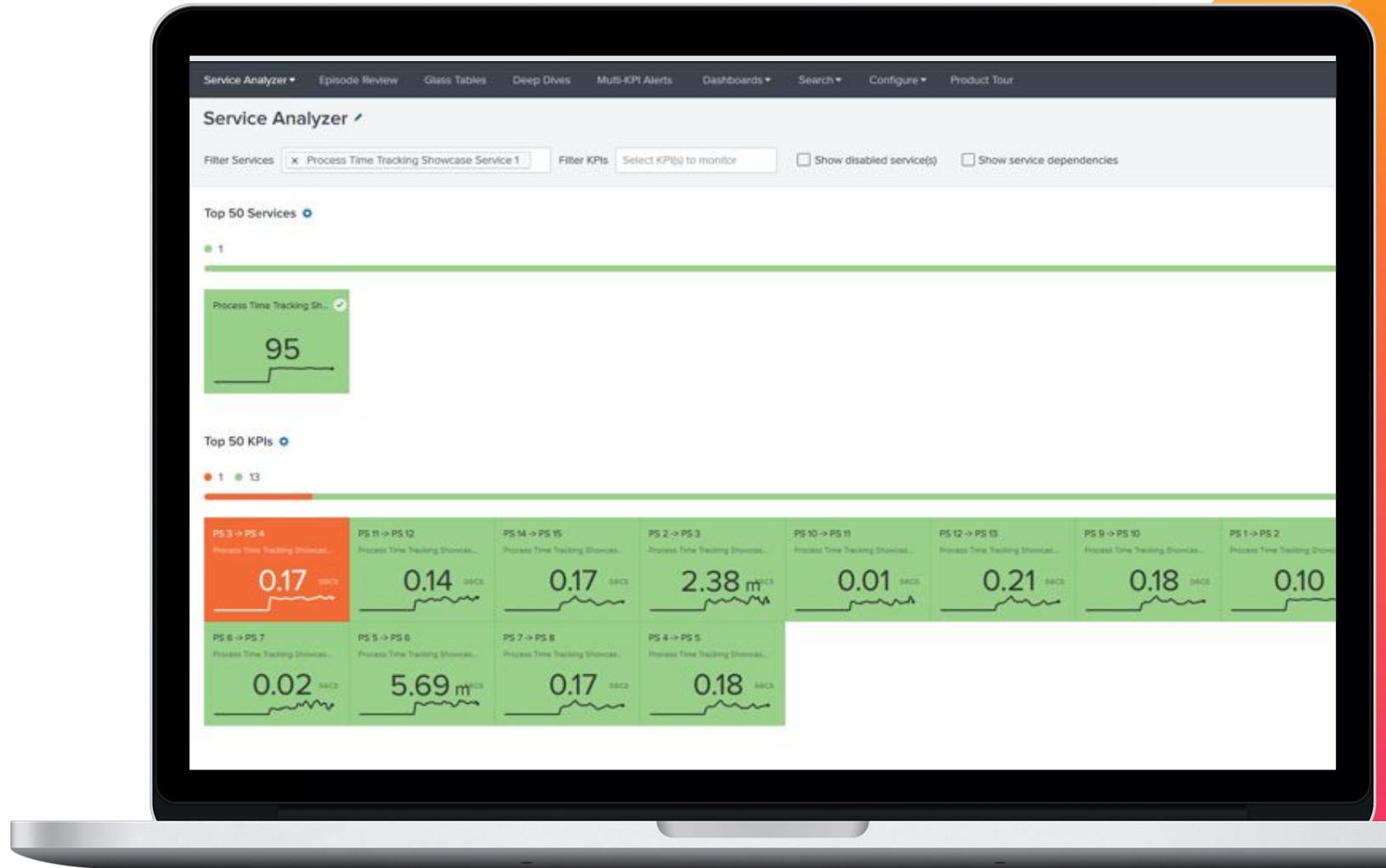


Focus

- 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

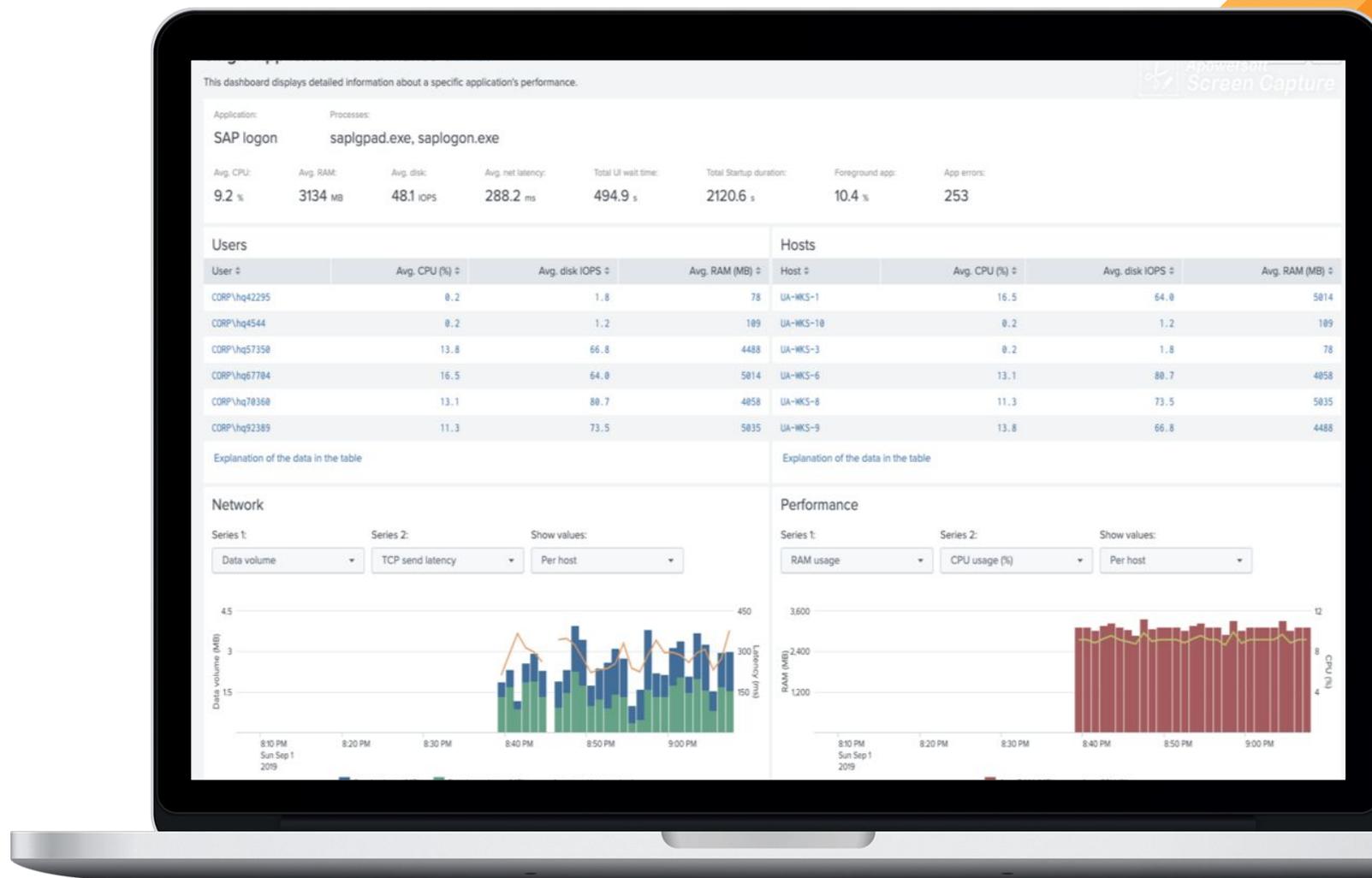
SAP Endpoint Metrics goes

Focus

- Single App Performance
- Usage

Users

- IT colleagues



Demo: Predictive Analytics

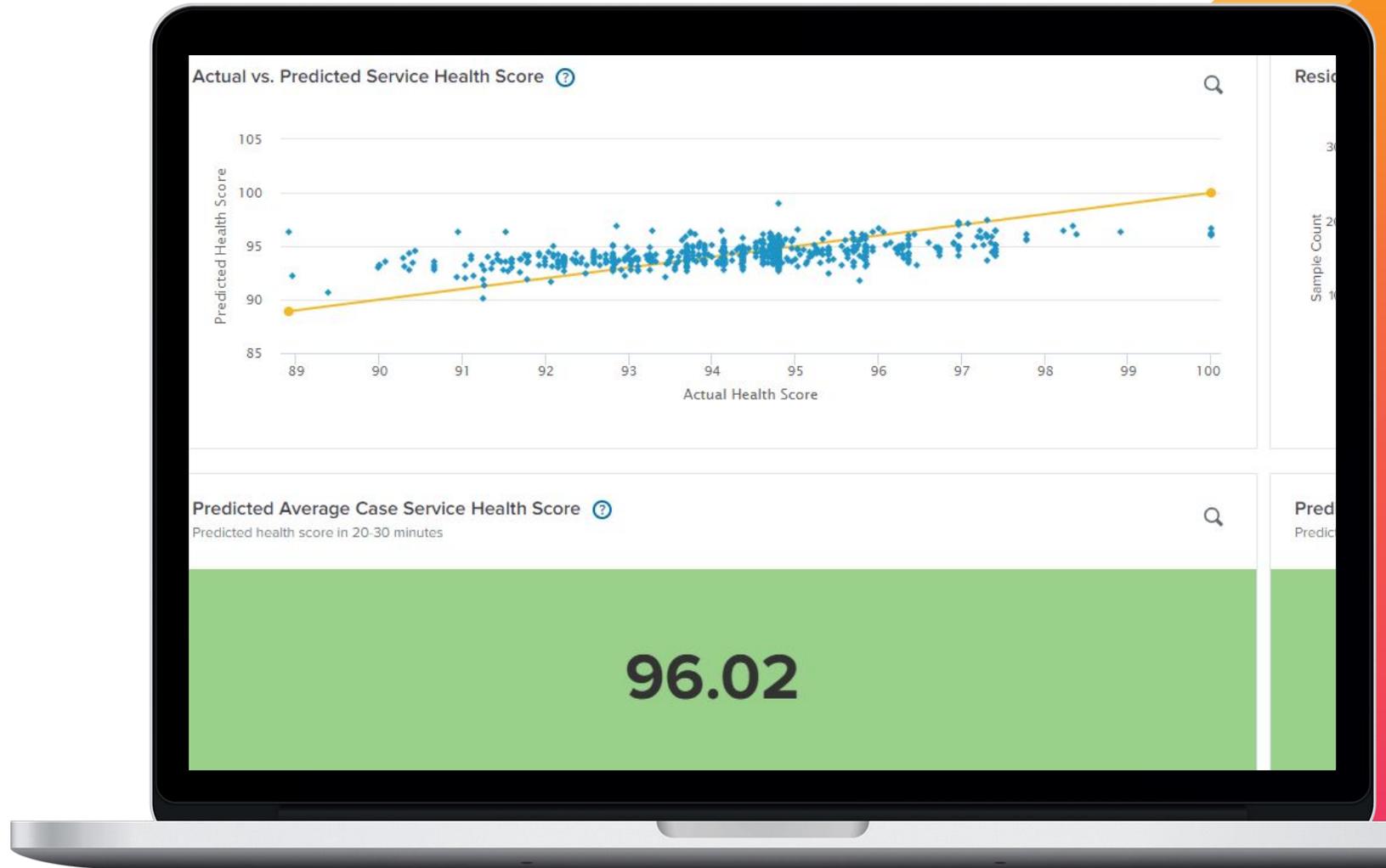


Focus

- 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.”



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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Ralf Walkenhorst | ITOA Specialist



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Thank

You



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