Aiming for the top with Dynamic Data Center™

TeliaSonera chooses FlexFrame™ for mySAP™ Business Suite to drive growth

TeliaSonera

»FlexFrame from Fujitsu Siemens Computers gives us the best solution for our purposes. The cost-benefit ratio of the system platform is optimized, and resources can be dynamically balanced to accommodate additional demand at any time.«

Janne Puhakka, Division Director, TeliaSonera

→ **The Customer**

TeliaSonera Group, Finland and Sweden

www.teliasonera.com

→ **The Project**

Creation of a new, flexible and scalable SAP® environment as the basis for business processes to support procurement, human resources and finance

→ **The Solution**

FlexFrame™ for mySAP™ Business Suite

The internationally active TeliaSonera Group has realigned its SAP®-based business processes, and FlexFrame™ for mySAP™ Business Suite is the key driver behind this radical improvement. The new dynamic infrastructure solution has enabled this Scandinavian telecommunications provider to consolidate its procurement, human resources and finance departments under a single "operational roof". In addition to harmonization of the previously heterogeneous system architecture, FlexFrame has also improved the company's workflow, but also permits more economic use of available capacity. FlexFrame, one of the market-leading Dynamic Data Center™ solutions available from Fujitsu Siemens Computers, now enables TeliaSonera to react quickly and efficiently to changes in business needs.

TeliaSonera—A market leader

The company resulted from the merger of Finland's Sonera and Sweden's Telia in 2002. Today, TeliaSonera is the leading telecommunication provider in the Nordic and Baltic countries and has over 27,000 employees. TeliaSonera now offers much more than conventional fixed voice telephony services, and has achieved its strongest growth in the areas of mobile telephony, the data communication and broadband services. It now has its own infrastructure with tens of thousands of kilometers of fiber-optic cable in Europe and sells broadband capacity to other operators in the U.S.A. TeliaSonera is also firmly established in the mobile communication sector in Eurasia (Azerbaijan, Georgia, Kazakhstan, Moldova) as well as in Turkey and Russia.

Benefits for TeliaSonera
□ Uniform SAP® infrastructure for the companies in Finland and Sweden
□ High-availability of SAP applications for more than 2,000 users
□ Extremely scalable platform designed to be able to support over 20,000 users in the future
□ Fast availability of additional server capacity and significantly better use of installed capacity through virtualization and automation
□ High level of investment protection since the environment can be expanded gradually

The solution at a glance
□ FlexFrame™ for mySAP™ Business Suite
□ PRIMEPOWER 450 application servers
□ PRIMEPOWER 650 database servers
□ Operating system: Solaris™
□ Comprehensive migration services by Fujitsu Siemens Computers
□ Regular SAP System Inspection measurement

Everything a company needs for economic operation—Flexibility and scalability

Extremely strong competition in the telecommunication market and the necessity of implementing internal rationalization measures to make the company more competitive caused TeliaSonera to reassess the development and use of its SAP applications. This decision was also driven by management's commitment to achieve more economical operation following the merger of Telia and Sonera in the year 2002. Measures to harmonize IT systems and enhance IT operation were initiated well before the actual launch of the project in order to take into account the specific needs resulting from the merger such as, for example, the necessity of cross-border cooperation between the Swedish and Finnish locations, the existence of heterogeneous system landscapes, differences in the management of SAP operation and the increase in the number of users. The Finnish arm of the new group had already been using SAP applications prior to the merger, whereas this software was introduced in Sweden later. For reasons of economy and efficiency, it was necessary to consolidate these structures. FlexFrame for mySAP Business Suite from Fujitsu Siemens Computers was found to be the ideal solution for supporting the client's commitment to innovation and change since FlexFrame represents a completely new way to build up and manage an SAP infrastructure. For TeliaSonera, FlexFrame for mySAP Business Suite was the first step in the direction of achieving Dynamic Data Center™ capability because involved a transition to virtualization and automation technology at the level of the group's data center. SAP applications are now completely virtualized and completely independent of system resources and computing,

storage and network capacity. For example, it is now possible to allocate hardware resources to SAP applications as a function of demand. Workloads are dynamically distributed over all servers within the infrastructure, and users automatically benefit from high-availability services since faults in any service or server are immediately recognized. In such cases, the system then automatically initiates countermeasures based on predefined rules and allocates new resources to the SAP applications.

Flexible computing on demand

For TeliaSonera's IT decision-makers, flexibility and scalability were the driving forces behind the decision to opt for FlexFrame. Janne Puhakka, the TeliaSonera division director who headed the project, says: "At the same time with the SAP project we are centralizing functions to one data center, so we need to be in control of many variables at once. At this moment the SAP system already has over 2,000 users but eventually, through the HR side, it will be used by the whole personnel. In Finland and Sweden the system is taken into use in 2006–2007, and after that new decisions will be made as to how its use will be expanded in the group." With FlexFrame, TeliaSonera has all variables under control. Since all computing resources are completely independent, the Dynamic IT Solution can be scaled to support anywhere between 50 and 5,000 or more users. For Janne Puhakka one thing is certain: "In this early phase of the project, we first of all benefited from the fact that we didn't have to acquire the entire system all at once but can add to it as our needs increase. The real savings will be felt when the number of SAP users becomes significantly higher than it is today."

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