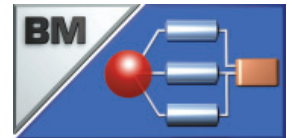


Hillyard (USA)

BatchMan: Finally more fun with SAP



If migrating to SAP does not meet your expectations, simply expand your range of services with the right enhancements. Hillyard Inc. is an impressive example of how SAP supports your business activities efficiently by using additional solutions for background processing. Hillyard Inc. uses SAP and replaced its old systems, which were a combination of Unix applications and Microsoft SQL applications created in-house. SAP 4.6C runs on Unisys ES7000 with Microsoft Windows 2000 and Microsoft SQL 2000..



Hillyard Inc. (USA)

For over 100 years, Hillyard has been providing cleaning supplies, maintenance material, and equipment within the U.S. Known nationwide as "THE Cleaning Resource®", this company earned its reputation of being the best company for troubleshooting, consulting, training and problem solving. Hillyard's customers use the entire range of services from product selection and equipment repair to personnel consulting and controlling the total cost of cleaning.

Initial Situation

After Hillyard switched over only one third of its branches to SAP, they started having difficulties. Each new branch required more and more reports and tasks that had to be executed daily, weekly or monthly. Plus, certain tasks had to be completed before others. This situation quickly turned into a nightmare since it was very difficult or impossible to map the corresponding dependencies with the standard SAP tools. Due to the overwhelming number of reports required, Hillyard's technicians also had to create long processes with many steps, which could not run parallel. Processing times and runtimes were extremely long, and not all background processes, which were available for the jobs, could be used. They also had no way to handle the processes if an individual job terminated, a prerequisite was not given or an error occurred. The users wanted an additional function where the reports were automatically provided in PDF format in the corporate intranet.

Success with the Job Scheduler BatchMan

Hillyard's search for a tailor-made job scheduler led them to BatchMan from HONICO. BatchMan covered all the problem areas where Hillyard had had difficulties and also provided the option of saving reports as PDF files on their intranet. And so the perfect add-on program for SAP was found.

What won Hillyard over to BatchMan were these hallmarks:

- » Excellent and reliable job control
- » Determining conditions, such as for the start and periodicity of jobs
- » Versatile options of reacting to job terminations
- » Converting existing SAP jobs into a structured format
- » Jobs run more efficiently because all background processes can be used
- » Reports are automatically saved as PDF file on the intranet

"BatchMan makes it pleasant to work with SAP. This software runs so smoothly that our users don't even notice it's there. It does the job so well without any user interaction, and it has really made our lives a lot simpler. We run more and more jobs with BatchMan every day in good faith. We are convinced this solution meets our workload now and will continue to do so in the future."

Mike Goetz, SAP Basis Administrator / IS Operations Manager, IS Department



Advantages:

- » Provides central control, maintenance and monitoring of background processing
- » Automates all processes
- » Increases performance of background processing and allows extensive dependencies regarding times, files or events as well as real-time planning
- » Reacts automatically if errors arise and keeps error costs to a minimum
- » Ensures flawless process control, even when the computer center is not staffed
- » Increases availability and revisability of entire background processing
- » Runs completely in its own namespace; thus conflicts with customer developments are prevented
- » Does not require any separate hardware, other software or external equipment
- » Intuitive use via SAP GUI and known SAP processes
= Increased acceptance | = Training costs kept to a minimum
- » Automatic transfer of existing SAP jobs
- » Time is saved and operating principles are simplified by:
 - Comfortable functions for mass changes
 - Transport connections
 - Automatic TVARV maintenance and many additional tools
 - Using BatchMan, it is possible to integrate as a client in high-quality central planning as well as to integrate non-SAP systems into the processing/dataflow control.

„BatchMan is a perfect solution to Hillyard's needs“

Mike Goetz