

# SUCCESS STORY

## TYCZKA INDUSTRIAL-GASES RISES WITH SAP-HOSTING



Tyczka Industrie-Gase GmbH (TIG) is a joint venture between Air Products and the Tyczka Group. The company produces, bottles, and distributes medical and technical gases as well as refrigerants.

The medium-sized enterprise has developed continually since its establishment in 1984. Standardized business processes based on SAP systems have made a vital contribution to company growth.

Customer satisfaction is one of the foundations of the success of this industrial gas specialist. Alongside producing innovative and high-quality gases and refrigerants, TIG prides itself on supplying them to customers quickly and reliably. That is why the company is constantly striving to optimize and standardize the logistical business processes in particular. These business processes are supported by an SAP R/3 system. Employees can draw on comprehensive applications for the business areas of accounting, controlling, materials management, and sales.

Tyczka Industrial Gases demands top performance and availability from its supporting systems. *"We focus on designing the IT strategy and providing quick and direct support to our departments,"* says Armin Muth, Head of IT at TIG. *"The operation of and support for the SAP system exceed our internal capacities."* That's why the industrial gas specialist opted to have a specialized IT service provider run its SAP system.

This decision aimed at taking an active part in the innovation process for IT solutions in the future, as well as reducing IT costs in the long term. The Freudenberg IT billing module is freely configurable for

different business situations while retaining transparency at all times.

When requesting quotations for SAP hosting from different companies, TIG prioritized the following criteria: experience and expertise in hosting SAP, regional proximity, investment security, and the flexibility required by a medium-sized enterprise. The company chose the IT service provider Freudenberg IT (FIT).

TIG went for the standard service package **FIT Professional**, which is oriented towards medium-sized companies' requirements for application hosting for SAP systems. In addition, the IT service provider is in charge of the communications infrastructure, as well as Internet and e-mail servers, and also advises TIG on IT security issues.

It took Freudenberg IT approximately five weeks to migrate the system to its own data center in Weinheim, Germany. The site of service provision is the TIG Local Area Network (LAN). The three-tier architecture runs on the Unix operating system IBM-AIX and a new data base system. A high-performance, reliable Oracle data base replaced the previous data base.

Freudenberg IT guarantees constant availability of customer data by means of remote mirroring of data.

Downtime during migration was kept to one weekend, ensuring that business activities were not interrupted by the migration project. In addition, the IT service provider constructed a Germany-wide data network connecting the locations Munich, Schweitenkirchen, and Würzburg, as well as approximately 40 delivery points with IT link-up selected specifically for this application. *"The transition was prepared professionally and the implementation ran smoothly and according to plan,"* says Armin Muth, Head of IT.

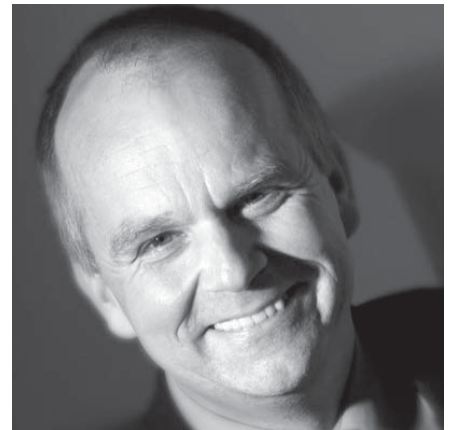
The system went live in Fall 2003. Since then, the industrial gas specialist's SAP system has performed to the highest standards and availability. Approximately 80 users are supported around-the-clock with SAP applications run from the Weinheim data center. *"Choosing SAP hosting paid off. We were able to further increase the availability and performance of the SAP system and to cut costs,"* explains Elmar Wesenfeld, CFO. *"We are extremely satisfied with the hosting solution. We feel that as business partners we are Freudenberg IT's equals, and are therefore looking to*

*establish a strategic partnership over a longer period of time."*

**Short Profile**  
**TYCZKA INDUSTRIE-GASE GmbH**

Tyczka Industrie-Gase GmbH (TIG) is a leading German industrial gas supplier. The company's core business is the production, bottling, and distribution of medical and technical gases and refrigerants. TIG also advises its customers on gas application as well as on the planning, installation, and maintenance of gas-handling equipment.

The company was founded in 1984 as a joint venture between Air Products and the Tyczka Group. Air Products is a global leader in supplying technical, chemical, and medical gases. The Tyczka Group is one of the leading European suppliers of liquid gas. Headquartered in Mannheim, Germany, the medium-sized company operates three bottling plants in southern Germany and employs approximately 100 people.



*"Freudenberg IT was able to convince us with its depth of experience, superb 24-hour service, and reasonable price/performance ratio,"* says managing director Dietmar Gamm.

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