

SES, Betzdorf, Luxembourg

HELPING MAKE DIGITAL INNOVATION POSSIBLE



itelligence* has been looking after our SAP® environment for years. We have always had an excellent working relationship and our partnership has become very personal and trusting. It's clear that these people are just as focused on the future as we are.

Renauld Chapellier, General Manager ERP Core Team, SES



Challenges

- Prepare IT for innovations like SAP S/4HANA® and SAP Fiori®
- Migrate the entire SAP environment to the new database platforms SAP HANA® and Sybase® simultaneously
- Upgrade all SAP applications to the latest release



Solutions

- Upgrade and migration services for transitioning database platforms
- Managed hosting of the SAP system environment at NTT DATA Business Solutions's Bautzen data center
- SAP service for SAP ERP, SAP CRM, SAP BW, SAP GTS®



Advantages

- Significant increase in reporting performance
- Databases up to 72 % smaller
- Facilitates rollout of mobile SAP apps
- Implement latest SAP security standards
- With NTT DATA Business Solutions, no internal SAP expertise required



Why NTT DATA Business Solutions?

- Outstanding reliability and service quality with rapid response rate
- Application and data security and protection reviewed annually
- Long-standing successful and established partnership with personal contacts



Company: SES

Industry: Telecommunications

Products: Communications satellites and services

Number of employees: > 2,000

Revenue: 2 bill. EUR (2016)

Headquarters: Betzdorf, Luxembourg

Website: www.ses.com

* Since April 1, 2021 itelligence is operating as NTT DATA Business Solutions

NTT DATA Business Solutions



NTT DATA
Trusted Global Innovator

1,250 users on the ERP system alone



Managed services free up resources

You could say that SES's business is out of this world. As the world-leading satellite operator, the company delivers 7,500 TV channels, including the first Ultra HD channels, to every continent on earth from outer space. It also provides broadband Internet for corporations. Even governments and confederations of nations use SES communications networks.

It's a high-tech business – one that is impossible without flawless IT operations. For example, the volume of data from orbit is so immense that SES built one of the largest data centers in Europe to process it. Of course, the company also needs IT systems that are not related to actual satellite data.

SES has relied on SAP for its enterprise software since 2011. "We had no in-house SAP expertise and didn't want to establish any," explains Renauld Chapellier, General Manager ERP Core Team at SES. "After all, our core competence is in a different area entirely." That's why SES chose managed services by NTT DATA Business Solutions: The SAP systems are implemented in the NTT DATA Business Solutions data center in Bautzen, with central operation, maintenance and support.

Innovation as a service

Of course, as a technology leader, SES cannot afford to stand still. "Our enterprise IT needs to be ready for the digital future, too," says Chapellier. "In 2016 it was obvious that we needed to upgrade our solutions to roll out new features and benefit from innovations like SAP S/4HANA and SAP Fiori." Migrating all of the corporate databases to SAP HANA was the key project, in addition to upgrading SAP ERP, SAP CRM, SAP BW and SAP GTS.

"We're talking about 20 databases. That can be an extremely complex process, and the enthusiasm for projects like that in-house is limited – to say the least," laughs Chapellier. "But

the support NTT DATA Business Solutions provided us made it a walk in the park."

Upgrading, operating, supporting

The experts at NTT DATA Business Solutions created two automatically replicating instances of every productive SAP HANA database. If one fails, the second kicks in – without losing any data. The databases, applications, operating systems and hardware run in high availability operation. They are monitored around the clock and are backed up by a second, synchronized data center. Here too, if one fails, the second takes over.

To ensure that this does not happen in the first place, four NTT DATA Business Solutions consultants are there for SES at all times. They answer questions, ensure smooth service and solve problems immediately. "This is no anonymous call center," says Chapellier. "We know these people personally and have learned to understand and trust one another over the years." That gives SES the certainty that it has an expert partner at its side on the way to a digital future – one who understands their requirements.

“Since we started working with itelligence*, we have been able to focus on what matters to us: meeting the business requirements, without worrying about the infrastructure side of SAP.”

Renauld Chapellier, General Manager ERP Core Team, SES

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