



Sun Chemical Corporation

» Advanced enterprise scheduling keeps complex business-critical batch processes running effortlessly

BEFORE

- » Limited enterprise scheduling capabilities for supporting complex, multi-step SAP processes
- » Concern that rapid growth through mergers and acquisitions would require many more administrators to manage scheduling environment
- » 90 scripts for file transfers that were labor intensive and error prone
- » Undetected failure of file transfers posed the risk of financial loss and customer dissatisfaction

AFTER

- » From a single point, one SAP administrator and one supervisor manage a complex batch environment with more than 60 locations spanning 15 countries and three continents
- » Quadrupled the volume of daily jobs while reducing staff time and cost
- » Number of file transfer scripts reduced to 10, simplifying management of FTP jobs and improving accuracy

SunChemical

GEOGRAPHY

Global

INDUSTRY

Manufacturing

SOLUTIONS

BMC CONTROL-M

BMC CONTROL-M/CM for Advanced File Transfer

BMC CONTROL-M/CM for SAP

What do magazines, a tube of lipstick, and a can of paint have in common? Color. And color is the business of Sun Chemical Corporation.

Sun Chemical is the world's largest producer of printing inks and pigments. It's also a leading provider of materials to packaging, publication, coatings, plastics, cosmetics, and other industrial markets.

Sun Chemical employees around the world work tirelessly to ensure reliable, on-time delivery and consistent product quality. To support their efforts, the company implemented software from SAP, a leader in enterprise resource planning (ERP). The company engaged global management consulting firm Accenture to plan and roll out the SAP implementation. From the beginning, Accenture stressed the critical role that effective enterprise batch scheduling plays in the success of any SAP deployment.

After careful analysis of available solutions, both Accenture and Sun Chemical agreed that BMC CONTROL-M was the optimum choice for keeping SAP batch jobs running smoothly and efficiently. This integrated scheduling solution has enabled the company to quadruple its complex batch environment, which comprises more than 60 locations spanning 15 countries and three continents, while reducing staff time and cost.

SAVING TIME AND MONEY

Sun Chemical prides itself on its decentralized production network, which puts its products closer to where customers need them to be. While this logistics model enhances the company's ability to meet customer requirements, it is a challenge for the IT organization, which must ensure on-time completion of multi-step, compound processes that run in batch mode.

That's where BMC CONTROL-M steps in. "Sun Chemical locations are distributed around the world", explained Sonny Samarakoon, Sun Chemical's technology lead for SAP. "With SAP, we're bringing all of those business units together into a single centralized system for all of our key processes. BMC CONTROL-M allows us to manage this complex environment with a small team of technical analysts. It works behind the scenes, handling all the batch jobs required by SAP. Without it, we would need at least three times the number of people in our team."

According to Samarakoon, batch management facilitates a multitude of critical processes ranging from generating the right chemical combinations, issuing invoices, ensuring on-time, accurate product shipments, paying vendors, and updating human resource files. "With BMC CONTROL-M," he said, "we have improved productivity and reduced errors and delays. That not only saves us money but also allows us to stay focused on our core business."

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According to Samarakoon, BMC CONTROL-M is also benefiting Sun Chemical by providing a single interface for scheduling jobs across all systems and platforms. Administrators no longer have to take the time to learn separate job scheduling tools, so training is minimized.

BUSINESS-INTEGRATED SCHEDULING

The enterprise scheduling staff uses BMC CONTROL-M for 90 percent of its batch jobs — approximately 600 different jobs that are scheduled to execute nearly 14,000 times in a month. Order processing is just one example. Customer service representatives in a centralized shared business services center enter customer orders from around the world.

Every 15 to 30 minutes, BMC CONTROL-M kicks off a job that starts received orders through a complex process that encompasses: routing them to the appropriate region, acknowledging orders and keeping customers apprised of order status, checking inventory, sending requests to labs, ordering raw materials if necessary, scheduling production, generating shipping forms, and submitting invoices.

"BMC CONTROL-M provides an easy interface for setting up even the most complex jobs and keeping them running," Samarakoon remarked. "And if a job can't be completed, the solution issues an alert."

COMPLETE, ACCURATE AND SECURED FILE TRANSFERS

File transfers are a vital part of SAP processes. Once processing of data is completed on one system — for example, order entry — the resulting data file must be transferred to other systems for additional processing — for example, to the customer relationship management and manufacturing systems. In addition, files containing dynamic business information such as exchange rates must be disseminated enterprise-wide on a regular basis.

In the case of exchange rate files, the transfer occurs daily to all business units around the world. Because of the global nature of Sun Chemical's business, exchange rates affect the prices charged to customers. Consequently, these transfers must occur on time, and the files must be transferred completely and reliably.

Before implementing BMC CONTROL-M/CM for Advanced File Transfer, file transfers were typically handled through scripting. The scripts, however, couldn't control how files were received, sent, or watched for. Nor was there any way to check for transfer errors.

BMC CONTROL-M/CM for Advanced File Transfer dramatically reduced the number of scripts required from nearly 90 to only about 10. The solution's strong monitoring capabilities control the movement of files from one system and one location to another. If any event interferes with the timely completion of the transfer, the staff is notified immediately and can take the appropriate action. It also enables the staff to conduct file transfers and archiving in one action, saving time and ensuring data integrity.

"Because the solution watches for files and takes action after successful transfers, we no longer need sustained connections to ftp servers," Samarakoon said. "Consequently, we've seen a decrease in network traffic to and from the BMC CONTROL-M servers."

This solution has also made file transfers more secure, enabling Sun Chemical to comply more easily with Japan's Financial Instrument and Exchange Law, which seeks to ensure the reliability of the financial results of public companies. Similar to the Sarbanes-Oxley Act in the U.S., this law mandates internal controls for financial reporting and disclosure, as well as a detailed audit trail for compliance.

CUSTOMER'S FINAL WORDS

BMC CONTROL-M is giving Sun Chemical's enterprise scheduling team the flexibility to accommodate new applications and platforms, which are regularly introduced into the environment, as a result of the SAP rollout. "BMC CONTROL-M lets us grow with the business, meeting new demands with ease," Samarakoon concluded. "We are bringing in new business units into SAP every few months, so we are constantly adding new users. BMC CONTROL M has boosted our productivity so we can continue to meet service level agreements and deadlines despite the fact that job complexity and job volumes are increasing."

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ABOUT SUN CHEMICAL CORPORATION

Sun Chemical, a member of the DIC group, is the world's largest producer of printing inks and pigments and a leading provider of materials to packaging, publication, coatings, plastics, cosmetics, and other industrial markets. With annual sales over \$4 billion, Sun Chemical has more than 11,000 employees supporting customers around the world. The Sun Chemical Group of companies includes such established names as Coates, Hartmann, Kohl & Madden, and US Ink. Sun Chemical Corporation is a subsidiary of Sun Chemical Group B.V., the Netherlands, and is headquartered in Parsippany, New Jersey, U.S.A.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended June 30, 2009, BMC revenue was approximately \$1.88 billion. Visit www.bmc.com for more information.

