

## success story



# GATX



with its flexible  
“can do” approach,  
hp delivers  
a full range of  
SAP services to  
GATX Capital

**“We are benefiting from HP’s experience, its high-availability standards and its partnership and consulting abilities that leverage our IT infrastructure to full competitive advantage. It’s clearly a top-level outsourcing operation, genuinely looking out for GATX’s best interests. We consider them a true partner in our success.”**

Jim Mathison  
Vice President of Information Technology  
GATX Capital

When the IT team at GATX Capital, a division of GATX Financial Corporation, a worldwide financing and leasing company, chose to transfer its SAP outsourcing to Hewlett-Packard Company Services, it had no idea of the complexity and logistical magnitude such a move would involve. Nor was it prepared for the level of planning and coordination that HP staff would undertake on its behalf.

According to Jim Mathison, Vice President of IT for GATX Capital, "It was no mean feat, but HP really came through for us. HP Services' consultants coordinated the physical relocation of all our servers and equipment from our former outsourcer in Dallas to the HP data center in Atlanta. As part of the planning, they developed a complete set of back-up procedures and extensive contingency plans to assure a seamless operation during the move."

GATX had determined that this transfer of operational management was absolutely essential for the company's continued growth and overall success. As Mathison noted, "The relationship with our previous outsourcing vendor was quite problematic. We needed to operate in a more stable environment, and with an outsource company that could demonstrate a deep understanding of the SAP systems. HP was the clear choice."

GATX owns its infrastructure hardware. The majority of the hardware is HP equipment another factor that weighed heavily in the decision to employ HP Services as its outsourcer.

### **relocation services to the rescue**

"We had to do the physical transfer over a weekend," explained Mathison, "and we had to be up and in production the following Monday. Prior to the actual move, GATX and HP undertook several months of planning. There were contract negotiations to finalize, variable contingencies to deal with, the shipping of tapes and coordination of people to box the equipment, etc. It was all very

complicated, but the help HP's relocation services gave us was superb. The HP consultants walked us through every step and made it a very smooth and seamless transition."

Mathison stated, "Since the transition of our outsourced operations, which took place in 1999, we have experienced service that is far superior than our legacy provider delivered – it comes down to HP's experience. HP Services is the leading company for SAP outsourcing and at its Atlanta facility, there are over 60 SAP-reliant customers. We believe that there isn't a problem with the SAP application environment that HP hasn't already seen and it's that expertise which keeps our systems up and running."

Since the transition, GATX has upgraded its infrastructure to include an HP rp7400 server for the SAP database server, with five HP rp5400 servers hosting the SAP application modules. The company also has two test systems that are HP rp5400 servers with a HP 9000 K-Class server for development purposes. To handle data storage, Mathison chose the HP Surestore Disk Array xp256, which is on a storage area network (SAN) and connects with all the servers.

### **an eye toward ROI**

In discussing the cost of HP Services, Mathison confirmed, "Our old outsourcer gave us a discount on its fees because we were its first SAP customer. Its staff was essentially 'learning on the job' at our expense. We quickly discovered that you indeed get what you pay for. In many ways I feel we are now getting more return for our investment with HP Services.

"We don't have a manufacturing facility so we don't need perfect up-time. We have contracted with HP for high availability support with a Service Level of Agreement of 98% up-time – yet we are experiencing – and enjoying – HP Services delivering availability levels way above that."

## **industry**

### **finance and leasing**

#### **challenges**

- **reduce SAP infrastructure operation cost**
- **transition an existing data center to a more responsive and experienced organization**

#### **solution**

- **engage hp Services to outsource the SAP infrastructure**
- **contract with hp Consulting Services to help facilitate the physical transition of equipment**

#### **results**

- **outsourcing with hp provided desired risk management and ability to manage change more efficiently**
- **reduced overall cost of ownership for data center infrastructure**
- **moved from fragmented to seamless solution support, increasing availability and customer satisfaction**
- **able to guarantee SAP availability of 98%**

#### **solution highlights**

- **hp Services**
- **hp Consulting Services relocation services**
- **hp Mission Critical/High Availability support services**
- **hp rp7400 server and 7 hp rp5400 servers running SAP ERP application modules: FI/CO with AP/AR, TR-TM (treasury), Asset Management and Plant Maintenance, SD and MM**
- **hp 9000 K-Class development server**
- **hp Surestore Disk Array xp256 connected via a SAN**
- **IXOS server and platter**

## flexible support considerations

GATX has an IXOS server and platter located at the HP Atlanta facility (IXOS is a provider of solutions for the management of eBusiness documents in inter-enterprise system environments).

As Mathison explained, "It was essential that HP Services take on the support of the IXOS environment. It's mission-critical and its growth rate matches that of our SAP database. So we made a business proposition to HP to undertake its operational management. We were delighted to experience HP consideration of our proposal as an opportunity and quick agreement to our request. HP demonstrated its flexibility to understand our business needs – once again validating our decision to work with HP."

## flexibility to change

HP Services is clearly eager to adapt to its customers' needs and particular idiosyncrasies, and GATX is no exception. Mathison admitted, "We're an odd-ball customer for sure, and I'd bet we're HP's best – and worst – customer when it comes to outsourcing. An example is in the area of transport, moving changes from our test system to our production system. Most companies do this two to three times per month. Not us. We do it two to three times per day! By volume, our system has grown 20 times over the last three years – the folks at HP Services take our needs in stride.

"This industry has constant movement and HP's strong set of operational procedures, with a high attention to detail, are perfect because they have all the change management aspects incorporated. HP has taken the time to understanding our business and it helps them to appreciate why we're requesting the changes we need and the relative importance of the requests."

## managed risk and reduced cost

Mathison confirmed that HP Services is good at managing risk because the appropriate procedures and protocols

are in place. "Our IT group is comprised of a team lead in Montreal, people on-site in Atlanta, our sales rep is local in the Bay Area, and our disaster recovery and response centers are in Roseville, California. As complex as it sounds, the whole thing is seamless and when we have our weekly status conference call, it's just like we're all around one table."

Mathison noted, "One of the reasons we originally decided to move to an outsourced environment was because of the very real possibility of needing disaster recovery. Here at GATX headquarters in San Francisco, there's too great a risk of earthquakes."

He continued, "Plus, we feel data centers represent one of the biggest hidden cost factors. From a disaster recovery perspective, you have to plan for multiple power sources, tape back-ups stored off-site and have contingency contracts in place. By outsourcing to HP Services, we're in effect buying a share in a piece of its facility that comes with all of the disaster recovery and redundancies built in. If the Atlanta center ever had a problem, we'd be working with the same team that we work with every day to bring our systems back up in one of HP's disaster recovery centers. It's much more cost efficient."

## experience counts

In conclusion, Mathison stated, "Overall, I'd say we're benefiting from HP's experience, its high-availability standards and its partnership and consulting abilities that leverage our IT infrastructure to full competitive advantage. It's clearly a top-level outsourcing operation, genuinely looking out for GATX's best interests. We consider them a true partner in our success."

**For more information on how working with Hewlett-Packard can benefit you, contact your local HP service representative, or visit us through the Internet at our World Wide Web address: <http://www.hp.com>**

## customer at a glance:



**company:** GATX Capital

**headquarters:** San Francisco, CA

**founded:** GATX Capital was founded in 1968, and is a division of GATX Corporation, founded in 1898

**2001 revenues:** \$819.9 million

**phone:** 415-955-3200

**URL:** [www.gatx.com](http://www.gatx.com)

**primary business:** GATX is a finance and leasing company specializing in commercial aircraft leasing, finance and portfolio management, IT equipment and software leasing, and lease management and portfolio acquisition of high value assets.



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