

hp customer success story



exceptional web support for unilever hungary

Founded in 1991, Unilever Hungary is now the country's largest fast-moving consumer goods company. It manufactures, distributes, and markets a wide range of goods, including foods and beverages, cleaning products, and personal care products.

Unilever Hungary's computer systems are crucial to operations. The company's core application, the SAP R/3 system, is used to manage all aspects of the business. As a platform for SAP R/3, Unilever chose the HP 9000 server range.

hp, the natural choice

"Unilever Hungary's previous ERP system operated on HP servers. We had very good experience with HP servers and support. Secondly, SAP R/3 was originally developed on the HP platform, so HP was the natural choice," explains Akos Kontar, operations manager at Unilever Hungary. "From previous experience, we knew that HP offered superior performance, reliability and scalability, backed up by excellent support."

The company's hardware platform is covered by HP Business Continuity Services (BCS), and an additional HP 9000 K-Class server is leased for disaster recovery purposes. To maintain availability, the company needs ongoing technical support too, and here Unilever has benefited greatly from HP's [IT Resource Center](#) (ITRC).

easy, fast, cost-effective support

The ITRC is a personalized Website that gives Unilever's employees access to all the tools and services they need to keep systems running productively. In Kontar's view, the ITRC is much faster and more cost-effective than any other form of support, including telephone-based support.

"HP's Web support is exceptional. As well as being easy to use, the ITRC gives us quicker solutions to our problems. Furthermore, we can easily download all relevant patches and packages as soon as they appear, so we know that our environment is always completely up to date," says Kontar.

Unilever regularly uses the ITRC's resources, which are available around the clock. One particularly useful feature is the availability of a technical knowledge base, which is based on specific customer problems and solutions. This proved valuable in helping to resolve a recent issue with the Unilever domain name server.

"SAP R/3 is mission-critical for Unilever Hungary. Our overriding priority is to maximize application availability, and to do this we must fix problems as quickly as possible. The ITRC is the ideal solution for our needs."

*Akos Kontar,
operations manager
Unilever Hungary*

"ITRC proved its worth in this instance. I was able to log on to the site, locate the relevant information very quickly, and find the right answers to my questions. As a result, I was able to identify a long-term solution that restored availability and prevented any recurrence of the problem," says Kontar.

challenge

- Maximize availability of mission-critical SAP application
- Resolve technical problems as quickly as possible
- Access support-related information at any time

solution

- HP 9000 Enterprise Servers
- HP mission-critical support services
- HP IT Resource Center (ITRC)

results

- Use of HP ITRC has boosted application availability to more than 98 percent
- Web-based support is faster and more cost-effective than any other
- Latest software patches and packages can be downloaded on demand

why hp?

- Excellent support for high-availability environments
- Best platform for SAP R/3
- Fast, reliable, scalable server range

availability soars

Since the ITRC was introduced, Unilever has improved the availability of SAP R/3 to more than 98 percent, including planned and non-planned downtime. Kontar credits the improvement entirely to the ITRC.

"SAP R/3 is mission-critical for Unilever Hungary. Our overriding priority is to maximize application availability, and to do this we must fix problems as quickly as possible. ITRC is the ideal solution for our needs," he concludes.

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<http://www.hp.com>.

customer at a glance:



industry sector: Fast-moving consumer goods

name: Unilever Magyarország Kft

headquarters: Budapest, Hungary

founded: 1991

telephone: +36 1 350 0000

number of employees: 2,000

1999 revenue: HUF62.2 billion

(€ 230 m)

[URL:www.unilever.hu](http://www.unilever.hu)

technology highlights:

- SAP R/3
- HP 9000 Model N4000 Enterprise Server
- HP 9000 A-,C-,D-,K-and R-Class Servers (7 in total)
- Leased HP 9000 Model K570 Server (disaster recovery)
- EMC Symmetrix 3430
- HP Sure Store Disk Array FC60
- HP Sure Store DLT drive & Library
- HP OpenView GlancePlus,
- PerfView and OmniBack
- HP MC/ServiceGuard
- HP Business Recovery Services (BRS)
- HP ITRC

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