



## HP Manages IT Infrastructure of İpragaz

Benefiting from the services provided by HP, İpragaz has now a strong infrastructure for SAP environment



İpragaz, one of the leading companies in the Turkish LPG and energy industry, cooperated with HP to focus better on its core business and to get more from its IT investments and infrastructure. İpragaz, already using various hardware products from HP, also wanted to benefit from HP's management expertise and solutions, and decided to get services concerning operating systems, database management and operation, 7x24 system monitoring, SAP management, Internet access and security systems.

### İpragaz Chooses HP for Maximum Technological Efficiency

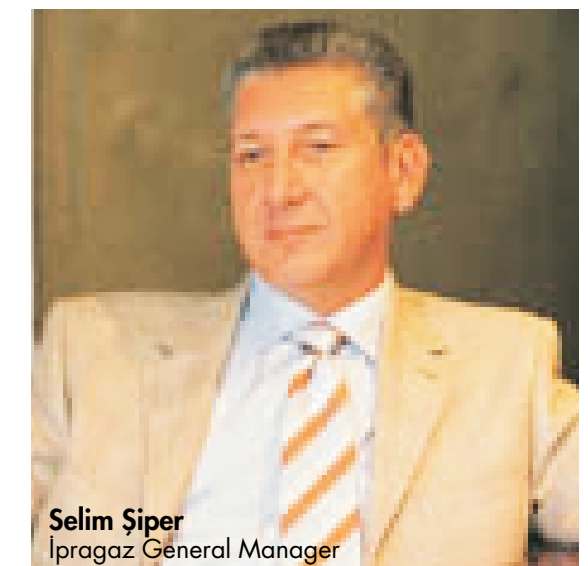
İpragaz turned to outsourcing for maximum IT efficiency and effective control and management

of its environment. Aiming to focus better on the fields of transported gas, auto(LPG)-gas, and bottle gas, the company cooperated with HP to benefit from its high technology solutions and experience.

İpragaz, which uses HP hardware, also gets information security and data backup solutions as well as SAP support from HP. Having strong partnership with SAP for more than 10 years, HP now manages all SAP and related systems of İpragaz.

With HP managed services, İpragaz now has a strong infrastructure for a highly available SAP environment. It has reduced its investments and operational costs, improved service quality, optimized resource allocation, and increased operational efficiency. İpragaz also started following technology more closely, focused on main operations, and acquired more flexibility. The result is 25% cost savings in ERP.

"Working with a reliable partner like HP provides us with great advantage and the feeling of trust. Thanks to our cooperation with HP, our IT environment is managed 7x24 by experts. We have the privilege of having the expert support of a global leader. HP knows well İpragaz's SAP systems and IT environment. It is also one of the first SAP solution partners in the world. To meet our demands requiring different areas of expertise in IT, we get service from one single source, namely HP, and this brings us great ease and helps us to focus more on our core business operations."



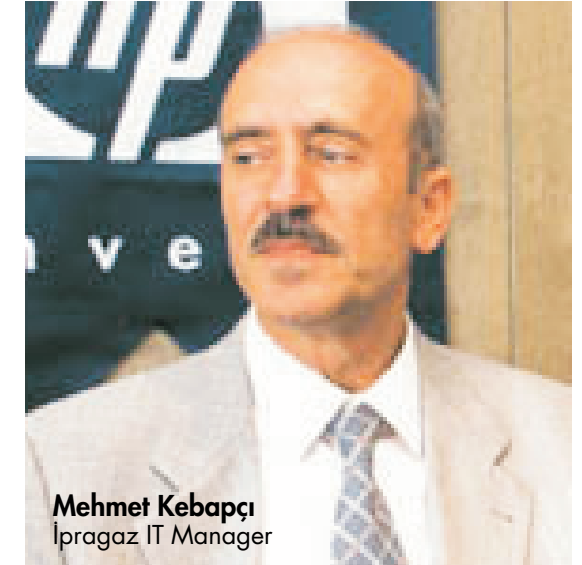
Selim Şiper  
İpragaz General Manager

"HP, with considerable expertise and experience in SAP, provides the most effective service for İpragaz. There are expert teams in 5 operation centers in Europe founded by HP and SAP, with resources open to everyone. We remotely manage and monitor SAP environments of our customers with the help of the experts in those centers and the tools developed by HP and SAP. Besides, we ensure that the systems run 7x24."



**Ünsal Batuker**  
HP Turkey Managed Services Solution Architect

"We worked with HP to create a solid IT infrastructure that supports projects based on requirements and to develop applications in the best way possible. For achieving the utmost IT efficiency, we turned over our operational job to HP and we focused on our own business. Certified mySAP.com engineers in HP Services support us as our own personnel. I feel the confidence of a strong army behind me. Because we turned over the management and operation of the IT environment, infrastructure services, backups and management of SAP systems to HP, we saved money and time. Briefly, we had high quality service for a reasonable price. We do not have headaches because of software, database, OS, hardware or operational work, whatsoever anymore. HP provides us support for components when we need it and enables us to use current technology."



**Mehmet Kebapçı**  
İpragaz IT Manager

### High-Quality Service, Cost-Effective Operations

HP provides İpragaz 7x24 service to make its systems work without interruption including backups and management of all applications. HP provided İpragaz the following services:

- System hardware services
- Operating system services
- SAP R/3 infrastructure management (consisting of database and SAP R/3 Basis Management)
- Installation of OS
- SAP R/3 updates
- Reporting system performance statistics that can be used by İpragaz to approve service levels and other information
- Performance analysis for optimal usage of environment
- Access to SAP expertise, through HP's internal R/3 certified personnel and relationship with SAP
- Platform optimization which ensures both the operating environment and hardware are "tuned" to deliver maximum performance

### HP Turkey Outsourcing Services Business

**Development Manager Sefa Özdil** says: "Thanks to the HP expertise and experience, application processes in İpragaz were developed in a short time. In the success of İpragaz, there is the effect of three fundamental areas that are the strong points of HP. These are HP expertise, tools developed for the environment, and processes that define effectively what is to be done and how. Processes particularly require an important accumulation of information regarding OS, database and SAP applications. Coordination of all those processes and maintaining them as needed requires meticulous work. HP, with its expertise and experience in this field, did all that

was necessary in time. İpragaz would have had to pay more if it had done it by using its own resources or received support from different companies for each and every process."

### The Newest Technology

In order to keep IT infrastructures always efficient, organizations should renew or update hardware every 2 or 3 years. Sometimes software, too, is upgraded and this makes it necessary to use more powerful hardware. According to the agreement between HP and İpragaz, HP is responsible for providing the hardware that will be required by the new software. According to the monthly performance reports, HP renews hardware or makes additions if needed.

### Expertise in SAP Support

With many HP/SAP expertise centers all over the world, HP has a strong relationship with SAP for more than 10 years. This relationship enables HP to supply professional service for SAP applications. Tools, developed by HP especially for SAP environments, control the Basis layer and other applications in İpragaz. If a component has to be replaced, a warning is received by the HP center and the problem is fixed easily. HP worked with SAP in the development of SAP R/3 and its migration to the client-server architecture. HP has received the "Best Service Award" from SAP every year since 1995. Owing to its expertise in this field, HP has completed the work in İpragaz in the shortest time possible.

### Outsourcing is Profitable

**HP Turkey Services Country Director Resan Yuner** says: "Outsourcing brings many benefits in terms of costs. Organizations increasingly turn to outsourcing that is not actually something new in IT. For years, many companies have outsourced IT services that were expensive to have in-house and thus protected themselves from the high costs of operation. However, the motives for selecting outsourcing have been changing. Studies show that outsourcing increases share values and effects positively the financial figures of companies. In Turkey, too, more and more companies turn to outsourcing. Outsourcing provides companies with better focus on their core business operations, enables decrease and control in costs, capital funding, sharing of technological risks, and improves flexibility. The biggest consumer of outsourcing will be IT sector. Outsourcing brought all the above benefits to İpragaz in a very short time. The company now focuses on its core business operations. We believe İpragaz will increase its competitive power and strengthen its position in its sector. HP will continue to support İpragaz more and more effectively and take our cooperation further."

**HP, responsible for the backup and control of all applications at İpragaz, provides 7x24 service to ensure that the systems work without interruption.**

### Global and Experienced Partner: HP

İpragaz chose outsourcing in IT to save money and time, enable access to skills, improve time-to-market, provide better focus on core business operations, and catch the technological innovations and winds of change. İpragaz's choice is HP, well-known with its quality of service and customer satisfaction. HP has 30 operation, service and data centers, and 34 HP Operation Centers all over the world. The leading provider of mySAP.com® and SAP R/3 operations, HP also works as a global certified mySAP.com Value-Added Outsourcing Partner.

### A Technology Leader: İpragaz

Founded in 1961, İpragaz, with its 400 million dollar annual revenue, is among the top 50 companies in Turkey. The company has 17 filling stations, 12 regional offices, 3 stocking facilities and 14 depots. Specializing in LPG, İpragaz operates in 3 main categories: transported gas, auto(LPG)-gas and bottle gas. İpragaz's all filling facilities have the ISO 9001 certificate, making the company the first in Turkey in this sector. İpragaz follows technological innovations and is the pioneer in its field. It is very sensitive when it comes to safety in work. The company was awarded OHSAS 18001 (Laborer Health and Job Safety System) by German Rheiland-WestfalenTÜV Institute. This certificate makes İpragaz the first and only company not only in the LPG industry but in the whole energy sector.

**İpragaz focused on its own business and saved 25% in ERP management.**

**HP offers professional services for SAP applications within the frame of its cooperation with SAP for more than 10 years.**

"HP is the leading IT company of Turkey"

