



**Tom Kolnowski**  
Editor-in-Chief

# In search of the agile enterprise

**Nestled between the ancient city of Heidelberg with its namesake castle and the young metropolis of Karlsruhe with its roots deep in technical academia, Walldorf barely rates a pinpoint on a map of Germany. Yet this small stadt of 14,000 measures its significance with the likes of Redmond, Redwood Shores, and Santa Clara. As the home of enterprise software giant SAP AG and its chairman of the executive board and CEO Henning Kagermann, Walldorf's bragging rights among such notable companies as Microsoft, Oracle, and Intel are well deserved.**

It is fitting, then, that our first cover story of 2004 be entitled "Kagermann's Law." As a former physics professor, Prof. Dr. Kagermann joined then start-up SAP in 1982 and has been at the helm since May 2003. As the *Dell Insight* team talked with Kagermann during a recent U.S. visit, we were educated on his vision of what it takes to deliver the dichotomy of low total cost of ownership (TCO) and quality to SAP® software customers. You'll find much more about Kagermann, the inner workings of SAP, and the emergence of the services-oriented architecture, beginning on page 6. Plus, get more information in the Partner Profile section about how SAP and Dell collaborate on product development in the Dell™ Centers of Excellence for SAP, located in the United States, Germany, and Japan.

In this issue's Cutting Edge section, perspective articles on managing printing technology TCO and Gigabit Ethernet deployment are worthy reads as you assess your organization's go-forward plans. And under the Customer Spotlight, we touch on five customers from around the globe who have had success with Dell solutions and exemplify the concept of enterprise agility.

And... the envelope, please: In our last issue, we let you know that *Dell Insight* was a finalist for an OZZIE Award at FOLIO:SHOW 2003, which honors excellence in design in the magazine industry. Well, the results are in and *Dell Insight*—at the age of one year—took home the silver OZZIE award in the "Best Design, New Magazine" category for a business-to-business publication with a circulation under 35,000. The award was based on our submission of the February and May 2003 issues of *Dell Insight*.

With *Dell Insight* near the top of its game and cleanly past the yearling milestone, I can't think of a more opportune time to don the Editor-in-Chief's gloves. As the magazine hits its stride, I feel honored to take the reins and guide us into 2004 and beyond. We sincerely hope you'll continue to be along for the ride.