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## About The Coca-Cola Company

The Coca-Cola Company is an American multinational beverage corporation, headquartered in Atlanta, Georgia.

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## Challenges

Reporting on SAP application license types and usage to the IT Finance Group at the Coca-Cola Headquarters.

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## Solution

IntelliCorp's LiveCompare.

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## Results

- 8 weeks analysis reduced to 1 hour
  - Automated, repeatable analysis
  - Accurate reports
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# SAP LICENSE ANALYSIS AT THE COCA-COLA COMPANY IN ONE HOUR USING LIVECOMPARE

The Coca-Cola Company, headquartered in Georgia, is an American multinational beverage corporation, manufacturer, retailer, and marketer of syrup concentrate. The Coca-Cola Company and its subsidiaries produce syrup concentrate which is then sold to various bottlers throughout the world. Coca-Cola bottlers produce the finished product in cans and bottles from the concentrate. The bottlers then sell, distribute, and merchandise the resulting Coca-Cola product.

**Bottling Investments Group [BIG]** was established in 2008, within the Coca-Cola Company, consisting of at least 44 Bottling & Concentrate Operations in 30 countries, 5 Geographies – it is the most geographically diverse operation within the Coca-Cola system. There are currently 7 bottlers deployed and managed on BIG's International SAP Platform, supported by a Project and Shared Services teams – for a total of 9 regional groups within the SAP landscape.

The BIG IT Finance Group at the Coca-Cola Headquarters regularly asks for reports which detail information about the SAP application license types used at these nine groups. The global finance department uses this information to budget and determine how much each group will pay for SAP software license fees. This information is also used by BIG's bottlers in Business Planning process as well as finding efficiencies in license allocation costs.

The IT SAP Security team must deliver accurate reports to the business quickly. Before using LiveCompare, this task was a **manual process, taking up to 8 weeks / 80 person hours** (sometimes needing multiple resources) to complete the analysis of 25 SAP systems. Using LiveCompare, the BIG Int'l group can deliver this report in **ONE HOUR**.

"Before using LiveCompare, reporting on SAP application license types across our nine groups was extremely difficult," explained Marina Kofman, SAP Security Group Manager, BIG Int'l, at The Coca-Cola Company.

"It was a simple question that IT just couldn't get quick answers to. We had to log into every SAP system, run reports and then consolidate this information. This process took way too long and even then, the output wasn't exactly what we wanted."

The reports identified SAP users, but to understand which transactions they run, Marina and the team had to click into each user. Alternatively they could get a report

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**Marina Kofman, SAP Security Group Manager**

of all used transactions but would then need to click into each transaction to identify users.

Accessing the right information, fast and accurately just wasn’t possible. Instead, the team would make a license type determination based on what was ASSIGNED to users, and NOT based on what the users actually DID on the system, yielding inaccurate results.

“We wanted to know who our users were and the transactions they used. We answered this question in an hour using LiveCompare,” said Marina.

**How is LiveCompare Used?**

A LiveCompare app analyzes all production RFCs and class combinations across 25 different SAP production systems, to provide detailed reports on users, roles and licenses. The reports are categorized into: CB = full professional, CC = limited professional and CD = display license.

LiveCompare analysis tells Marina how many active users there are in each license category. For example, here we can see that there are 2090 people in Group 2<sup>1</sup> using transactions that use a full professional license.

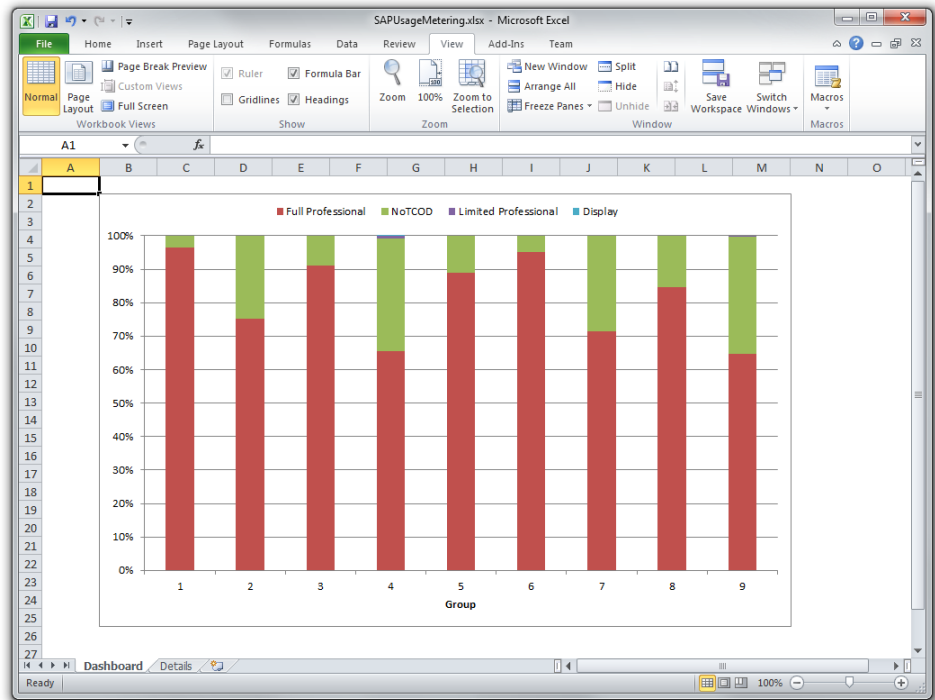
Group	Full Professional	NoTCOD	Limited Professional	Display
1	199	7		
2	2090	690		
3	2624	258		
4	3528	1807	45	1
5	2205	278		
6	2381	120		
7	543	218		
8	236	43		
9	518	280		2

<sup>1</sup> The group names have been anonymized for this case study.

**Why was it difficult to get this information?**

“There were so many reasons why getting this report was challenging,” explains Marina. “We’d log into each of our 25 systems and grab all the data that showed the roles assigned to users. We had a preliminary exercise to classify all these roles. We’d then determine user license type per system based on a role. We would then physically assign the license type to the user in the user master record [UMR – SU01]. We had to do this 25 times.”

Marina would then run a batch job using the standard SAP tool - SLAW - in each SAP system. This batch job generated a file, mapping user to license type. It took around 5 weeks to get all users extracted, classified and updated. Marina then uploaded all 25 files to SAP’s Solution Manager and ran another SAP standard job which consolidated all files and gave a unique user account. It then took another 3 weeks to take this raw data and classify into the groups as shown here:



“Using LiveCompare we can adapt license classification based on transaction use vs. role assignment.”

**Marina Kofman, SAP Security Group Manager**

“All we wanted to do was identify our users and the transactions they run. We had no useful way of consolidating all this data. This task is made simple using LiveCompare.”

**Marina Kofman, SAP  
Security Group  
Manager**

#### **Inaccurate data**

“We based our license count on the access that was assigned to the user, not the transactions users executed,” explained Marina. “Doing this meant that we had an inaccurate view of what was really going on. We based our reports on what users are allowed to do rather than what they really do.”

If a user has a role assigned in 12 of the 25 systems, they would only be counted once, using the highest license classification. If the user was professional in 1 system and limited professional in 11 others, this user would be counted as ONE professional license.

#### **Benefits:**

“By using LiveCompare we can adapt license classification based on transaction use vs. role assignment. This means the reports we pass to finance are accurate and provide better visibility into what is really being used,” said Marina. “We also saved huge amounts of time. An eight week process now takes us around an hour! We still can’t believe we save the team two months of effort.”

“Another huge plus for us is that we can run this report any time we need to. We can save information to compare data year on year,” describes Marina.

“All we wanted to do was identify our users and the transactions they run. We had no useful way of consolidating all this data,” explains Marina. “This task is made simple using LiveCompare.”

“As an additional benefit, we are now able to quickly generate User-Transaction data on demand, giving our bottlers a better view of system usage, providing usage metrics to our value realization group, and improving role design”.

#### **Find Out More**

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