



About Hershey

Hershey is the largest North American manufacturer of quality chocolate and sugar confectionery products.

Challenges

SAP version upgrades, synchronization and change management.

Solution

IntelliCorp's LiveCompare.

Results

- Successful system synchronization.
 - Reduced risk to the business.
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HERSHEY SWEETENS HCM ECC 6.0 UPGRADE WITH INTELLICORP LIVECOMPARE

Hershey's SAP landscapes reach across North America, the Philippines, China and soon India. The initial ERP implementation, SAP 3.1h, took place in 1999, with the addition of other modules afterward. In 2006, a Global installation template was created from the 4.6c ERP base and a separate ECC 6.0 instance was created using the Global Template.

As with many SAP customers, Hershey found it a challenge to manage data across multiple SAP instances. By the time of the 2007 ASUG/Sapphire conference, the HCM 6.0 upgrade project was already through blueprint. While attending the event, Hershey learned about IntelliCorp's LiveCompare™ software. In June 2007, Hershey purchased LiveCompare to improve the efficiency and execution of the HCM upgrade project.

"IntelliCorp's applications are great tools to conduct a fully automated SAP analysis to support technical and functional upgrades, support pack installations and system synchronizations," said Art Murray, information services quality assurance team member for The Hershey Company.

After Hershey was well into the 6.0 HCM upgrade, it also began to use the IntelliCorp solutions for creating the ECC 6.0 Asia instance. During that process, Hershey was synchronizing master data between instances, so LiveCompare was used quite frequently.

"Independent upgrade cycles, multi-system landscapes and the prospect of merging production servers all weigh heavily on the minds of Business and IT," said Christopher Trueman, CTO for IntelliCorp. "As Hershey experienced firsthand, whether change is introduced in the form of major system upgrades or custom development, understanding what has changed and its impact is critical to retain a stable production environment."

In the case of creating the Asia instance, Hershey used the LiveCompare to analyze the US instance and estimate what was involved to make changes to the Asia instance, e.g., identify objects in the transport and quickly compare them, handle localization factors (language, currency, etc.) and ensure the integrity of certain master data items that were maintained in the US and periodically bundled for upgrade to Asia. Every change resulted in the need to synchronize systems to update code, configuration and data where necessary. LiveCompare continues to be used, on a daily and weekly basis, to monitor the master data consistency between the two instances.

Key Benefits:

- Accurate, semi-automated methodology for synchronizing data across SAP instances.
- Automated analysis of multiple SAP landscapes.
- Production failures eliminated.
- Automated data comparison.
- Facilitated upgrade remediation by identifying necessary changes.
- Confirmed data accuracy.

“We did a lot of ALE configuration in SAP to move data from the US to Asia instances, but we also had to manage it, so we routinely compared the data using LiveCompare,” said Murray. “Eventually we developed standard LiveCompare Templates that ran every night and compared key master business data between the two instances, and would alert us the next morning of anything did not match.”

With its unique system-to-system comparison functionality, LiveCompare enabled Hershey to rapidly analyze multiple landscapes to ensure that applications, data and processes were consistent and standardized across all SAP systems. Production failures, untested changes in production and the unknown impact of transporting SAP support pack objects were eliminated by synchronizing Quality and Production instances without costly client copies.

“We originally bought LiveCompare for use on the HCM project and then expanded its use for remediation of the Asia ECC 6.0 instance and synchronization of master data to the US 4.6c instance,” continued Murray. IntelliCorp software is flexible, well designed, and reduces the costs and risks associated with many SAP lifecycle events.”

Hershey has currently extended training on the IntelliCorp solutions to more of its Information Technology staff and expects that other opportunities to use them will arise, such as the ERP upgrade from 4.6 to 6.0 and HCM support pack installations.

“If we didn’t have LiveCompare, we’d have to write an ABAP program to try and capture all that it can, and that would take extensive time and dollars,” remarked Murray. “We continue to be pleased with the solutions, customer service responsiveness and overall flexibility of IntelliCorp as a partner.”

“IntelliCorp’s vision to transform SAP application lifecycle management with smart impact analysis enables companies like Hershey to keep data in several SAP instances in synchronization, reduce risk and deliver projects on time and under budget,” said Trueman. “This approach guarantees complete alignment of master data and eliminates pressure on internal resources.”

Find Out More

www.intellicorp.com
sales-info@intellicorp.com
 USA 408-454-3500 or EMEA +44 (0)1454 629 605