



About

American apparel company with a complex SAP landscape comprising 6 systems with multiple instances.

Challenges

Support packs had not been applied for eight years. They had over 1.1 million objects to analyze.

Solution

IntelliCorp's LiveCompare.

Results

- Zero defects on go-live.
 - Repeatable comparison of code, config and data saves time and effort.
 - Accurate results.
-

HOW TO APPLY AN EIGHT YEAR BACKLOG OF SAP SUPPORT PACKS WITH ZERO DEFECTS

An apparel company used LiveCompare to ensure the safe go-live of an 8 year backlog of SAP support packs.

Originally implemented in 2008, this customer's SAP environment consists of 6 landscapes; ECC6, BW, SRM, XI, BOBJ and Enterprise Portal. Each typically has SBX, DEV, QA and PRD systems, with a single path to production for each.

8 years; 1,000,000 changes; 62K SAP notes

The challenge for this customer was that they hadn't implemented any SAP support packs for over eight years. Imagine having to analyze the impact of so many changes. Doing this analysis by hand was just not feasible.

The ability to assess the scope of impact and derive an effective test plan was crucial to both the project approval and the successful deployment of the support packs.

There would be over 62,000 SAP Notes and 1.1M objects to analyze across eight years of support packs, and this was for just the ECC component of SAP. The company wanted to catch up and keep current though. In the past there were numerous production incidents that could have been solved by specific notes, had the correct support pack been implemented.

LiveCompare Ensures Zero Defects

Fortunately for this company, the Director of IT Applications and Systems was already familiar with a tool which he knew would give accurate insight into the

impact of this project. This tool was LiveCompare. By using LiveCompare, our customer was able to analyze the impact of change and apply all support packs across their ECC, BW and SRM systems, with near zero defects.

LiveCompare analysis covered major areas from development, testing, training and security, answering key questions such as:

- How will our custom code be impacted?
- What needs testing?
- Who needs retraining?
- How will roles, profiles and authorizations be impacted?

“By using LiveCompare we applied 8 years of supports packs (62000 notes), 1.1M objects and have had essentially zero fallout,” states the Director of IT Applications and Systems. “We ran a full comparison of all objects on the SPAU list prior to remediation, comparing the patched DEV system to PROD and PROD to QA to ensure there were no anomalies due to work in flight in the landscape. This ensured we had no surprises when we went live with a change in production!”

The support pack application was staggered across three landscapes, over a period of 9 months, with testing of ECC being the longest cycle. SRM was done first, in Q3-2016, followed by BW in Q1-2017, then ECC in Q2-2017.

Using LiveCompare to automate comparisons of security roles

With introducing so much change to their SAP environment, our customer needed to know what impact this would have on their security provisioning. How could they protect data and ensure compliance with rules and regulations?

“LiveCompare was especially useful for comparing security roles. We maintained roles in multiple clients in development (DEV) and were having a

“By using
LiveCompare we
applied 8 years of
supports packs
(62000 notes), 1.1M
objects and have had
essentially zero
fallout”

**Director of IT
Applications and
Systems**

LiveCompare's automated analysis determines the impact of support packs on roles, profiles, and authorizations and provides a simple way to identify differences across the SAP application landscape.

lot of issues keeping them synchronized. We'd occasionally find we'd overlaid roles with older versions and subsequently lost features," explains the Director of IT Applications and Systems. "This caused user disruption, incidents, research and rework."

LiveCompare's automated analysis determines the impact of support packs on roles, profiles, and authorizations and provides a simple way to identify differences across the SAP application landscape.

"We use the comparison functionality extensively in debugging, support, and development. With LiveCompare, we were able to positively identify the correct roles and differences between clients and clean up the roles."

Comparing code and data daily – Run and Optimize

"Every day we use LiveCompare's quick compare app to compare code and data across instances," says the Director of IT Applications and Systems. "While SAP has a remote comparison feature, it requires all possible combinations to have defined RFC destinations between them. LiveCompare can compare any instance to any other instance, such as basis utilities between ECC and BW."

"There are other features within LiveCompare which simply don't exist in other tools," explains the Director of IT Applications and Systems. "For example the compare table data feature to validate configuration and debug issues. These are critical to productivity and problem solving at our organization."

Using LiveCompare to quickly compare code and data has saved the team a lot of time and effort.

"Our development team and analysts all use this app when they need, to compare code and data fast and accurately. We used native SAP comparisons where possible, but they are very limited."

In the past, the process of comparing data took time and was prone to error.

“Every day we use
LiveCompare’s quick
compare app to
compare code and
data across
instances”

**Director of IT
Applications and
Systems**

“Before using LiveCompare, data comparison was done by downloading table data to spreadsheets and comparing manually,” describes the Director of IT Applications and Systems. “This process was very tedious and less likely to be used to identify issues unless other options were exhausted.”

Next Steps

Now that this company is up-to-date on support packs, they continue to use LiveCompare to run and maintain their SAP environments. Being able to compare code, configuration and data is critical to productivity at this organization. Without LiveCompare, it simply wouldn’t be possible.

Find Out More

To find out more about using LiveCompare to reduce your labor costs and ensure zero defects when going live with SAP application change, contact us today to book a demo.

www.intellicorp.com

sales-info@intellicorp.com

USA 408-454-3500 or EMEA +44 (0)1454 629 605