Revolutionize your SAP Testing Strategy

Reduce Application Maintenance Costs and Lower Total Cost of Ownership

The Challenge

Testing SAP changes **fast,** with less **cost** and higher **quality**

How do we automate **impact analysis** and identify the **most at risk** components to test?

85%

Reduction in **test scope**

The Solution

Use technology to **automate** analysis and provide **visibility**

IntelliCorp
Catalyst for Change

Introduction

Change is the one constant in the SAP lifecycle. Change comes from many directions and takes many forms. Changes from SAP include support packs, enhancement packs and version upgrades. Internal changes include emergency fixes and custom releases.

How we manage change is crucial to reducing both time-to-market and cost-to-market. This paper focuses on one aspect of change management: testing. Specifically we will look at how technology can be used to reduce by half, the 40% of a project's budget that's currently spent on testing. By using smart technology we will identify the most "at risk" software components and test them efficiently and effectively.

The net result is we spend less time (and money) testing changes but still get better production quality

Business Challenges

Finding ways to replace costly, time consuming manual testing processes

Developing testing strategies that are able to detect, prevent issues up front and control risk to the business

Replicating test processes to reduce pressure on IT resources

Building better and faster testing processes so they can respond to business change even quicker

> *"Feedback from clients is that Support Package documentation and testing guidance provided by SAP is often insufficient"*
>
> *Derek Prior, Gartner*

Traditional "Test Everything" Approach

Due to the complex nature of SAP, IT struggle to understand the impact change will have on their landscape. People are unsure what to test and they fear that something may break in production. For this reason, business users and application managers often take the "test everything" approach. Not only is this approach a huge drain on resources and time, it often has a higher margin for error. "Test everything" assumes that our documented tests are complete and actually do test what's affected by change. Customer experience shows this to be a false assumption. Tests must evolve inline with system changes.

The only effective way to (a) know what should be tested; and (b) how the tests should adapt is to do a full impact analysis and use the results to guide focused risk-based testing.

Unfortunately the complexity of SAP works against us. It is impractical to manually analyse the impact of each change given the millions of execution pathways between the user transaction and implementation.

Creation of custom code adds additional system complexity and is difficult to keep track of. Over time, SAP systems end up congested with unused custom code.

All these factors add up to increased costs of maintaining SAP systems. How can we do more for less?

"It's essential to do a comprehensive SAP system analysis, but it's not practical to do it manually"

The Coca Cola Company

The "LiveCompare" Approach

LiveCompare replaces costly, time-consuming, manual testing processes with an automated impact analysis, that will drive answers to key testing questions in a fraction of the time, reducing the cost of application maintenance.

LiveCompare helps you develop a testing method to detect, prevent, and control risk to production. Be certain that when you promote a change through to production, it won't have any unexpected impact elsewhere on the system.

Use LiveCompare to identify unused custom code. Retiring unused code can mean your SAP systems are cheaper to operate, easier to change and easier to test.

Use LiveCompare to minimize the technical debt of custom code. LiveCompare's industry standard complexity analysis identifies customizations that are spiralling towards unmanageable complexity. Complex code is expensive. Complex code is hard to change and hard to test. Complex code is more likely to suffer production defects.

Use LiveCompare to identify customizations that are ripe for replacement with standard SAP components. Systems with fewer customizations are less expensive to maintain.

LiveCompare allows better and faster testing processes so that IT investments support changing business needs and innovation.

Testimonials

"Focused testing speeds up the overall process, providing substantial cost savings. Many companies rely totally on the experience of their SAP support staff to make an impact analysis without a special impact analysis software tool, but this becomes time-consuming and ineffective as SAP systems become more complex," says Derek Prior, **Gartner**.

"Instead of testing everything, we test only what's impacted. That has translated into direct resource savings of 30-40%" states **The Coca Cola Company**.

"LiveCompare eliminates risk and assures we're aware of changes, as well as what to expect from change, such as what exists in QA and what will be in production," - **ACH Food Company**

"It's essential to do a comprehensive SAP system analysis, but it's not practical to do it manually," says **Coca Cola.** "We were burning resources and weren't guaranteeing data integrity, putting general business operations at risk. We knew automation was the key to this process and we began the search for a solution to empower IT to more effectively manage SAP ALM."

"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," - **Hershey's**

From audits to upgrades, IntelliCorp's intelligent software for SAP lifecycle management transforms the way in which organizations manage and maintain SAP applications

Key Benefits:

- Reduced cost of application maintenance

- Sustainable approach to SAP system maintainability

- Increased ability to react quickly to emergency fixes and required business changes

- Reduced performance risk through ongoing testing that begins early in the implementation cycle

- Eliminates risk of promoting untested transactions into production

- Reduces time by automating the impact analysis, identifying what needs to be tested

- Displays the impacted executable and the invoked changed object with transport number

- Output can be used as a reference report when automated testing fails

- Answers the question, "What object related to the failed executable was changed and in what transport?"

- Helps achieve change management audit objectives

- All phases of the application lifecycle are covered

LiveCompare integrates with a number of third-party applications

Third-party Software Integrations

LiveCompare easily integrates with third-party applications. Examples include:

- **HP ALM/Quality Center.** LiveCompare automatically identifies test gaps, coverage and creates test labs in response to its intelligent impact analysis.

- **SAP Solution Manager CHaRM.** LiveCompare determines which transports to analyze by reading the CHaRM project data automatically.

- **Revelation Software Rev-Trac**. LiveCompare has a strong integration with Rev-Trac that includes enforcement of LiveCompare's use within a Rev-Trac change strategy.

- **Transport Express.** LiveCompare determines which transports to analyze by reading the Transport Express project data automatically.

- **BMC Remedy.** LiveCompare determines which transports to analyze and reports back results by reading change requests captured in Remedy automatically.

- **Microsoft SharePoint.** LiveCompare report access can be integrated with SharePoint by dropping a web part element onto a SharePoint page.

Using LiveCompare and LiveModel with HP ALM/Quality Center

Leverage and improve the use of SAP testing tools using LiveCompare and LiveModel

Many SAP customers we speak to already have HP Quality Center in place but are not realizing the full benefits despite high implementation effort. Continuous maintenance is needed to maintain testability of SAP.

Using LiveCompare as part of your testing tool strategy saves time and reduces risk by automating the impact analysis of SAP change.

- Cross reference LiveCompare output with HP QC to identify which test scripts to run.

- Use LiveCompare to automate HP QC test design discovery and test lab creation.

- Easily validate SAP change and identify any gaps— impacted transactions where there are no recorded test assets.

- Automated regression health check helps prevent test rot.

Our business process management tool, LiveModel, is used to easily create, maintain and update test scripts to reflect real time change in SAP.

- Use LiveModel to identify what impact SAP change will have on your business processes.

- Feed this data back to HP QC to create regression test packs.

- Quickly and accurately create process walkthroughs and automate the identification of scenarios.

Perform rapid and repeatable assessments on the DNA of your SAP systems

Summary

By using intelligent impact analysis software we can:

- Deal with SAP change more efficiently and with minimal risk

- Develop and adopt an efficient testing methodology

- Reduce the Total Cost of Ownership of SAP by reducing application maintenance costs

- Replace costly, time consuming manual testing processes

- Validate SAP change and better control risk to the business

- Realize new business requirements faster

- IntelliCorp's software allows organizations to transform the way in which they manage and maintain SAP applications, reducing cost, effort and risk

Find Out More

LiveCompare Datasheet

LiveModel Datasheet

Coca-Cola Case Study

About IntelliCorp

IntelliCorp provides smart lifecycle management software for customers and partners using HP QC and SAP applications. Global brands, across multiple industry verticals, run SAP applications smarter using IntelliCorp's suite of products. IntelliCorp's LiveCompare and LiveModel products automate the analysis of SAP systems. Using smart impact analysis software, we can: deal with change more efficiently and with minimal risk; develop and adopt an efficient testing methodology; gain visibility over our business processes; and reduce the total cost of ownership of HP QC and SAP by reducing application maintenance costs.

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"IntelliCorp software is flexible, well designed, and reduces the costs and risks associated with many SAP lifecycle events"

Hershey's

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