

Understand Your SAP® Application Upgrade

The Challenge

Fast, safe **upgrades** of SAP applications including **Support Packs** and **Enhancement Packs** with zero disruption

The Solution

Automated **analysis** using smart software

85 %

Reduction
in **test scope**

The Benefits

Zero production defects

Minimize **downtime**

Reduce **cost** and **risk**

Tighten **security**

Why Should You Use LiveCompare™?

SAP application upgrades are a part of life and with the release of SAP HANA®, a requirement. Asked to define a successful upgrade, three key themes emerge:

- Fast
- Low-cost
- Safe

IntelliCorp's smart lifecycle management software – LiveCompare – is the catalyst for change that enables fast, low-cost and safe upgrades for custom releases, support packs, enhancement packs and SAP HANA® transformations.

LiveCompare's automatic upgrade analysis simplifies five key project activities:

1. Development
2. Testing
3. Integration
4. Security
5. Training

Further benefits include:

- Minimize freeze period during go-live
- Zero production defects
- Minimize post go-live backlog

LiveCompare's certified integration with HPE Quality Center and IBM RQM enables a risk-based approach to testing that's proven to cut test scope by 85%.

Development: Our benchmark studies show that 28% of business process functionality is custom. Custom code grows in complexity making it hard to change, hard to test and hard to support. For upgrades, LiveCompare finds all the custom code that will break; all the duplicates to eliminate; all the clones to return to standard; all the unused objects to retire; all the complex custom code to refactor; all the unsecure custom code; all the slow code and all the out-of-date code.

Testing: The classic approach is to test everything. At best this means run all the tests that are documented, which is different to testing the impacted functionality. This explains why so many go-live events experience a large number of high priority issues. LiveCompare's analysis tells us what to test, why to test, what can be tested and where there are gaps*.

Integration: SAP applications are part of an interconnected system that supports business processes, partners and customers. Data flows are critical for revenue and reputation. LiveCompare automatically highlights all the interfaces that are impacted by an upgrade.

Security: Security profiles change with every new release. And in reality, many customers run with slightly looser profiles in QAS than in PRD – which is often the source of post go-live issues. LiveCompare automatically determines the impact on roles and profiles, and provides a simple way to identify differences in roles across the landscape.

Training: Users are a critical component in efficient business processes. Upgrades impact efficiency by changing the user interface and eliminating used obsolete transactions. LiveCompare finds all the changes that impact users, enabling trainers to eliminate post go-live productivity dips.

“Instead of testing everything, we test only what’s impacted. That has translated into direct resource savings of 30%-40%.”
The Coca-Cola Company

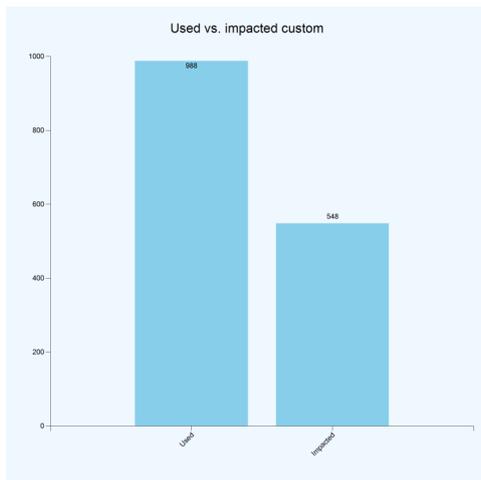
*Integration with HPE ALM, IBM RQM and other test repositories.

Development

Key questions answered by LiveCompare:

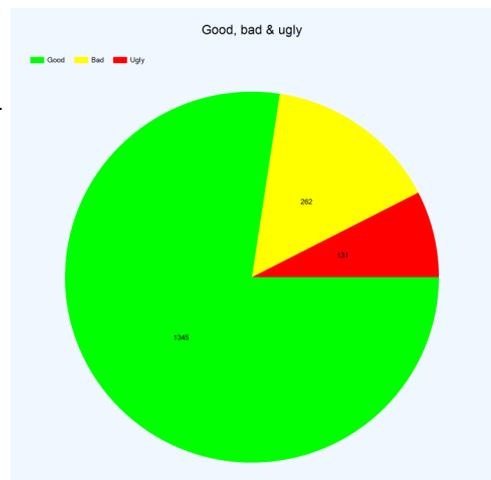
- What custom code will break?
- What custom code can be retired?
- How complex is custom code and what is its quality?

LiveCompare finds all the custom code that will break; all the duplicates to eliminate; all the clones that can return to standard; all the unused objects to retire; all the complex custom code to refactor; all the unsecure custom code; all the slow code and all the out-of-date code.



- Understand what custom code exists and what is impacted. What percentage of custom code is used by the business? Can this be retired, cleaned up or moved back to standard? Summarize impacted *used* custom code objects by Development Class or by Developer.
- Identify customizations that are ripe for replacement with standard SAP components.

- Identify *unused* custom code. Removing unused custom code from the upgrade project eliminates wasted effort developing and testing programs that will never be used in the new production environment.
- Understand the *quality* of custom code. How well was it written, how does it perform and how secure is it?
- Analyze the *complexity* of code. Complex code is expensive, hard to change and hard to test. Complex code is more likely to suffer production defects.

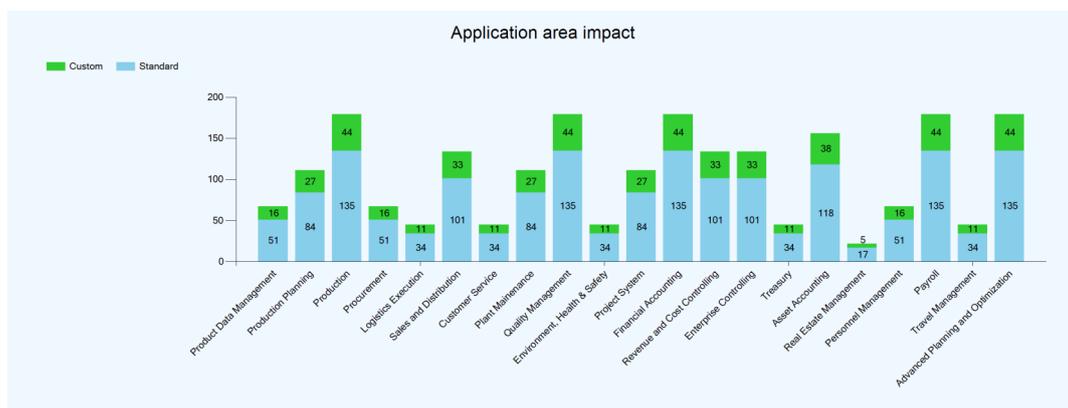


Testing

Key questions answered by LiveCompare:

- What are the most-at-risk transactions to test?
- What is testable and where are there gaps?
- How to achieve zero application defects?

LiveCompare discovers what to test and why, enabling the adoption of risk-based testing to detect, prevent, and control risk to production. The results mean less time and effort testing, with higher quality outcomes.



LiveCompare integrates with testing tools such as HPE ALM, IBM RQM and custom databases to:

- Populate test requirements
- Search tests
- Create test labs
- Automatically identify impacted components
- Maintain the health of automated test scripts

“The next steps in SAP testing innovation must continue to focus on risk based testing and tool integration.”

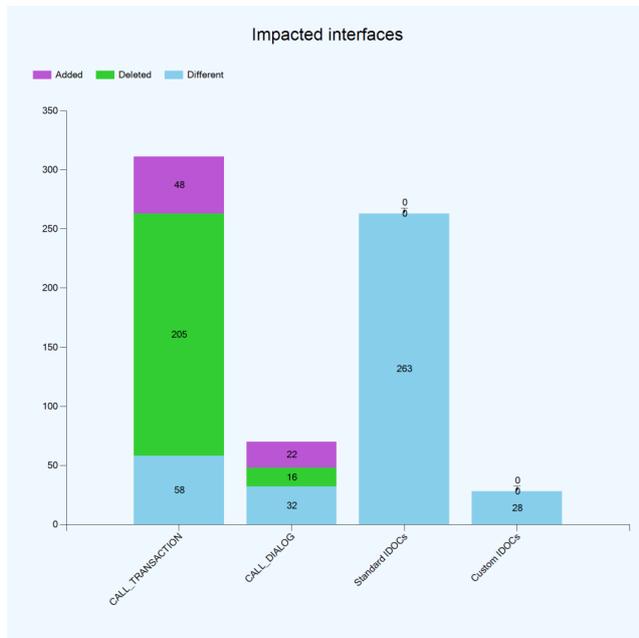
Tony Auriene, CEO of Elucidation Technologies

Integration

Key questions answered by LiveCompare:

- What systems receive SAP application data?
- What systems supply data to SAP applications?
- What custom IDOCs will break?

LiveCompare identifies the impacted interfaces between SAP applications and external systems across a range of integration technologies including: IDOCs, BAPI, BDC, ODATA and Web Services.



- LiveCompare reports provide analysis into Impacted standard and custom IDOCs. These reports help to identify where customizations made to IDOCs on the As-Is system may need to be applied to the To-Be system. This may be the case if SAP has made changes to the same IDOC as part of the upgrade release.
- Analyze Used vs. Unused Custom and Standard IDOCs.

“A system upgrade can result in unexpected impact on interfaces. LiveCompare gives us the information we need to verify and fix all system interfaces and ensure a smooth go-live.”

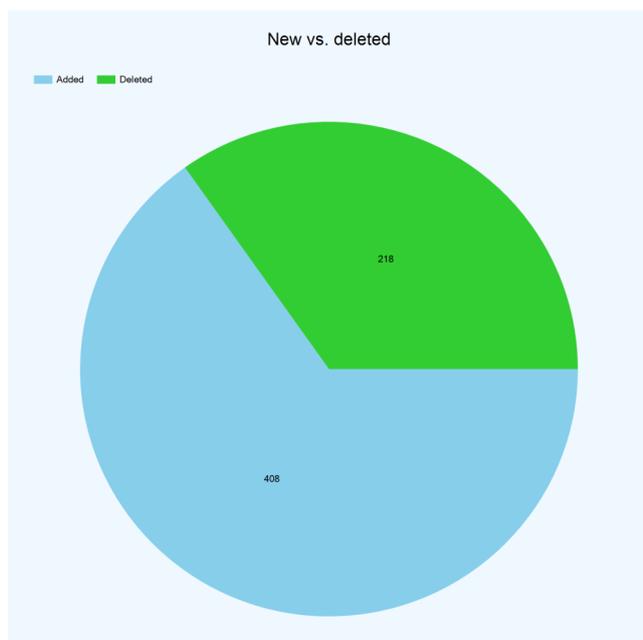
Andreas Kleber, Infineon Technologies AG, Head of Implementation & Testing Services

Security

Key questions answered by LiveCompare:

- What roles and profiles are impacted?
- What custom code is insecure?
- Are there Segregation of Duty violations?
- Are roles synchronized across the landscape?

LiveCompare automatically determines the impact on roles and profiles and provides a simple way to identify differences in roles across the landscape. Additionally, LiveCompare's Segregation of Duty analysis automatically identifies violations.



- LiveCompare reports provide detailed analysis of impacted profiles, roles and authorizations so you can which users will be affected, test the roles correctly and fix any problems.
- Quickly identify changes in authorizations and understand who across the business will be impacted.
- Run Segregation of Duty analysis in LiveCompare to automatically identify any violations or overlaps.

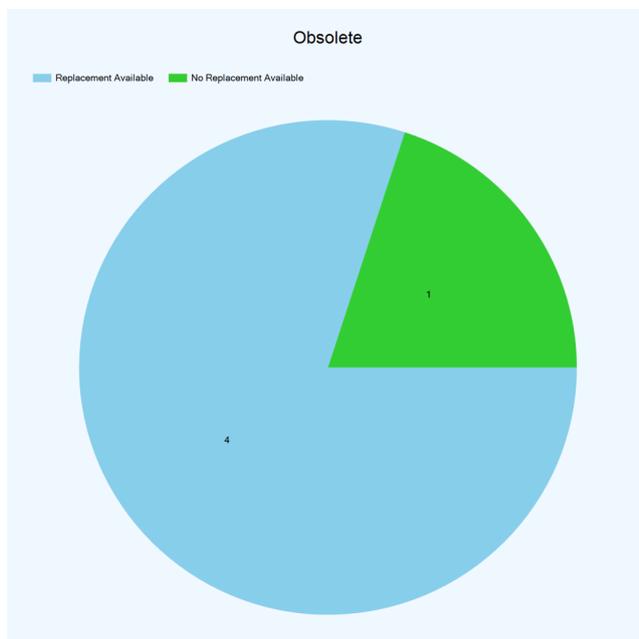
“Business continuity and systems security are very important to us. LiveCompare provides impact analysis, system synchronization and role and profile analysis, to accomplish what we need.”
Phillip Budidharma, Charlotte Pipe

Training

Key questions answered by LiveCompare:

- Who needs retraining?
- What functionality is obsolete?
- Which areas are impacted?

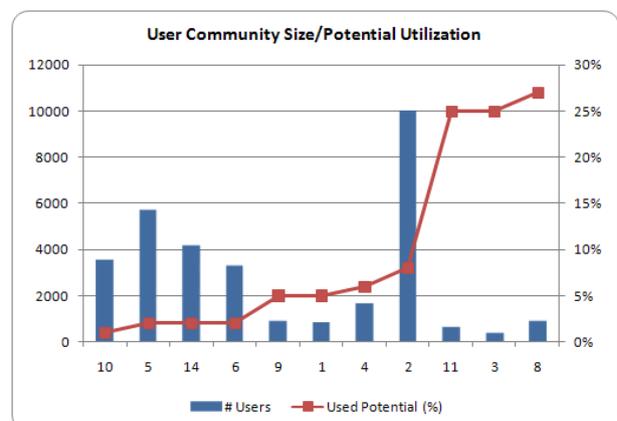
LiveCompare identifies impacted users, enabling trainers to eliminate post go-live productivity dips.



- Determine which transactions are used but are flagged as *obsolete* in the To-Be SAP system. Use our reports to decide whether a custom development is really needed, or whether a new transaction may satisfy all the requested requirements.

LiveCompare also provides reports to help audit SAP license use. Answer key questions such as:

- What licenses are in use?
- How many professional accounts are there, and are they needed?
- Are there unused licenses?
- Are there any duplicate license users?



"When evaluating impact analysis tools, it was important for us to choose a solution we could reuse and get the best return on investment. We were particularly impressed with the long term benefits LiveCompare brings."

Oliver Ramirez, Director of Information Technology, Annin Flagmakers



Find Out More

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Relevant Gartner Reports

Evaluate Proven Software Tools to Measure the Effectiveness of Your SAP Systems

Report number: G00267194

Planning Checklists for Minimizing the Cost of an ERP 6 Upgrade

Report number: G00233881

Datasheets and Case Studies

[LiveCompare Datasheet](#)

[Coca-Cola Case Study](#)

About IntelliCorp

IntelliCorp provides smart lifecycle management software for customers and partners using SAP applications. Our software tools act as catalysts for change, enabling SAP customers to dramatically reduce the cost of quality assurance, and speed the delivery of high-quality SAP production environments for SAP HANA® upgrades, governance, testing, and DevOps.