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## About British American Tobacco

British American Tobacco are one of the world's largest tobacco companies headquartered in the UK.

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## Challenge

Extracting SAP data required for SAP audits.

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## Solution

IntelliCorp's LiveCompare.

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## Results

- Proactive audits.
  - Reduced effort and time.
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# BRITISH AMERICAN TOBACCO FILTER OUT AUDIT CHALLENGES USING LIVECOMPARE

British American Tobacco are one of the world's largest tobacco companies headquartered in the UK. They rely heavily on SAP, supporting up to 20,000 users on multiple systems across the globe. With a team of just 130 people covering 41 countries, auditing these SAP systems proved extremely challenging.

The biggest challenge for British American Tobacco was extracting the SAP data required for audits. The amount of data literally ran into hundreds of millions of records.

Extracting just one month's data from their Southern Americas system could generate anywhere between 30 to 70 million records. They required a more flexible and less time-consuming way to prepare data for audits and to extract relevant information from their SAP systems.

"We wanted to find a way to move from re-active to pro-active IT audits. With our current audit methodology, getting at the vast amount of data was our biggest challenge. We needed to find an efficient way to extract SAP data from around the world with limited resources," explained David Barkhausen, Senior IT Auditor at British American Tobacco.

Using standard SAP transactions to extract data didn't work given the large datasets involved. Tables such as BSEG and VBFA were especially hard to work with. Selection of relevant data was also difficult. Until implementing LiveCompare, the audit team had to work with incomplete data.

"For large SAP tables, extracting data manually was impossible. The system would either time out or our auditors would have to try and download the data in chunks and then piece them together before feeding the results into our auditing tool for further analysis," recalls David.

### British American Tobacco Strike Lucky with LiveCompare

British American Tobacco initially came to IntelliCorp looking to address business process management challenges. It was only when they said they didn't have any LiveModel software that their audit challenges were uncovered. These challenges could be eliminated using LiveCompare.

**Key Benefits:**

- Reduced effort and time spent extracting data.
- Risks to business can be addressed much faster.
- Easy to run ad-hoc analysis.
- Easy to roll-out to other systems.
- Re-active to proactive IT audits.
- Continuous monitoring.
- Deliver metrics to the business regularly.
- Notify business of potential issues.
- Enable better planning.
- Carry out unplanned audits more easily.

British American Tobacco evaluated the software over a two day proof of concept. Happy with the results and confident with the product capabilities, they decided to move forward with LiveCompare.

“After a successful Proof of Concept, we were keen to make LiveCompare a part of our audit process as soon as possible,” said David. “In fact, after evaluating other products on the market, LiveCompare was the only tool that could address our challenges. Other tools simply couldn’t deal with the volumes of data. We felt confident that LiveCompare would deliver and IntelliCorp would support us all the way.”

Connected to nine of British American Tobacco’s regional SAP instances, LiveCompare is able to automatically read and extract database records. LiveCompare’s Read Large SAP Table action makes it possible to read millions of rows of data. The flexibility and ease of use of LiveCompare also makes it easy to tweak and modify workflows.

**Challenges reduced to ashes using LiveCompare**

“LiveCompare has brought an end to manual data extractions. Our internal auditors are able to focus on auditing rather than the challenges of obtaining the data. Whilst this has resulted in a reduction in man hours, we have seen an increase in internal demand for more analytics!” said David.

LiveCompare has enabled British American Tobacco to perform more in-depth audits with fewer resources. In the past they would only have the time and resources to gather a sample of records - 45 out of several millions. With LiveCompare, they can cover 100% of those records.

**Benefits of using LiveCompare**

“Using LiveCompare means we have adopted a proactive audit approach and reduced pressure on our audit team,” concluded David. “Moving forward, we plan to use LiveCompare to determine how SAP systems are being used across the globe. LiveCompare will be crucial in driving the data and performing metrics required by the business.”

**Find Out More**

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