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## Challenges

Operating under strict regulations imposed by national drug administration organizations creates a strong need for continuous monitoring and tracking of changes to validated SAP systems.

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## Solution

LiveCompare

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## Results

- Focused testing.
  - Compliant systems.
  - Zero defects.
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# HOW TO ENSURE COMPLIANCE AND FOCUS SAP APPLICATION TESTING – A CASE STUDY

The Pharmaceutical industry faces some of the toughest governance requirements of any industry. Operating under strict regulations imposed by national drug administration organizations creates a strong need for continuous monitoring and tracking of changes to validated SAP systems.

A pharmaceutical customer use IntelliCorp's LiveCompare software to:

- Minimize vulnerability to their SAP systems
- Focus SAP application testing and,
- Ensure compliance when introducing change

They use SAP as their ERP platform across 50 countries. They release to production every month and process around 4500 transports annually.

They also support large projects such as support pack upgrades and introduce new SAP modules such as Master Data Governance and Product Portfolio Management.

For organizations in the pharmaceutical and life-science industry, every system change must be properly **documented** and **tested**.

This customer shares their experience of using LiveCompare to manage change and ensure zero defects when they go-live with SAP application change.

## Configuration Management Reporting

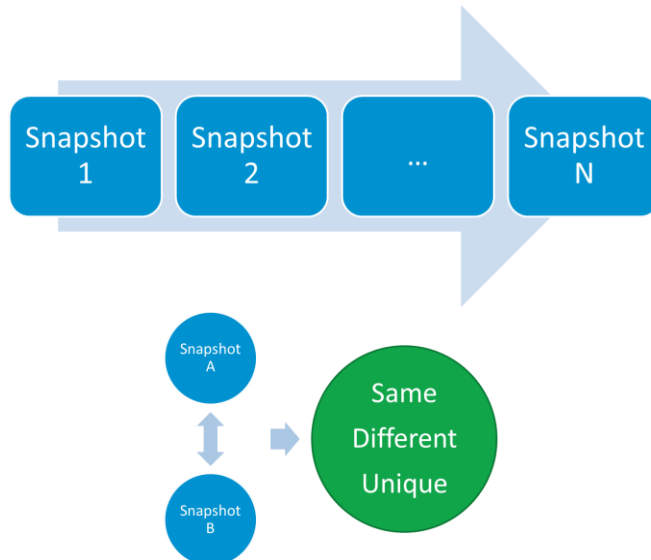
LiveCompare provides a way to manage SAP configuration reporting and ensure change traceability. Every change can be traced to a requirement and traced back to a change. Teams understand who did what and when, and associate a change with the correct user ID. This type of analysis saves organizations time and effort. It safeguards SAP applications and ensures they are **audit-ready**.

“In the past, managing the **documentation of configuration** was really difficult for us,” explained the Team Lead of Testing and Configuration. “It was difficult to link configuration to business requirements in HPE ALM. There was no easy way to match up this information from [SAP] Solution Manager to HPE ALM.”

It was estimated that the project to correctly document configuration, examine SAP Solution Manager and cross reference with HPE ALM, would take around a year to complete. The team did not have a year to wait for a solution to this problem. Instead they use **LiveCompare Vaults**.

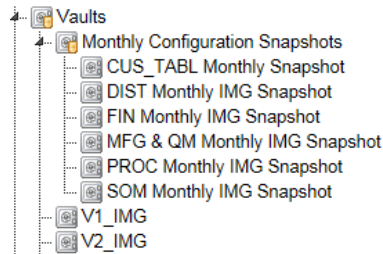
“We can compare configuration, transports and changes every month. All exceptions are flagged.”

LiveCompare Vault for Configuration Comparison



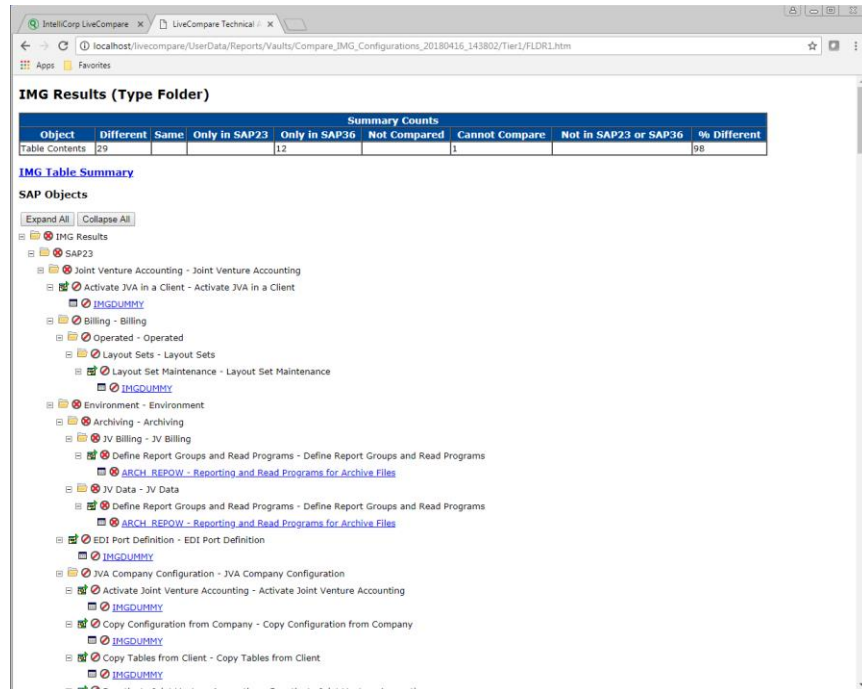
“LiveCompare captures snapshots of our critical IMG configuration at a given time and stores them in a LiveCompare Vault. We can compare snapshots on-demand and view changes at the table record level. Because of the complexity of configuration, this saves us time and effort when trying to pinpoint changes manually.”

“We compare configuration, transports and changes every month. All exceptions are flagged.”



The reports generated provide the team with an accurate, month by month snapshot of activity.

“We capture snapshots of our IMG configuration and store them to compare on-demand.”



\*This report shows IMG comparison

“Dual maintenance of multiple streams was a huge challenge because there was simply so much going on across these systems.”

**Table Contents / T100C**

**General**

Property	Value(s)
Description	Message Control by User
RFC Destination 1	SAP23
RFC Destination 2	SAP36

**Row Counts**

Same	2
Different	2
Only in SAP23	27
Only in SAP36	39
Total Read from SAP23	31
Total Read from SAP36	43
Total Rows in T100C on SAP23	31
Total Rows in T100C on SAP36	43

**Contents**

Status	System	MANDT	ARBGB	MSGNR	UNAME	MSGTS	MSGTB
Same	SAP23	200	1E	329		-	-
Different	SAP23	200				W	W
Different	SAP36	800	1I	011		-	-
Same	SAP36	800	A1ST	001	HARTMANNJOE	-	-
Same	SAP36	800	F2	145		I	I
Same	SAP36	800	FS	231	HARTMANNJOE	-	-
Same	SAP36	800	FS	874		-	-
Same	SAP23	200	F=	089		-	I
Same	SAP36	800	FC	214		E	E
Same	SAP36	800	FE	146	GALLAGHER	-	-
Same	SAP36	800	FE	146	HAMED	-	-
Same	SAP36	800	FE	146	IBO2358	-	-
Same	SAP36	800	FE	146	MAASSBERG	-	-
Same	SAP36	800	FF	753		-	-
Same	SAP36	800	FF	754		-	-
Same	SAP36	800	FH	600		W	W
Same	SAP36	800	FH	602	GALLAGHER	W	E
Same	SAP36	800	FIBL	664	GALLAGHER	-	-
Same	SAP36	800	FIBL	664	OLIVEIRA	-	-
Same	SAP36	800	FIPAY_GTS	001		S	S
Same	SAP36	800	FIPAY_GTS	002		-	-
Same	SAP36	800	FIPAY_GTS	003		-	-

\*This report shows IMG table comparison results

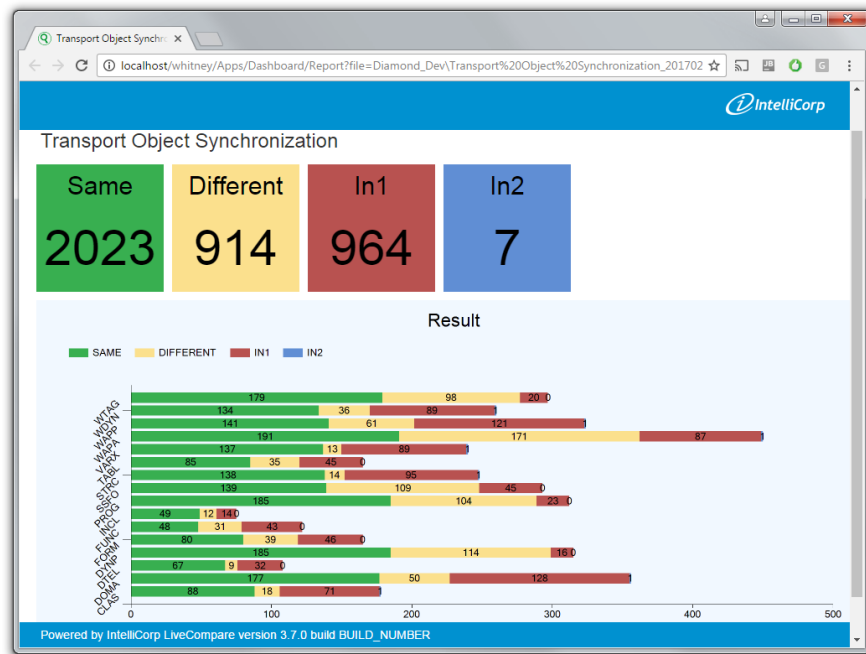
### Transport Object Synchronization

The transport object synchronization app enables organizations to keep project and business-as-usual streams synchronized.

“We had multiple major deployments all happening at the same time,” explained the ERP Testing & Configuration Manager. “Dual maintenance of multiple streams was a huge challenge because there was simply so much going on across these systems. It was so difficult to identify changes in project streams and then compare these changes with our BAU stream.”

LiveCompare helps organizations keep systems aligned and provide continuous monitoring of systems. “It’s easy to examine changes to code & configuration,” commented this customer.

“Many teams use the reports that LiveCompare generates. From our development team to release managers, they could synchronize changes between SAP systems.”



\*This image is for illustration purposes only.

Because of this, there were **zero defects** when this customer went live with their support pack.

“Our senior architect and technology lead emailed me after go-live, commenting that they didn’t have a single code mismatch between.”

“We went live with our support pack and didn’t have a single code mismatch between systems.”

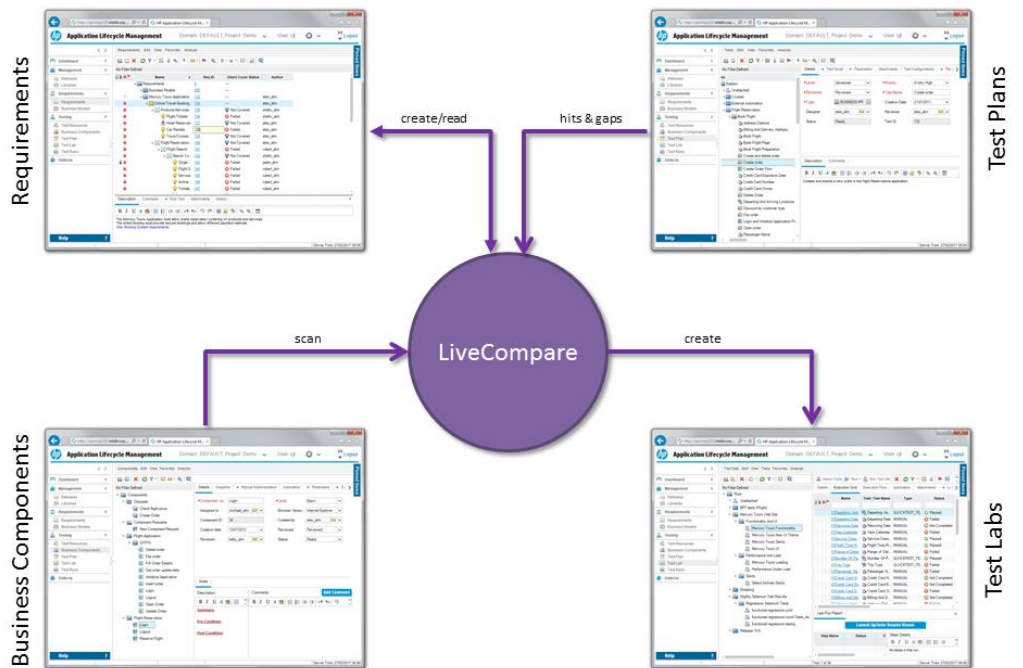
## Regression Testing using LiveCompare and HPE ALM

This customer integrates LiveCompare with their HPE ALM system to focus their SAP application testing. They use a monthly process where the testing team runs automated regression tests on all application changes that are being introduced into the SAP production environment.

The purpose of this regression testing is to identify potential issues and avoid inadvertently breaking functionality that has been deemed “critical for business”. They currently have around 100 tests and want to increase this to 250. There is no way their team could run all 250 tests within the week time frame.

“LiveCompare tells our team which tests they need to run. By integrating LiveCompare and HPE ALM, we don’t need to run *all* our tests. Our strategy is focused on the specific changes introduced that month and we don’t need to test everything. We feed in every change and it identifies the tests we need to execute. It will also tell us if we have gaps.”

“LiveCompare tells our team which tests they need to run.”



“We have a focused strategy for testing the impact of every SAP application change.”

## Conclusion

All the use cases listed here have enabled this customer to adopt a targeted testing strategy that they can be proud of. They innovate fast with zero defects.

## Find Out More

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