Konica Minolta speeds up system development using ERP and BW system copies from Automic

Konica Minolta Business Solutions Europe GmbH, based in Langenhagen, Germany, is a wholly-owned subsidiary of Konica Minolta Inc., Tokyo, Japan. As a leading global service provider in the field of IT and document processes, together with digital production printing solutions, the company excels in services-led business consulting, implementation, and management and provides a range of world-leading printing systems and solutions.

Introducing new functionality promptly

Konica Minolta Business Solutions uses SAP solutions at a number of locations in Europe and needs regular ERP and BW system copies to allow it to develop a variety of components and individual solutions. As part of the process of standardizing the European ERP environment, over the next few years all the European subsidiaries will move to a common SAP solution. In order to ensure that the production systems remain constantly available during these projects, a variety of different test and quality assurance systems have to be made available quickly when required. For this reason, the company began looking for a solution that would significantly reduce the work involved in creating SAP system copies, improve the quality of the results, and accelerate the process, so that it could respond more flexibly to new requirements and migrate to the new systems more quickly.

BUSINESS CHALLENGES
- SAP system copies costly to create
- Complex requirements from specialist users
- New functionalities must be introduced at speed

AUTOMIC SOLUTION
- Higher quality and flexibility
- Test and quality assurance systems almost always available
- Reusable templates simplify administration processes
- System copies are created at a low cost

CUSTOMER BENEFITS
- SAP system copies made in two workdays instead of ten
- Test and quality assurance systems made available more quickly
- System development accelerated
- Quality of the system copies improved

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For example, the IT department has to meet new requirements from specialist users. These can include improving sales processes, updating commission calculations, and modifying the contract system, which, because of the wide variety of service contracts with customers, is highly complex. In addition, the 1500 or so Konica Minolta service engineers in Germany, France, Belgium, Great Britain, and the Netherlands have their own mobile devices,
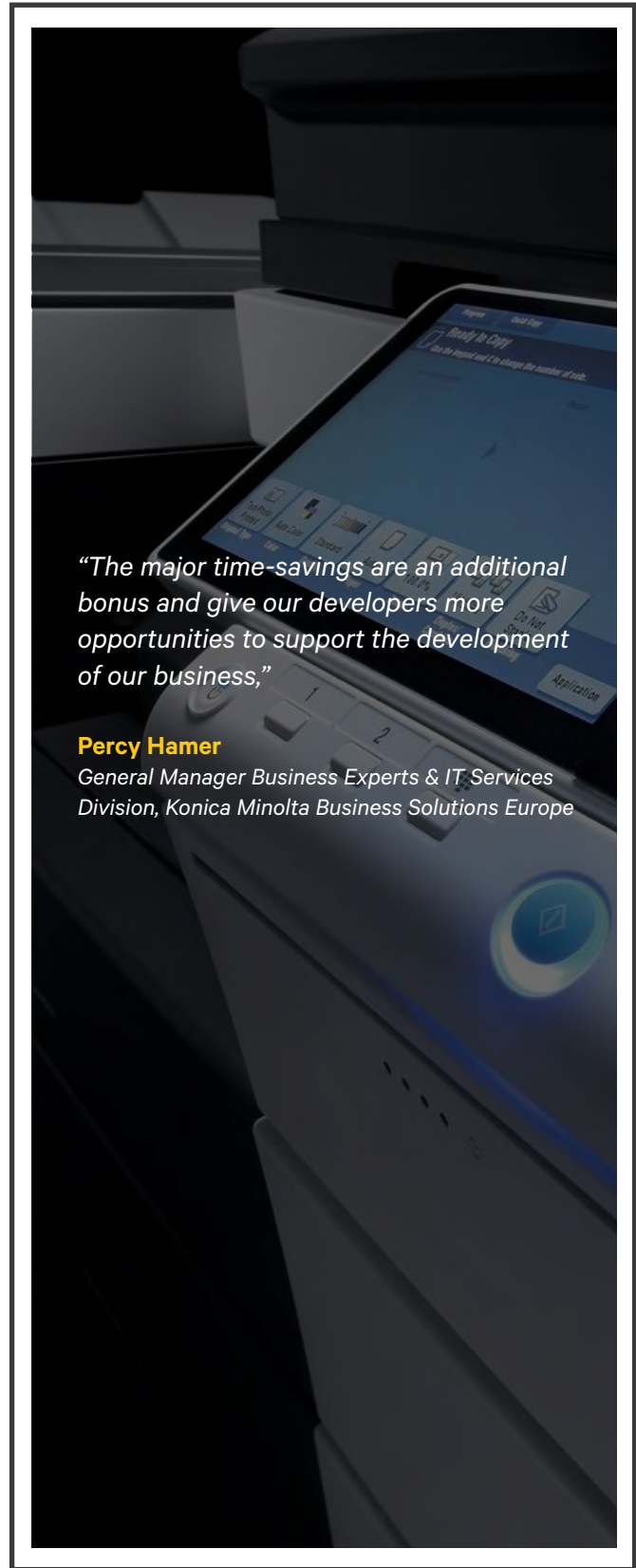
which have to be kept constantly updated by the IT department. The 170 critical SAP transports each month can be transferred to the production ERP system in the course of just one weekend, after successful testing by the technical departments on the quality assurance system. This ensures that the business processes can continue functioning during the week.

Only two workdays per system copy instead of ten

Konica Minolta chose the Automated System Copy for SAP solution from Automic and is now using it for twelve of its more than 70 SAP systems. In the past, creating a system copy took a total of five working days, with one IT employee from the SAP team and one from the SAP BW team working full time on one copy. The new Automic solution allows the process to be completed in only two workdays and will take even less time as soon as all the opportunities for automation have been exploited to the full. Because the process is now so much faster, the test and quality assurance systems can be updated more frequently. This improves the reliability not only of the test results but also of the production systems themselves. In addition, the system copies can be completed in one weekend, which means that ongoing operations are not affected. Both the developers and the technical departments benefit from the time saved, because the test and quality assurance systems are now available almost all the time.

Reusable templates simplify administration processes

According to Rainer Mock, SAP Basis Administrator at Konica Minolta Business Solutions Europe, another benefit is that introducing and starting up a new test or quality assurance system also involves less work. This includes, for example, modifying the logical system name (the implementation of SAP BDLS) in the target system. Because the logical system name is used as a reference, each individual entry in the target system must be overwritten, a process which not only takes several hours, but is also prone to errors. The same applies to user permissions, variants, shortcuts, and interfaces. The Automated System Copy for SAP solution from Automic allows these parameters to be saved from the original system, if required, and integrated again after the system copy has been made. "We only have to specify once how we want to make a system copy and then we can keep using the same template again and again. And each step is automatically documented. If there's a problem, we are notified, which means that we can intervene quickly and inform our colleagues in good time about any possible delays."

> *"The major time-savings are an additional bonus and give our developers more opportunities to support the development of our business,"*
>
> **Percy Hamer**
> *General Manager Business Experts & IT Services Division, Konica Minolta Business Solutions Europe*

For more information or product demonstration please visit www.automic.com