

Kellogg's gets it all with
EPI-USE Labs' Managed SAP[®]
Data Refresh Services

"The EPI-USE Labs team and Data Sync Manager exceeded our expectations every time."



Industry: Food processing

Founded: 1906

Headquarters:

Battle Creek, Michigan,
USA

Product line: 1600 foods

Production: 20 countries

Marketing reach:

180 countries

A short history

Kellogg's is a name everyone grows up with. It's part of the breakfast ritual for millions worldwide. The company has a long history starting with W.K. Kellogg who, in 1906, opened the "Battle Creek Toasted Corn Flake Company" and with great care hired his first 44 employees. Together, they created the initial batch of Kellogg's Corn Flakes® and brought to life W.K.'s vision for great-tasting, better-for-you breakfast foods.

Today, the company still upholds the values W.K. Kellogg instilled more than 100 years ago — but now they're doing it in 180 countries across the world. It is a fast-paced segment of consumer business and Kellogg's is very successful at it.

Kellogg's SAP environment

The Kellogg's portfolio includes a variety of products and brands. All of these consumer goods have special requirements and move very quickly in the marketplace. Because of the fast-moving nature of their business, Kellogg's run multiple projects in their SAP landscape at any given time. Each project brings its own complexity and timeline which, in turn, demands innovative solutions to cope with a challenging landscape.

Kellogg's needed good quality, reliable test data on their SAP ECC Quality Assurance (QA) system, but it was crucial not to affect any current projects running across their environment.

Testing is critical to the success of a project, but historically Kellogg's found that the lack of good quality data in the QA system would affect the success of testing. The start of testing often identified missing customers, or that materials were not extended to the correct sales organisation and plant. Similar issues occurred for stock, pricing, cost of goods sold (COGS) and VAT. During User Acceptance Testing (UAT), users always preferred to test with familiar data (similar to production). If it didn't exist, testing was complicated and users lost confidence. Thus the lack of good quality test data would often frustrate users, waste time and reduce the quality and number of tests completed. These delays, plus the manual entering of master data, led to a shorter testing cycle (and a reduced scope), which reduced the users' confidence in the quality of the final tests.

Kellogg's SAP test data requirements

Kellogg's test data requirements were very specific: refresh selected SAP business objects from the production system without affecting other objects being used by separate projects. It was paramount that the SAP data copied would be consistent and functional on the QA system.

The EPI-USE Labs Solution

Kellogg's chose EPI-USE Labs' Refresh as a Service (RaaS) using Data Sync Manager™ to refresh their QA system. Kellogg's own resources were already fully involved in other ongoing projects and they did not have the bandwidth to work on test data provisioning. It was vital to use experts who understand how data is structured in SAP and who could deliver the data quickly to the business.

EPI-USE Labs was able to supply the required service with specific "bespoke" data-on-demand requirements, such as:

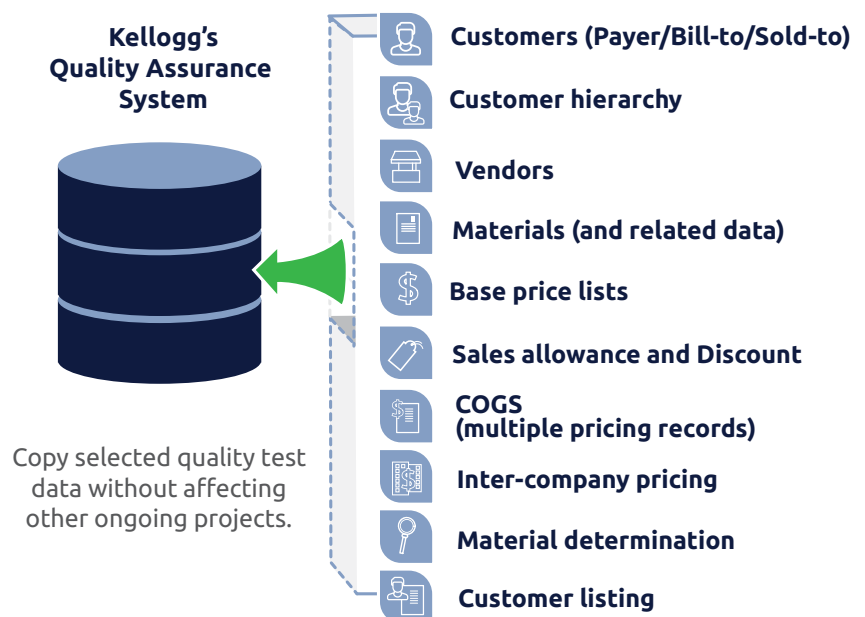
- Don't overwrite existing data – it might already be in use for testing!
- Refresh COGS for all Stock Keeping Units, not just those being refreshed from production, without updating other data.
- Follow specific rules regarding the overlapping of pricing and other conditional records.

The big advantage to Kellogg's was that the whole process was managed by EPI-USE Labs and data issues were resolved quickly and on the fly. An additional bonus to the business has been that subsequent refreshes have been much faster as all configuration and copy routines already exist.

"Using Data Sync Manager's Object Sync technology with the expertise from the EPI-USE Labs team to identify which objects needed to be refreshed and how data is connected in SAP, proved to be invaluable."

Tony Adams
Lead Architect, European IT

Project Data Subset



"EPI-USE Labs always exceeded our expectations. I would definitely recommend them!!"

Ramesh Kollepara - IT Director, Architecture & Application Delivery



About EPI-USE Labs

Our passion at EPI-USE Labs is to innovate and deliver: our solutions and consultants will enhance any SAP landscape and project. To do this we employ highly skilled individuals whose technical knowhow and experience is capable of making our goal a reality. Over the last thirty years hundreds of companies across the globe have discovered the difference our solutions make to their day-to-day operations. Our solutions are primarily aimed at Client and Data Copying, Reporting, Variance analysis, Time, Payroll and Tax.

To find out more about EPI-USE Labs' solutions and services, please visit

www.epiuselabs.com

or contact us at

info@labs.epiuse.com

The EPI-USE Labs team kept strictly to the project time lines so that the required data was available when it was needed at the start of the project. Having the data on time gave the users the opportunity to test at the scope they defined. Lesley Salmon, Regional CIO, Kellogg Europe, notes:

"This was one of the best project testing phases in terms of 'no data issues' that I have witnessed."

When repeating this process for a second project run, it took only three days for EPI-USE Labs to define where different data was needed and to copy the appropriate data into the QA system.

Benefits of Data Sync Manager and RaaS:

- Rapid data copying to the QA system meant no disruption to business.
- The granularity of the data to copy back for testing meant more control.
- No time was lost due to data-related issues.
- Test scripts were completed quickly and efficiently.
- A major advantage was that users were able to test with current (familiar) production data.
- No data-related issues were raised during the full month of testing.
- Because System Integration Testing (SIT) and UAT could be done as planned, there was a very positive attitude to the project.
- The team could agree on 'different' data records for SIT, UAT and Training, thus a test in one project phase did not affect testing/training in another area.
- EPI-USE Labs experts integrated seamlessly with the Kellogg's team and were available throughout the process.