



## CASE STUDY

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Upgrade from 4.6c to ECC 6.0

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Muntons has been producing malt and malted ingredients for over 80 years. During this time they have grown to become a significant international player in the supply of malts, malt extracts, homebrew kits, flours and flakes to the food and drinks industry.

In order to service different markets, they are organised into two operating divisions - Muntons Malt, which serves the Brewing and Distilling industries around the world, and Muntons Malted Ingredients, which focuses on food industries and non-alcoholic beverages.



## The Challenge

Muntons has been using an SAP 4.6c solution since 2000. During this time little significant development or process improvements have been made to the solution.

In 2009 Muntons identified a number of improvements which they required to improve the operational efficiency of the business. Some of these enhancements could be met using the existing software; however a number required functionality available in the later releases of the SAP software.

As Muntons newly appointed SAP support partners, Edenhouse was asked to provide a proposal which would enable Muntons to both safely and cost effectively migrate to a new hardware platform and upgrade the solution using a combination of Muntons in house resources and Edenhouse consultants.

## The Solution

Edenhouse initially proposed an 'As Is' to 'As Is' upgrade, but after discussion with the Muntons management team a small number of enhancements were identified and incorporated into the plan to maximise the benefit gained during the upgrade.

Edenhouse proposed a 7 phase upgrade approach based on SAP's standard ASAP methodology as it was felt this would be both safe and cost effective:

- Preparation  
During this phase all the preparation of the project was undertaken. This included identifying and procuring the new hardware, assigning resources and responsibilities, creating a timeline and agreeing the project controls and governance. In addition, SAP Solution Manager was also installed and the upgrade project defined.



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- **Upgrade Pilot System**  
The main purpose of this phase was to identify potential issues and help determine timings. A copy of the production environment was migrated to the new hardware. A number of tests were performed by the Muntons team to ensure the software had been migrated without issue. Once this was determined the system was upgraded by the Edenhouse basis team with further testing of the core processes being undertaken by both the Muntons and Edenhouse teams.
- **Development Upgrade**  
With the knowledge gained from the pilot system upgrade the Development environment was migrated to the new hardware and upgraded. Fixes identified from the pilot as being required, along with the agreed enhancements, were undertaken and initial testing was performed.
- **QAS system build and Testing**  
This phase included the upgrade of the QA environment. As this was a recent copy back from production, it provided the best environment for comprehensive testing to be carried out by the Muntons key business users. All the key processes, interfaces and enhancements were tested, whilst all issues identified were then fixed by the Edenhouse team before being re-tested.
- **Migration to Productive Hardware**  
This phase was undertaken in parallel to the QAS system testing which was four weeks prior to the productive upgrade. This ensured that any issues were identified and dealt with prior to the productive upgrade commencing. The 4.6 SAP solution was migrated across to the new hardware and all the interfaces and links, including to SAP BW, were restored and tested. The solution was then released back to the business.

## The first name for SAP support

Edenhouse is a privately owned SAP business with a prime focus on support, enhancements and projects. With some of the most experienced consultants in the UK, Edenhouse focus on developing long-term relationships with their clients by delivering high quality, value-added services to organisations that have chosen SAP as their strategic enterprise platform.



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- **Preparation for Upgrade Productive**  
During this phase the Muntons team provided some “look and feel” training to the business end-users. The new functionality was demonstrated and the users had an opportunity to test their understanding on the training client. The technical cutover was fully reviewed with the upgrade script and the running order and contingencies were agreed.
- **Production Upgrade**  
This phase was planned over a weekend. The prepare phase was carried out offline during the days leading up to the upgrade to minimise the amount of downtime required. The system was backed up and the upgrade commenced on Friday evening and ran through until the early hours of Sunday morning. At this point Muntons staff performed a number of key transactions and reconciliations to ensure they were satisfied with the result and the all clear for the system to be released back to the business given at 2pm.

## The Outcome

The Muntons upgrade was successfully completed on time, within budget and with no impact upon the users of the system. Muntons now have a platform on which to develop the business going forward and are looking to replace other legacy systems where appropriate and to take advantage of the more advanced functionality available in the new version of SAP

Phil Bamford, IT Director for Muntons commented “We were delighted that the upgrade was achieved on time and without the business being impacted. This was vitally important as we look to build user confidence in the SAP solution which will then enable us increase and enhance the use throughout the business. Edenhouse provided a flexible cost effective approach but more importantly consultants who not only demonstrated knowledge in the software and the upgrade process but worked effectively with the Muntons team to deliver a successful project.” ■