



ACH AND INTELLICORP COOK UP SUCCESS FOR SAP CHANGE MANAGEMENT

When ACH Food Companies, Inc. (ACH), a global leader in international food, ingredients and retail, looked for a vendor recommendation to address SAP change management, IntelliCorp's LiveCompare™ software was recommended among industry analysts as a solution leader in the category.

A Taste of Change for ACH

Across four SAP landscapes—sandbox, QA, Dev, production—ACH had launched “Wave I” of ECC 6.0 in June 2008. More than 400 users (with more expected), plus business analysts and IT, relied on SAP FI, CO, SD, MM, PP and other modules for operational stability. ACH expected SAP to scale, enabling the company to take advantage of new functionality and maximize its investment.

“We just didn’t anticipate the complexity that change would bring, as our efforts to move to ECC 6.0 resulted in a number of differences in the PRD and testing environments,” explained Rodolfo Fuentes, senior consultant/project manager for ACH. “If there were problems in production and we couldn’t get a handle on change, as well as change impact, SAP performance could have been affected.”

ACH Senior Management asked IT to not only quickly alleviate change and control management concerns, but to expand upon SAP capabilities in preparation for the second ECC 6.0 implementation wave in Fall 2009. ACH contacted industry analysts, Gartner, for an expert opinion and the introduction to LiveCompare was made.

Increased Knowledge Results in Greater Control

LiveCompare evaluates the as-is SAP environment with the new (to-be) version to identify the impact of change. LiveCompare quickly evaluated ACH’s June go-live and identified numerous data inconsistencies, which broadened IT’s understanding of change and how change could affect production. ACH also used the tool for data analysis and configuration management, virtually eliminating manual efforts and saving valuable time.

“Most of the work we’ve done with LiveCompare is at least two to three times faster than the processes we were using before,” noted Chris Kerstell, Director of IT Infrastructure ACH Foods. “While we didn’t have a specific day-to-day project that

About ACH Foods

ACH is an indirect wholly-owned subsidiary of Associated British Foods, an international food, ingredient and retail group with global sales of \$16.3 billion.

Challenges

SAP version upgrade, testing and change management.

Solution

IntelliCorp's LiveCompare.

Results

- Automated analysis.
- Ensured data quality.

Key Benefits:

- Increased Senior Management confidence with data accuracy and ability to analyze custom code vs. standard SAP.
- Significantly increased operational efficiency of SAP lifecycle management activities by automating the analysis of SAP.
- Added value to SAP portfolio investment.

called us to purchase the tool, we see how it can be utilized to regularly compare things in SAP, such as root cause analysis.”

LiveCompare has established a high level of confidence from the Senior Management Team and those in IT, as it eliminates uncertainty and guarantees consistency with the analysis and comparison of multiple SAP environments.

“Crisis is caused by unmanaged change, or changes you can’t quantify,” explained Fuentes. “LiveCompare eliminates risk and assures we’re aware of changes, as well as what to expect from change, such as what exists in QA and what will be in production.”

ACH is using LiveCompare as a reactive analysis tool to catch problems that arise and a validation tool to authenticate data across SAP lifecycle activities, such as testing and synchronization. The IMG Compare Report, a real time comparison of multiple systems, has proven particularly useful. A simple click produces an HTML report identifying where configuration is different (e.g. tables, content, transports, etc.), which empowers IT to immediately track and address issues.

Change Managed, Costs Saved, Processes

Current ROI savings have been obvious to all levels of the organization. ACH is excited to measure how the second ECC 6.0 implementation wave will compare to the first. ACH and its systems integration partner will leverage LiveCompare during its upcoming “Wave II” implementation, as well as another IntelliCorp solution: LiveModel™. LiveModel is a powerful, flexible development environment for designing, evaluating and optimizing SAP processes. ACH will task its systems integrator to use LiveModel to build data repositories and process methodologies that will be folded back into SAP Solution Manager.

“IntelliCorp’s versatile solutions enable ACH to maximize its SAP investment,” said Kerstell. “LiveCompare’s unique system of intelligent impact analysis reduces costs, risks and improves effectiveness across the SAP lifecycle.”

Find Out More

www.intellicorp.com
sales-info@intellicorp.com
 USA 408-454-3500 or EMEA +44 (0)1454 629 605