



About Q8

Kuwait Petroleum International (Q8) is the international marketing arm of Kuwait Petroleum Corporation, a global top ten energy conglomerate.

Challenge

SAP version upgrade.

Solution

IntelliCorp's LiveCompare.

Results

- Full control over project bidding process.
- Upgrade completed on time and under budget.

Q8 FUELS SAP UPGRADE WITH LIVECOMPARE

Q8, one of the world's foremost fuel providers, relies heavily on its Italy-based SAP ERP 4.6c suite to service more than 1,120 users across 10 European countries. Faced with increased maintenance costs, limited SAP support and the need to take advantage of new functionality, Q8 decided an upgrade to ECC 6.0 was inevitable. In addition, Q8 wanted to improve the reporting and managerial aspects of its SAP system, and bring current its BI module.

In 2006, Peter Plumer, manager of the international SAP core competence center for Q8, attended an upgrade seminar that highlighted IntelliCorp's solutions. He quickly realized IntelliCorp's LiveCompare software was necessary to Q8's upgrade project, and would provide "key shortcuts" for improving efficiency, mitigating risk and reducing costs.

"Our biggest issues were determining which changed objects were being used in the different user groups/countries in order to assess the full impact of changes by operating unit," explained Plumer. "Having that information from the IntelliCorp solutions helped define our testing approach. For example, we could indicate a particular change was only used in Denmark and the UK, so testing efforts could be targeted to only those areas." Plumer continued, "There are some SAP tools that provide aspects of what IntelliCorp could do, but in comparison they're fairly inefficient."

Q8 purchased LiveCompare™ and Plumer's team began leveraging it for the upgrade. Critical SAP system questions were answered immediately and automatically via reports easily formatted for Microsoft Office and readily shared by the project team.

Q8 found the following LiveCompare reports most helpful:

- Impacted Custom Code
- User Transaction Analysis
- Employee Usage by Location
- Used Obsolete Transactions
- Unused Custom Code
- ABAP Runtime Failures
- New Transactions
- Usage Report
- Customer Exists
- Impacted Profiles and Authorizations

Key Benefits:

- Reduced project costs and completion time.
- Automatically understand the impact of change.
- Improved efficiency.
- Full control over project bidding process.
- Mitigated risk.
- Able to quickly and automatically assess in-depth SAP system detail.

Q8 also used LiveCompare to measure bids from other systems integrators to complete the basic upgrade project.

Plumer's team reviewed their measurement of what the upgrade would entail and then compared it to what it knew from the IntelliCorp solutions. "We held the cards when the bidding process took place because we had an actual handle on the scope of the project before the systems integrators did," said Plumer. "We eventually selected SAP Global Development to assist with the upgrade project."

Q8 used LiveCompare daily for the automated evaluation and management of SAP Global Development's progress. The solution provided a clear understanding of what the systems integrator was doing relative to Q8's internal development team, enabling them to consolidate and synchronize program changes without the danger of overwriting corrections.

"Use of LiveCompare has resulted in an average of 40% faster technical and functional upgrades," noted Christopher Trueman, CTO for IntelliCorp. "Our software supports all ABAP-based SAP products, is SAP certified and is compatible with all industry solutions."

Q8's expectations were exceeded, with the upgrade being completed within six months and under budget. IntelliCorp helped transform the way Q8 performed SAP application lifecycle management—in this case, with upgrades and change management stages—with smart impact analysis, and contributed to the project's success of enabling Q8 to stay current with SAP.

"IntelliCorp gave Q8 invaluable insight into all SAP features and sub-features to check entire development classes and functions groups down to the finest details" said Plumer. "It provided a massive consolidated view of our SAP system that was easy to use and understand, and that was a very powerful asset as we went through the upgrade."

Find Out More

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