



WITH THE INTRODUCTION OF THE-
 GUARD! SMARTCHANGE, WE WERE

ABLE TO TAKE CONSIDERABLE PRESSURE OFF OUR
 INTERNAL SAP CCC TEAM AND MINIMIZE THE RISK
 OF INCIDENTS. THE AUTOMATION OF OUR TRANS-
 PORT MANAGEMENT PROCESSES SAVES OUR
 EMPLOYEES VALUABLE TIME THEY CAN DE-
 VOTE TO NEW PROJECTS AND INNOVATION.

Massimo Cangj,
 SAP Basis Manager, CSS Insurance

SUCCESS
 STORY



CSS
 Versicherung
 Assurance
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With a total of 1.73 million clients, the **CSS Group** is one of the leading Swiss health, property, and casualty insurers. 1.31 million of its clients are insured in Switzerland's obligatory health insurance, making CSS the nation's largest basic insurer. Founded in 1899, CSS today has 2,500 employees and a premium volume of 5.1 billion francs (4.11 billion euros). For companies, associations, and organizations, CSS Insurance offers group daily indemnity insurance and accident insurance. 18,850 companies rely on insurance products and services offered by CSS. For more information, go to www.css.ch.



KEEPING SAP SYSTEMS IN GOOD HEALTH

Headquartered in Lucerne, Switzerland, the CSS Group is an insurance company specializing in health insurance. The SAP applications needed to keep core processes running smoothly are subject to ongoing development and maintenance.

Given the high level of complexity of the overall system, the import of SAP transports was a constant source of critical system problems that would sometimes even result in the failure of key SAP solutions during core business hours. The company's manual system of moving transports and processing audit documentation in compliance with SOX requirements placed additional burdens on the IT staff.

Implementing the transport management module of theGuard! SmartChange has ensured the SAP experts at CSS can now securely and efficiently import transports into the SAP environment while providing complete visibility and audit trails. All transports are automatically checked for completeness and collisions to reduce the risk of system failures to a minimum. An effective authorization concept and the meticulous documentation of changes ensure that all change processes are tracked for audit purposes.



WELL INSURED WITH THEGUARD! SMARTCHANGE

New products and services, continuous process enhancements, and ever-changing organizational structures and regulations make the ongoing development of the SAP applications a must. Changes to SAP systems, however, often entail risks that, in the event of error, could bring an organization's core processes to a halt. Minimizing them requires enterprise-wide change management workflows and IT tools that automate the SAP transport system.

Working with theGuard! SmartChange, the SAP administrators at CSS can now synchronize the transport of ABAP and Java objects and securely and efficiently put changes to their SAP solutions into operation. The solution comes with built-in approval processes that include both the business departments and the IT department. This ensures that the planned changes are coordinated among all stakeholders and analyzed for their effect on operational processes.

"After a careful evaluation of different options, we selected the transport management module in theGuard! SmartChange. We were very impressed by its rapid implementation and deep integration with SAP," explains Massimo Cangì, SAP Basis manager at CSS Insurance.



ALL-INCLUSIVE INSURANCE POLICY FOR SAP OPERATIONS

Security and efficiency in its SAP development are the top priorities for CSS Insurance. Consequently, its SAP Basis administrators decided to optimize the execution of the transport processes that are crucial to the ongoing development of mission-critical SAP applications. The previously mostly manual process of importing software and data changes required considerable time and effort from the employees in the SAP Customer Competence Center (SAP CCC). On top of that, they faced a high risk of system failures caused by an incorrect order of imports or incomplete transports.

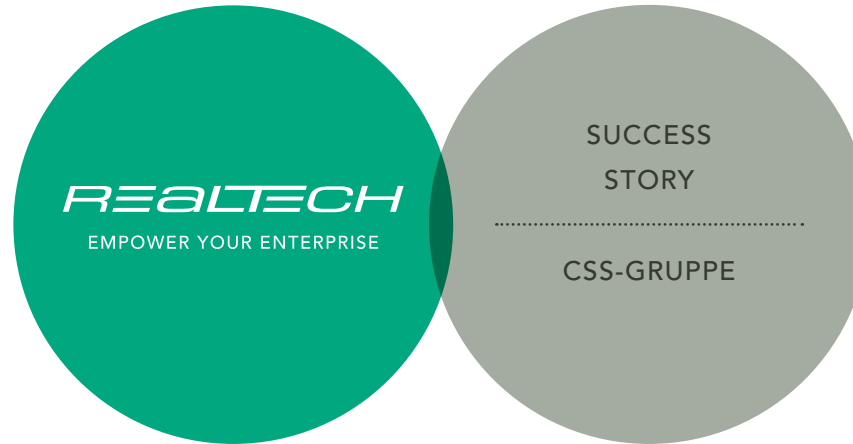
In addition to the traditional SAP ERP modules for financial accounting and human resources, CSS relies heavily on the FS-CD (Financial Services Collection & Disbursement) module. This is a very specific policy management application that provides all the features needed for subledger accounting in the insurance business. The employees at CSS use it to post up to 5,000 documents every day. "Our aim was to significantly reduce the risk of failure for this key application," Massimo Cangini points out.

The SAP team evaluated SAP Solution Manager for its change request management capabilities and assessed the features delivered by theGuard! SmartChange. CSS then decided in favor of theGuard! SmartChange. The decision was mainly driven by the solution's rapid implementation and the ease with which it can be adapted to existing processes – without the need for costly customizing. CSS was also impressed by its detailed reporting capabilities that provide the basis for ensuring that all processes are fully documented. This creates audit trails that allow CSS to meet Sarbanes Oxley requirements much faster and with higher quality results.

With theGuard! SmartChange, CSS is able to meet all of its key SAP transport management requirements. The insurance company standardized its change and release processes while incorporating its different business departments and implemented custom authorizations for its release processes. Today, the availability and reliability of the SAP systems is much higher, as collisions and overtakers associated with SAP transports can now be avoided.

In the future, CSS plans to add the Code Profiling module. This will allow them to automatically scan in-house developed ABAP code for vulnerabilities or inefficient programming routines. As a result, the SAP experts at CSS will be able to pinpoint problems and improve system performance accordingly while reducing the time needed to patch the software.

"We are extremely satisfied with the transport management capabilities of theGuard! SmartChange because we now have a single tool that enables us to plan and manage all of our SAP transports throughout the enterprise. It helps us effectively prevent failures of business-critical production systems due to erroneous changes and significantly reduces the workload on our SAP CCC staff," says a delighted Massimo Cangini.



ABOUT REALTECH

REALTECH is an international technology company with unique expertise in SAP and Microsoft solutions. REALTECH helps companies shape the future of their IT organization and get the most value out of their IT assets – from consulting services to implementation and efficient operation. It pursues innovation by incorporating the latest in Industry 4.0, cloud, mobile, and in-memory computing in its customer projects. For more information go to: www.realtech.com

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