



WITH THEGUARD!, WE CAN NOW IMPLEMENT CHANGES TO OUR SAP AP-

PLICATIONS FASTER AND MORE RELIABLY THAN EVER BEFORE. THIS GROUNDBREAKING SOFTWARE SOLUTION ENABLES US TO MEET THE GROWING DEMANDS OF SAP CHANGE MANAGEMENT FOR YEARS TO COME.

Fredy Bur,
Head of Technical Operation, SBB (Swiss Federal Railways)

SUCCESS
STORY



REALTECH
EMPOWER YOUR ENTERPRISE

Between 8,000 and 9,000 trains travel the **SBB's** network of approximately 2,000 miles of railways every day. Throughout Switzerland and its neighboring countries, these trains carry some 997,000 passengers and 150,000 tons of freight. Over 28,000 employees make sure that they reach their destination – making SBB the fourth largest employer in Switzerland. In the operation of its almost 120 SAP systems, SBB has been relying on the SAP expertise provided by itelligence GmbH for several years now. The company recommended the use of REALTECH theGuard! software.



RIGHT ON TRACK

Switzerland's railways carry some 977,000 passengers every day. And as the company operating these railways, the Schweizerische Bundesbahn (SBB) wants to make sure that its trains are always on time. To do so, it relies on state-of-the-art IT systems that need to run smoothly and require continuous development. Until recently, SBB addressed this challenge with a rather outdated change management tool that was no longer able to deal with current and future requirements.

That is why SBB rebuilt its change and transport management from the ground up. Now, REALTECH's theGuard! IT management software ensures that all changes stay on track. The software checks all key parameters and potential effects before they are applied to the production systems to rule out system failures or irregularities.

This provides full visibility into the development process: Every authorized user can track everything from the initial change request made by the business department to its implementation by the IT department and the final approval in the production system.



INNOVATION RATHER THAN A DEAD END

Throughout Switzerland and its neighboring countries, SBB's railroads carry 977,000 passengers and 150,000 tons of freight every day. The IT infrastructure that backs all of this is almost as large and has steadily grown over the past several years: Today, more than 120 SAP systems are needed to manage these huge volumes.

It is developments like these that require companies to rise up to new challenges. Keeping the IT systems up and running and ensuring reliable SAP change management processes suddenly become monumental tasks.

SBB soon realized that it has reached a dead end with its previous change management tool. "We knew we had to react quickly. Our change and transport management solution had reached its end of life cycle and was no longer able to meet our rapidly growing demands," explains Fredy Bur, Head of Technical Operation at SBB. "That is when we decided to replace the software with a groundbreaking new solution."

SBB wanted to avoid risks such as the uncontrolled application of changes or the poor synchronization of imports in different SAP applications and therefore decided to rebuild its entire SAP change management from the ground up and to use a cutting-edge solution to bring it in line with its evolving IT environment.



CLEARING THE TRACKS FOR SECURE TRANSPORT MANAGEMENT

“Managing the large numbers of transport requests had become an almost insurmountable task for everyone involved in the process,” says Rudolf Kubica, REALTECH’s project manager. “That is when SBB turned to its long-time partner itelligence and adapted its SAP change and transport management processes to its needs with the help of REALTECH’s theGuard! software.”

“The company needed an innovative standard solution that would allow it to meet all the requirements of modern SAP change management,” explains Antonio Caruso, Senior Expert/Project Manager at itelligence. “REALTECH’s solution was exactly what we were looking for: theGuard! integrates all SAP systems into the central workflow and controls all transport requests and processes throughout the entire application landscape. And it doesn’t require any additional hardware.”

The change management project was headed by itelligence and successfully completed after just four months. In addition to the installation of the software, it also involved coordinating the training of more than 150 users and administrators who would soon be working with the new tool.

ONE TIMETABLE FOR EVERYONE

The IT staff at SBB now uses the REALTECH solution to manage all of their SAP change management processes. A central workflow controls and monitors all ABAP and Java changes, program and data modifications are automatically distributed and checked for potential problems.

Today, every single SAP transport is matched to the correct request. This means that every

change can be tracked from departure to arrival. “The development process is more transparent than ever,” a delighted Bur says. “The system now provides a complete audit trail for every modification – allowing us to fully comply with regulatory requirements.”

Moreover, the company now has a unified and improved approval workflow: Today, everybody knows exactly who is responsible for what. All project stakeholders are involved in the process and are kept up to date on current developments. This motivates the staff and accelerates the entire workflow.

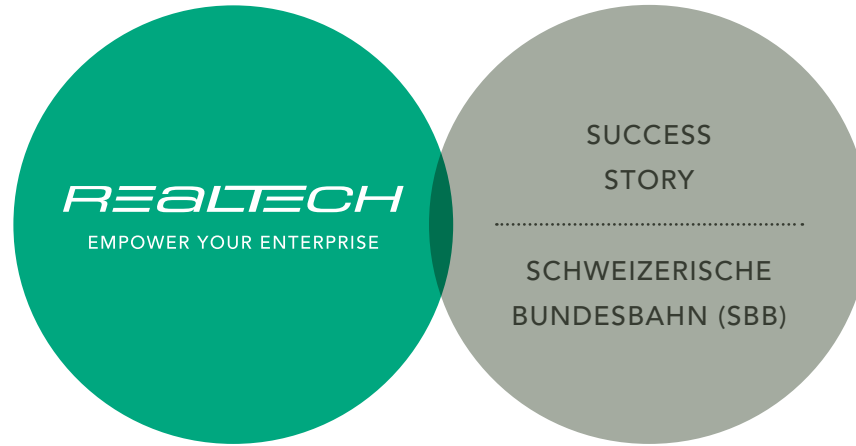
NO OVERTAKING

SBB never has to worry about overtakers, that is transmitting data in the wrong order or overwriting it by accident, again. All changes to the IT system are automatically checked. “This saves us a lot of time in our quality assurance,” says Bur. “What used to be a tedious process is now completely managed by the system.”

Before a transport request is sent, theGuard! automatically checks it: Is the request secure and complete? Is the developer authorized to make these changes? How will this modification affect other solutions? Are there any processes that have mutual dependencies? Is this the correct order?

Once all requirements are met, the change is applied to the quality assurance system, followed by the production system. Soon after, business users are able to use the updated and improved software.

theGuard! improves the efficiency with which SBB executes its SAP change management and gives it an innovative software solution that lives up to the challenge of a complex system landscape.



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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