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THE NUMBER OF INCIDENTS DROPPED TO AN ALL-TIME LOW AFTER THE GO-LIVE OF THE SUPPORT PACKAGES. WITH A REDUCTION OF INCIDENTS BY MORE THAN HALF AND 90% LESS MANUAL LABOR, THE IMPLEMEN-TATION OF THEGUARD! SYNCASSIST PAID OFF WITHIN ITS FIRST YEAR.

Hans Wolferseder,
Head of the SAP Basis team at Stadtwerke München
(SWM Services GmbH)

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Stadtwerke München GmbH serves the city of Munich and the surrounding region, ensuring the reliable delivery of natural gas, district heating, water, and telecommunications services. It also runs one of the most sophisticated public transportation systems in the country and 18 indoor and outdoor swimming facilities. With more than 7,400 employees, Munich City Utilities is one of the largest employers in Munich. In 2011, Munich City Utilities generated revenues of €3.97 billion.

Georg-Brauchle-Ring

SECURE AND EFFICIENT SUPPORT PACKAGE UP-GRADES IN DISTRIBUTED SYSTEM LANDSCAPES

Stadtwerke München (Munich City Utilities) is one of the largest infrastructure service providers in Germany. The provider of electricity, natural gas, district heating, water services, and telecommunications solutions relies on a high-performing and modern application infrastructure to support its complex business processes.

The diversified service provider decided to leverage REALTECH's SAP change management software to address the specific challenges of running a modern IT organization in the utilities sector. With theGuard! SyncAssist, the utilities company is now able to comply with regulatory unbundling requirements and to prepare support package upgrades without jeopardizing the stability of its production systems and with it the availability of its business processes.

The majority of objects can now be synchronized using a transport request, reducing manual intervention in the synchronization of development systems and the maintenance landscape to a minimum and boosting the efficiency of application development.

HIGHLY AVAILABLE IT PROCESSES FOR MUNICH'S INFRASTRUCTURE

As one of the largest infrastructure service providers in Germany, Munich City Utilities ensures the reliable delivery of electricity, natural gas, district heating, water, and telecommunications services. The company serves the city of Munich, the capital of Bavaria, and the surrounding region and runs an extensive public transportation system as well as 18 indoor and outdoor swimming facilities.

Serving the city of Munich poses a difficult challenge for the service provider – after all Munich is the most densely populated area in all of Germany.

Maintaining an infrastructure of this scope requires an IT organization that is no less complex to support the company's business processes. Munich City Utilities relies, among others, on SAP solutions, which are maintained and further developed by its subsidiary SWM Services GmbH. These processes are carried out in a maintenance landscape that is separate from the development systems in what is known as a "distributed SAP system landscape".

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SAP DEVELOPMENT IN A DISTRIBUTED SYSTEM LANDSCAPE

A distributed SAP landscape is of particular importance in the utilities sector. It requires the implementation of additional development and test systems in addition to the traditional 3 system landscape (maintenance landscape) to comply with the very strict documentation standards associated with the unbundling requirements in the energy sector and to ensure the security and stability of the production system.

The operation of this type of system landscape, however, creates new challenges for SAP Basis administrators: The parallel-running development systems have to be synchronized with the maintenance landscape on a regular basis. This process is very error prone and time consuming. Many companies use complex Excel sheets to keep track of exactly what changes were made and where. But this means that they run the risk of neglecting error corrections and interface changes when rolling out new developments, resulting in the unavailability of critical business processes.

At Munich City Utilities, SAP developers therefore needed a software tool that would automate the synchronization of the different SAP systems to the greatest possible extent and manage the import of support packages.
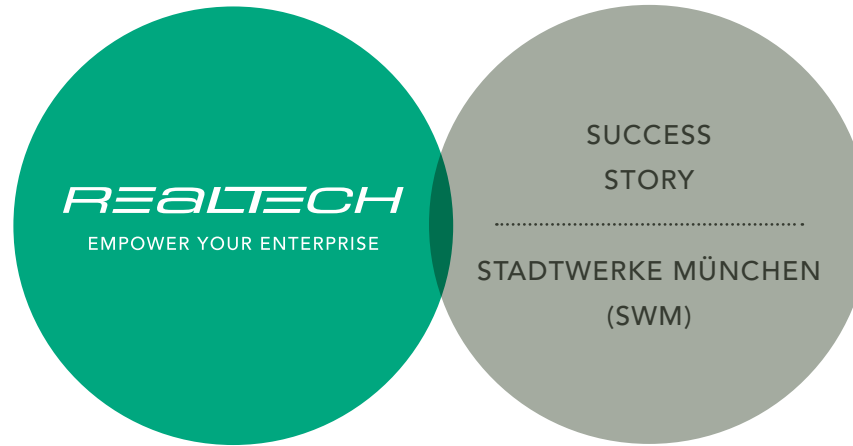
AUTOMATED DISTRIBUTION OF SUPPORT PACKAGES

In order to meet these requirements, Stadtwerke München decided to leverage REALTECH's SAP change management software. Over the course of a 3-day workshop, theGuard! SyncAssist was installed and implemented for the SAP applications ECC and CRM.

This has taken a tremendous load of the SAP developers: Once a transport request is exported in the maintenance landscape, the list of objects will be automatically analyzed.

At the same time, the solution will determine for each object whether it can be synchronized automatically by transport or whether it requires manual synchronization. This allows them to monitor the status of their different development projects and system release levels at all times. In order to keep the project development system synchronized, it is possible to then combine and synchronize non-critical objects in synchronization transports. Moreover, theGuard! SyncAssist makes it easy for administrators to handle objects that require manual synchronization, which are usually objects that were changed on both the maintenance system and the project development system, by providing them with direct access to the known SAP standard tools for the comparison of object versions. With the integration of the solution with REALTECH's theGuard! Transport- Manager, Munich City Utilities also benefits from a seamless transition between transport request and object analysis view.

RELIABLE AUDIT TRAILS, MORE EFFICIENCY

Using REALTECH's software components, the regional utilities company is now able to comply with unbundling-related documentation requirements and to boost the efficiency of its maintenance and development processes. The automation of synchronization tasks frees up IT developer resources to focus on the strategic development of the application landscape. At the same time, the number of incidents was reduced by more than half and the stability of the production systems was greatly improved. Thanks to the rapid deployment of the software and its ease of installation, the investment paid off within the first year.

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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

IMAGES: Stadtwerke München (SWM)