

Transport machine

The introduction of SAP R/3 at CIRSA resulted in the need to redefine the company's transport processes. The large number of transports, however, placed an increased workload on administrators. In order to achieve the objectives of reducing manual intervention and of ensuring the efficiency of, and control over, the transport processes, CIRSA opted to implement REALTECH's TransportManager.

: success story

CIRSA



Images: CIRSA





About CIRSA

The CIRSA group is composed of CIRSA Gaming and LG and is one of the world leaders in the gaming and entertainment industry. Founded in 1978, the company has developed many revolutionary gaming systems, making it a pioneer in the industry. With 11,000 employees in more than 60 countries, the group has a sound corporate structure that covers the entire range of recreational activities.

The challenge

In early 2005, after many years of continued corporate growth, CIRSA decided to implement the ERP solution SAP R/3 for the entire group. In order to make sure that the specific characteristics of the industry were to be taken into account, a major project was launched. An important element of this project was dedicated to the management of transport requests in SAP.

Initially, the formal procedure for requesting a transport was as follows:

1. A Word form was filled in and sent to the appropriate staff member via email.
2. After manually examining it, he or she decided whether to approve or reject the request.
3. In case of approval, the email was then forwarded to the administrators.

Due to the lack of automation, each transport request had to be processed manually for each step of the process – from the development system to the production system.



This significantly increased the workload on system administrators. Moreover, highly qualified specialists were tied up with monotonous and repetitive tasks.

Administrators were also faced with another downside of having to perform manual transports using STMS: The task of subsequently verifying the authorization of a transport request was a very time-consuming one.

The solution

CIRSA was looking for an automated solution to improve these conditions and conducted a market analysis that was followed by a two-day Proof of Concept (PoC). As a result, CIRSA decided to implement REALTECH's TransportManager.

Thanks to the implementation of REALTECH's TransportManager, the transport request process at CIRSA is now fully automated.

As soon as a request is released, it is assigned to a specific project by the developers. This project then contains both the transport route (system / client) and the functional and technical authorizations needed for the import of the request at each level.

Furthermore, the introduction of REALTECH's TransportManager now allows for the assignment of responsibilities. By default, the requests are signed and functionally approved by the individual team leaders. Authorized team leaders, however, are also permitted to technically approve requests in the development system and to thereby initiate their direct import. In the production system, however, the digital signature of the administrators is still needed for authorization.

Taking it to the next level

The elimination of manual tasks has drastically reduced the workload on CIRSA's system administrators. Signed requests are now transported automatically using scheduled jobs. The administrators only need to step in if a request goes to the production system.

Thanks to the logging features of TransportManager, it has become very easy to determine who authorized the transport of a given request when, in which system, and why. What's more, users can create reports on the entire transport environment at the push of a button.