

Centrally Managing Worldwide Transports

All over the world, the name Heidelberg Druckmaschinen (HDM) is synonymous with closeness to the customer, excellence, and trustworthiness which in turn stands for leading-edge technology, superior quality, and customer benefits. For the world market leader, this is not only true for its products but also for its efficient and high performing IT systems that benefit the company everywhere in the world. The introduction of REALTECH's theGuard! TransportManager represented a major step in the restructuring of HDM's Change Management as it paved the way for seamless integration.

: success story

Heidelberger Druckmaschinen AG

HEIDELBERG

Thomas Wind,
Head of IT Enterprise Services at Heidelberger Druckmaschinen

"theGuard! TransportManager played a vital part in the restructuring of our Change Management. Thanks to the flexibility of the software and the excellent cooperation with REALTECH we were able to perfectly integrate theGuard! with our comprehensive Change Management solution."



Images:
Heidelberger Druckmaschinen



REALTECH
software



About Heidelberg Druckmaschinen

With a global market share of over 40 percent in the sheetfed offset press market, Heidelberg Druckmaschinen AG (HDM) is the world's leading solution provider for the print media industry. Based in Heidelberg, Germany, with sites in six countries and around 250 sales offices across the globe, the company supports over 200,000 customers worldwide in the OECD industrial regions and in growth markets such as Asia and Eastern Europe. Its export share is over 80 percent.



The Challenge

Before the introduction of theGuard! TransportManager, all transports within HDM's 14 SAP system landscapes were handled using SAP's standard TMS. The actual import into the production environment was carried out by the outsourcing provider in charge of HDM's SAP operation. This approach had several disadvantages: the manual release process was time-consuming and inhibited the seamless flow of information. Another problem was the lack of transparency not only in the approval process but also in the connection between the technical transport and the business requirement. HDM's choice to fundamentally restructure and centrally organize its SAP Transport Management was driven by its IT department's dependency on an external service provider and the high costs incurred by every single import. HDM decided to fully integrate its SAP Transport Management under the umbrella of an in-house developed Change Management solution.

The Objectives

The objectives of restructuring the Change Management processes at HDM were as follows:

- Implement an end-to-end solution that covers everything from the business request to the import of changes into the production environment
- Achieve better transparency and security by eliminating manual intervention
- Establish a system of dual control (2 approvers on the technical side) for quality assurance reasons
- Ensure the synchronous deployment of cross-landscape changes into the respective production environment



The Solution: theGuard!

In its search for a suitable solution, HDM ruled out several solutions already during the evaluation phase. One requirement in particular proved to be an almost insurmountable hurdle: HDM was looking for a system that would allow for the management of changes across all of its applications. Furthermore, most user interfaces were hardly intuitive. REALTECH's theGuard! TransportManager was the only software that met all of HDM's criteria. Its flexibility and expandability were crucial to HDM's decision. Moreover, the software's API provided ideal conditions for a rapid go-live of the transport solution.

In a joint workshop, REALTECH and HDM defined the parameters for the integration of the software into the Change Management solution. Here, the workflow and QA features were integrated using a Web service feature. During the pilot phase, the system was initially implemented in 4 SAP system landscapes. Thanks to the seamless integration of theGuard! with the newly implemented Change Management solution, HDM was able to efficiently satisfy the project's requirements and objectives. theGuard! TransportManager is the central component that supports the entire change process through a central interface – from business request to realization and technical transport.

The collision check of theGuard! TransportManager supports IT managers in their larger monthly roll-outs, thereby greatly increasing the availability of the systems.

In April 2009, the Change Management solution with theGuard! TransportManager was implemented in all of HDM's 14 SAP system landscapes throughout the world. During the transition period, HDM's employees can also choose to fall back on the original solution. This is particularly useful for older unfinished projects. This seamless transition helps HDM avoid project delays.

The new solution was adopted as the standard for any new project and was very well received by HDM's staff. "Our objective was a comprehensive solution – from business request to realization and import into the production system. This would not have been possible without the excellent cooperation and the technical capabilities of theGuard! TransportManager," sums up Thomas Wind, Head of IT Enterprise Services at Heidelberg Druckmaschinen.