

Integration as a Factor for Success

In addition to costing companies time and money, manual SAP Transport Management is non-transparent and unsafe. As one of the technological leaders in its industry, Konica-Minolta identified this opportunity for optimization very early on and implemented a highly integrated and process-oriented SAP Transport Management solution by integrating theGuard! TransportManager.

: success story

Konica Minolta

Konica Minolta Business Solutions Europe GmbH



KONICA MINOLTA

Thomas Krieg,
General Manager IT at Konica Minolta Business Solutions Europe

“By connecting theGuard! TransportManager to our help desk, we were able to implement a highly integrated process for our SAP Transport Management. The predefined workflow supports the business departments and the IT department in their daily tasks, reducing their workload. At the same time, we achieved an even higher standard of security.”



Images:
Konica Minolta





About Konica Minolta

Konica Minolta Business Solutions Europe is a subsidiary of Konica Minolta Business Technologies, Inc., headquartered in Tokyo, Japan. The company sells products, systems, and solutions that satisfy the demands of the office and production printing markets. Its products range from black and white multifunction and production printing systems, laser printers and all-in-ones to modern software that seamlessly integrates the devices with processes and IT environments. Konica Minolta Business Solutions Europe has subsidiaries and distributors in more than 50 countries in the EMEA region.



The Challenge

Before reorganizing its SAP Transport Management, all transports at Konica Minolta were handled manually and mapped using a mail system.

In order to further audit-proof its system and to better manage the growing number of transports, Konica Minolta decided to extend its existing help desk solution for Incident and Problem Management to include a full-fledged Change and Request Management solution.

However, it quickly turned out that basing this project on the Lotus Notes-based help desk solution alone would have created an environment that would not permit the seamless flow of information. That is when Konica Minolta started to search for a software solution that would connect the Lotus Notes tool to a Transport Management solution, automate SAP transports, and meet compliance requirements.

Objectives

Konica Minolta decided to reorganize its SAP Transport Management to meet the following objectives and group requirements:

- Leverage automation to enhance security in SAP Transport Management.
- Improve the IT organization and structure.
- Comply with Japanese Sarbanes-Oxley (JSOX) regulations.

The Solution

During the pilot phase, Konica Minolta used theGuard! TransportManager as a stand-alone solution for several months. Over the course of this period, the software was evaluated to verify its functionality and compliance with the applicable regulations in a real-life setting. Upon completion of this in-depth evaluation, Konica Minolta decided to integrate theGuard! TransportManager into its existing help desk solution.

The Result

With theGuard! TransportManager, Konica Minolta was able to meet its objectives and group requirements. The solution saves everyone involved time and effort, while making SAP Transport Management processes more efficient and transparent.

A Detailed Look at the Process

The implementation of theGuard! Transport Manager also enabled Konica Minolta to optimize its "standard" change process:

1. The business department uses the existing help desk solution to open a change request ticket.
2. Depending on its subject, the ticket is then forwarded to the designated group for resolution. These distribution groups help Konica Minolta make sure that at least one qualified expert will always be available to resolve the ticket in a timely manner.
3. Following the technical transmission, the ticket is pooled with other related tickets
4. The respective experts then pick the relevant tickets from this pool and resolve them within a specified timeframe.
5. The business department is notified of the resolution and asked to test the results.
6. Once the test is successfully completed, a central instance will once again review the resolved and approved ticket with respect to integrative aspects before granting final approval.
7. By default, the import of the transport is supervised by an IT professional who can take immediate corrective action should a technical problem occur.

Exception for projects: When working on larger projects, project managers can choose to authorize the ticket themselves. The business department cannot grant final approval for the project before all tests were successfully completed.

Exception for emergencies: If an emergency arises that requires immediate attention, programmers can create and approve a ticket themselves. This process, however, is fully logged for monitoring purposes. Moreover, the ticket requires subsequent authorization by the senior management.