

# How to Meet Demanding Audit Requirements And Free Up BASIS Staff

When a large healthcare company headquartered in the Midwest decided to automate its SAP change management process, its SAP Basis Supervisor recommended REALTECH's TransportManager. The turnkey project, including customization and testing of the software along with training of over 80 users, took just weeks – not months.

: success story

## Leading Healthcare Company

Senior SAP Administrator:

*“With theGuard! TransportManager we will save 3.2 days on the cycle time of each transport, or 2,200 man-hours, or \$112,000 a year, as a direct result of not having to manually walk and search for transports.”*





## The SAP Transports Challenge

Working in a highly regulated and rapidly changing industry requires healthcare and medical products companies to closely track sign-offs for SAP changes, so projects can move from one level to the next within their SAP landscapes.

At one such company, this once meant having an IT specialist print and hand-carry documents to and from each person in the approval cycle. Signed documents were then returned to the IT department, which authorized the manual processing of SAP transports into one of the company's four SAP landscapes. Final documents were then scanned into a separate document management system and printed for off-site storage.



End-to-end cycle time---from Development systems, through all systems in the landscape, to Production---had become a time-intensive and cumbersome process that was growing more unwieldy as the company continued to grow and enter new markets.

*"Basically, one full-time employee was being tasked with doing transports manually all day long, every day," recalls the company's SAP Basis Supervisor. "Our manual procedure was adding up to a lot of extra steps and time."*

## Going Digital

The company's SAP Basis Supervisor had formerly been employed at a competitor where REALTECH's TransportManager was being used to approve transports digitally. She suggested her current employer could also benefit from the product.

TransportManager establishes a dual control principle that supports confirmation of successful testing of new functionalities through electronic signatures. It fully integrates into SAP and is used successfully by SAP customers worldwide.

Management agreed, and TransportManager was installed on the company's SAP landscapes in February 2008. The former full-time manual "transporter" from the IT department

was named to head the SAP Transport project team. REALTECH and this team worked together to design a fast-ramp training program to train approximately 80 users at the company. Although people can be resistant to change, the intuitiveness of TransportManager made it possible to train end users in two short sessions. *"That and a two-page how-to guide accelerated end user acceptance of the new solution,"* recalls one of REALTECH's software engineers who worked on the project.

May 15, 2008, 11:43 am

At the same time end users were being trained on TransportManager, REALTECH was testing each feature of the new system in preparation for going live.

Having been in business for almost 100 years, the company had many long-held customs and complex workflows that needed to be understood by the consultants. *"We had a couple issues in using TransportManager that REALTECH had not seen with its other customers, but REALTECH's onsite team was willing to work with us so the system would work the way we needed it to,"* affirms the SAP Basis Supervisor.

One example was with the email notification feature. The system supports several types of standard emails, including an Import Notification that is sent automatically when imports happen, and an Approval Notification that is sent to the approver(s) when it's time to approve a request in the system.

Since this is such an important element of the SAP change workflow, the project team realized some adaptations to the standard notifications would be required. They brought the issue to the attention of REALTECH's consultants who made the necessary modifications and thoroughly re-tested the system.

*"That's only one example of how great REALTECH's support was throughout this project; they were absolutely phenomenal. There were times I'd be working from home and I'd hit a stumbling block... I'd call their office for support at night or over the weekend, and they would get me back on track,"* explains one team member.

On May 15, 2008 at 11:43 am – when REALTECH and the customer had confirmed that all functions were ready and all safeguards were in place – the system went live. *"That's a date/time stamp I will never forget...it will be forever etched on my brain,"* says the team's leader.



## 2,200 Man-Hours, or \$112,000, In Savings

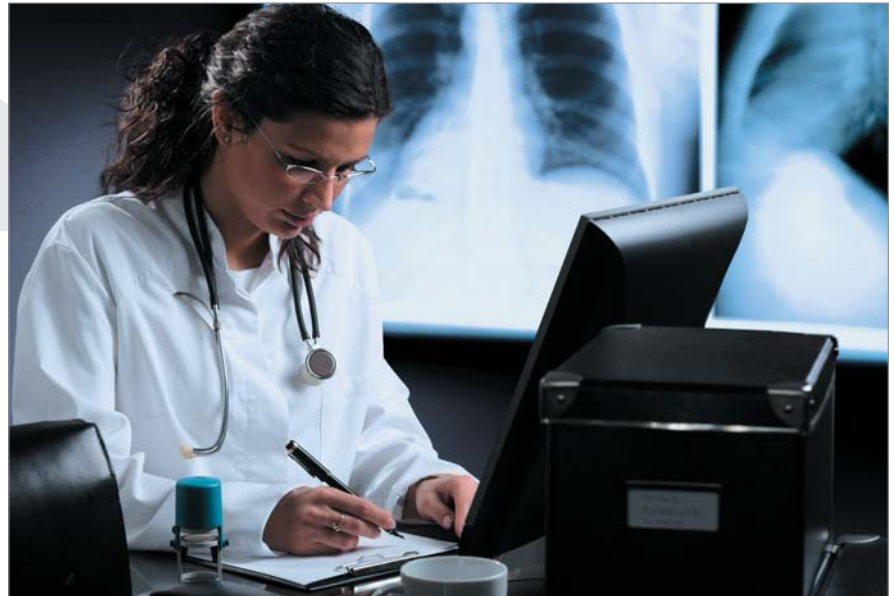
End users and managers noted the immediate relief in paperwork, and it was suggested that the Six Sigma methodology be used to measure actual workflow improvements.

Six Sigma is a measurement-based business management strategy pioneered at Motorola to quantify process improvements. The team leader, who is certified in Six Sigma, decided to use the SAP Transport Project as his Green Belt project. Using data captured by the new system, the team applied the Six Sigma process to determine that TransportManager was reducing the cycle time of transport approval by 3.2 days per transport. That translates into a savings of 2,200 man-hours, or \$112,000, annually, as a result of not having to manually walk and search for transports. "So what used to be a manual process was now done all automatically with REALTECH tools," explains the team's leader.

SAP Basis Supervisor:

***"Basically, one full-time employee was tasked with doing transports manually all day long, every day. Our manual procedure was adding up to a lot of extra steps and time ... now it's entirely automated."***

*"The successful implementation of TransportManager as a Six Sigma Green Belt project has been a great opportunity for personal growth," he adds. "I am proud to have been part of a project with proven benefits for my associates and company in terms of time savings and freeing of resources."*



Just as important as the cost and time savings for was the increased availability of its Basis staff members. "This process improvement provides employee satisfaction as a result of removing unnecessary steps in the process. Having TransportManager in place allows our Basis staff to concentrate on their core objectives and not on running around paperwork."

### Next Steps

The team completed its Six Sigma analysis in December 2008 and has submitted the project for Control review. A communication highlighting the success of the SAP Transport project was distributed companywide, generating kudos for the project team and vendor.

*"The software did what it was intended to do, in less time than expected, and is being used to its full capability as documented through the Six Sigma/Lean internal analysis. We are very proud to have been affiliated with this effort,"* acknowledges REALTECH's Software Account Manager.

As a next step, the customer team is working with REALTECH to centralize the TransportManager configuration to be deployed within the company's existing SAP Solution Manager system.

This will allow employees to log into one centralized system to access transports across all of the company's SAP landscapes, improving uptime statistics and system availability companywide.

"We'll continue working with REALTECH in implementing changes that add to our bottom line," adds the SAP Basis Supervisor. "This project is significant in that it showed what can be accomplished and how those savings can be quantified... We hope it's the first of many steps to reduce costs and boost productivity."

