# Global Manufacturing Leader Slashes SAP System Copy Effort **by 98%**, Accelerating Critical Business Projects

A top-tier global manufacturer and automotive supplier grew to generate billions of dollars in revenue and employ over 15,000 employees worldwide. By automating its system copy process, the company has transformed its SAP operations. In the process, they've reduced post-processing effort from 35 staff-days to a single day—representing a 98% reduction. This has enabled them to perform three times as many system refreshes, accelerating development cycles. The company received a full return on its investment within the first year.

**Automation**
by Broadcom

# **The Challenge:** Manual System Copies Were a Bottleneck to Innovation

The company's IT landscape is vast and complex. The organization relies on more than 120 SAP systems to support its global operations. For the SAP Basis team, maintaining this environment and supporting new projects was a significant challenge. On a regular basis, the team had to copy production SAP environments to create up-to-date systems for development, testing, and training.

Previously, this copying effort was a critical, monumental effort, crippling the team's productivity. A single system copy could tie up the entire seven-person SAP Basis team for a full week. The process was highly manual, requiring technicians to work through a multi-page runbook of complex steps.

"In the past, making system copies of our SAP landscapes was a huge expense that consumed the team for up to a week," explained the company's head of SAP operations. "If these non-production systems are down for a refresh, or the data is stale, departments like test and development simply cannot function. This process created an unacceptable development freeze."

The most significant drain was the manual pre- and post-processing work, which could consume up to 35 staff-days of effort per copy. This involved an endless, error-prone series of manual tasks, including:

- **Adjusting system parameters and profiles.**
- **Manually executing the logical system name conversion (BDLS).**
- **Reconfiguring hundreds of RFC connections and interfaces.**
- **Adjusting user accounts, roles, and authorizations.**

This manual process not only delayed projects but also introduced significant risk. A single typo or missed step could lead to system instability, requiring extensive rework and causing a "war room" scenario with finger-pointing between the infrastructure and application teams. System copies were performed only in extreme emergencies due to the sheer cost and risk involved. This resulted in stale test data that had an adverse impact on the quality of development and testing.

## BUSINESS CHALLENGE

**Reduce** SAP system copy run times

**Eliminate** manual pre-and post-processing steps

**Enhance** quality of data for non-production SAP systems

## AUTOMIC SOLUTION

**Centralized** administration and monitoring

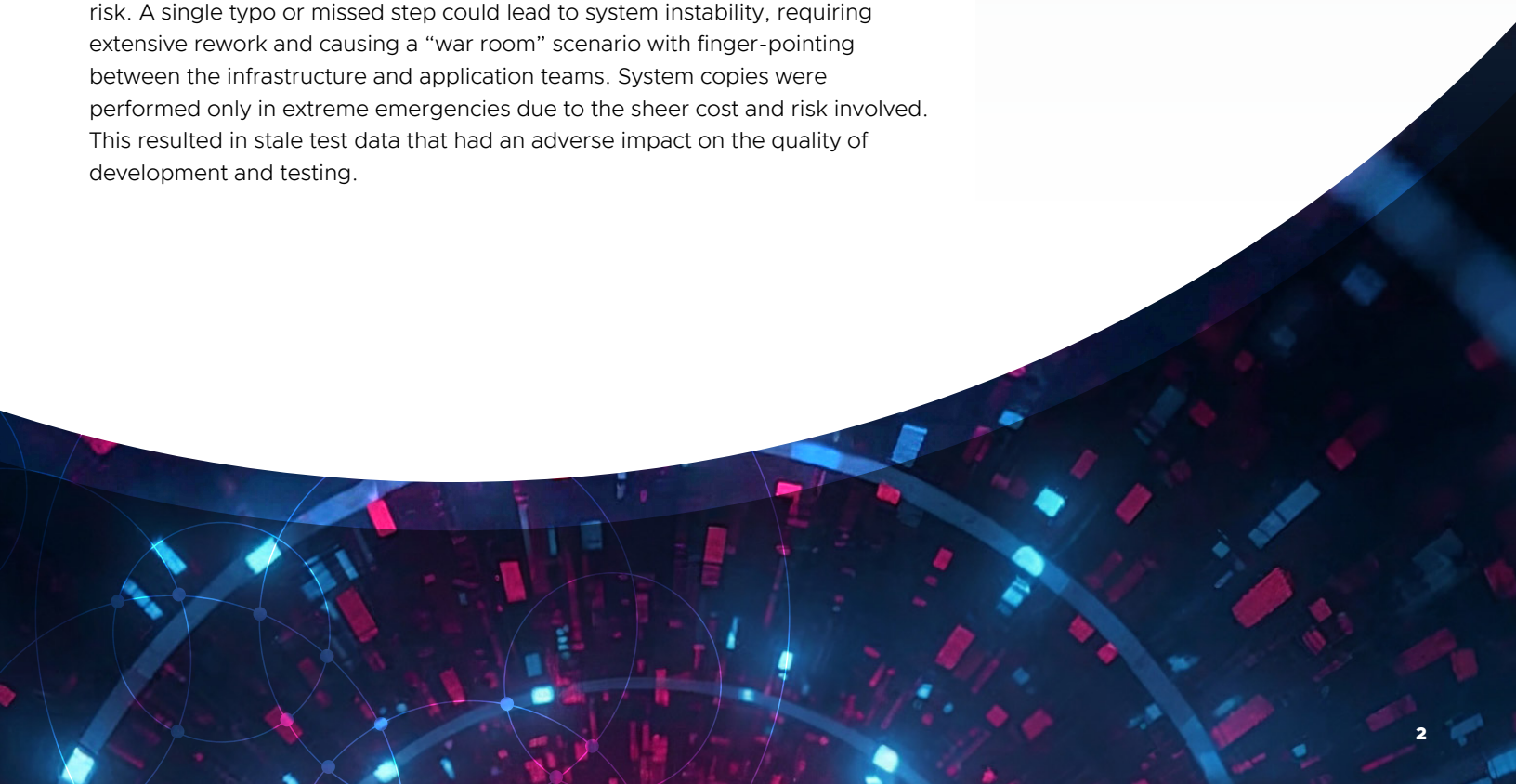
**Parallel execution** of copies within SAP systems and within the landscape

**Reusable** workflows

## CUSTOMER BENEFITS

**System copy time reduced** from 35 staff-days to just one

**Three times as many system copies** can now be produced in the same amount of time



# **The Solution:** Application-Aware Orchestration for SAP

The head of SAP operations stated, “We had been looking for a solution to automate the system copy process for years. We needed to eliminate the manual post-processing bottleneck that was tying up not just the Basis team, but our specialist development teams as well.”

The company found its answer in the Automic Automated SAP System Copy solution. A key advantage was that the corporate IT team was already using the underlying Automic platform for enterprise-wide workload automation. This meant the team had the in-house expertise to deploy the new SAP module quickly.

The solution provides a centralized point of control and monitoring, with reusable workflows that could orchestrate the entire end-to-end process in parallel across the landscape. The implementation was remarkably fast.

“We successfully performed our first fully automated system copies just two weeks after a workshop,” noted the SAP operations leader. “The solution delivered on its promise of being a true application-aware orchestration engine, going far beyond simple infrastructure cloning. With the solution, we could use storage-level snapshots to manage the complex dependencies at the SAP application layer.”

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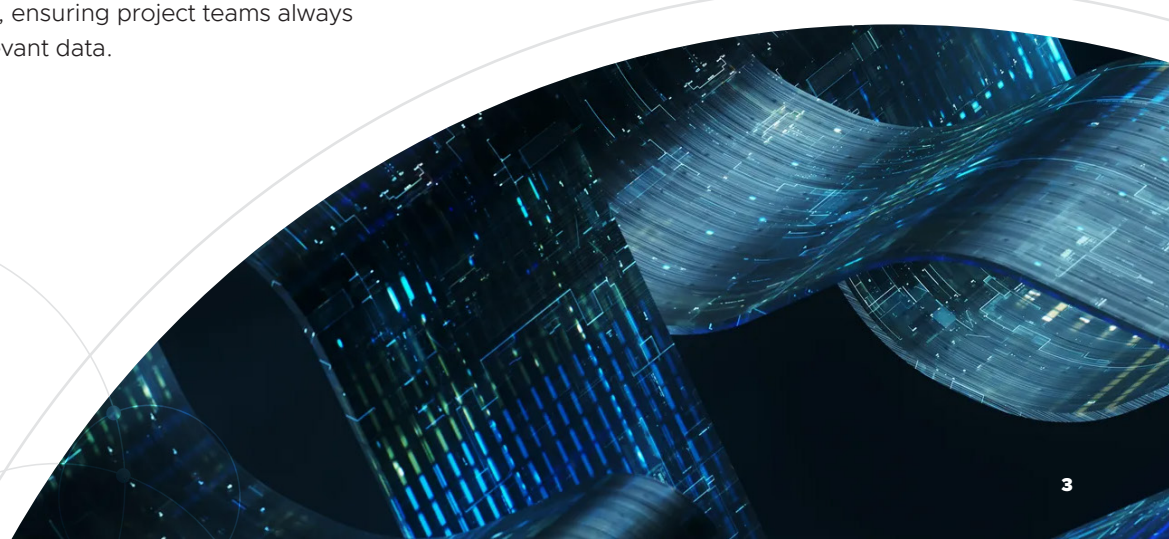
# **The Results:** A 98% Reduction in Manual Effort and a Three-Times Increase in Agility

The impact of automating the SAP system copy process was immediate and profound. The company has since performed over 80 system copies with minimal human intervention, a feat that would have been impossible under the old model.

Key benefits include:

- **Reduced manual effort by 98%.**
  Post-processing time was cut from 35 staff-days to just one day.
- **Slashed cycle times from a week to a day.**
  The end-to-end process that once took a full week can now be completed overnight, “at the push of a button.”
- **Generated three times more copies.**
  The team can now produce three times as many system copies in the same amount of time, ensuring project teams always have access to fresh, relevant data.



This new agility has transformed the relationship between IT and the business. “The great thing is that we can now actually meet the business’ demand for agility,” said the head of SAP operations. “A department can now request a system copy on a Friday, and have it be ready the following Monday. That kind of turnaround would have been unthinkable in the past.”

“The automation has been fantastic,” added the lead SAP Basis administrator. “It frees our team from tedious, repetitive tasks and allows us to focus on higher-value strategic initiatives that drive the business forward.”

Given these significant benefits, the solution paid for itself within the first year.

## **The Future:** From Infrastructure Provider to Strategic Business Partner

By automating this critical SAP process, the IT organization has elevated its role in the business. They have moved beyond simply providing infrastructure to guaranteeing business process resilience. The team can now offer a true “SAP management-as-a-service” to its internal clients, accelerating project delivery and maximizing the return on the company’s significant SAP investment. This successful implementation has established a strategic platform for automating other complex application processes, ensuring the company remains agile and competitive in a fast-moving global market.

> **In the past, making system copies of SAP landscapes tied up our seven-member team for up to a week. With Automic, system copies are ready the next day, practically at the push of a button. We’ve also been able to reduce post-processing time from up to 35 staff-days to just one, which is fantastic.”**
>
> – SAP BASIS ADMINISTRATOR

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