

REFERENCE



ESA

PURCHASING ORGANISATION OF THE SWISS AUTOMOBILE
AND MOTOR VEHICLE INDUSTRY / CO-OPERATIVE

Less effort and more flexibility for system copies

Industry
Wholesale

Software
Libelle **SystemCopy**

Hardware
HP DL Server with
VMware ESXi

Application
SAP® ERP System
eShop Solution

2022

CHALLENGE

Being a purchasing cooperative within the automotive industry based in Switzerland, as well as a supplier of equipment, consumables and the most significant wholesaler of tyres, ESA has to react immediately to market developments of all kinds possible. Therefore the SAP environment has to run smoothly. In the past, system copies constantly caused interruptions to the productive operation side.

SOLUTION

Libelle **SystemCopy**

SUCCESS

ESA can develop new functions for its users without them having to wait. This gives the specialist departments great flexibility. The quality of testing for new features has improved a great deal. The provision of new functions and updates no longer has to be planned in a time-consuming and long-term manner. The response time for support enquiries by the developers has been significantly reduced.





To us, there is nothing better on the market for system copies

Heinz Rolli
Head of IT Business Development
ESA Burgdorf



ESA is a co-operative company for B2B trade in the automotive industry in Switzerland. More than 7,000 employees have joined forces here in order to strengthen their position within the market.

Companies involved in ESA include garages and car bodies. Everything related to motor vehicles is traded, such as tyres, wear parts, tools as well as workshop equipment. Today, ESA is a leading wholesaler. Around 500,000 articles are available on standard. In total, more than 600 employees at eleven locations ensure that the purchase and sale of automotive accessories in Switzerland run smoothly.

== Challenge

Knowing what to expect

„The car parts trade is an extremely fast-moving market,” explains Heinz Rolli, Head of IT Business Development at ESA and in this role also responsible for IT sourcing. Switzerland is subject to a special feature here: In Swiss Romande, for example, motorists are more likely to have vehicles from French manufacturers, while in German-speaking Switzerland, vehicles from German OEMs are also popular.

Depending on the manufacturer, these vehicles have different recommendations and approvals for tires. Such special features must also be reflected in IT, which controls all processes at ESA.

The servers run a three-tier SAP ERP environment with two productive application servers and a database server. An eShop is connected to the SAP environments, which accesses the SAP processes around the clock. However, the lion's share of the processes is taken up by purchasing and managing the articles. Therefore, the SAP environment must run without interruption. Rolli: „With a turnover of around one million francs a day, every hour of downtime costs us money.”

An average of 15,000 delivery items are being sold each and every day. Up to three times a day, the goods are regularly handed over to the company's own transport logistics. In addition, there is night delivery for urgent orders.

„Early detection of stress in procurement is vital for

our survival. The SAP landscape must record the situation of all locations and warehouses and provide the corresponding information to material management and scheduling,” Rolli continues. It helps to identify the needs in due time, because if it is too late, switching to new suppliers does not help. ESA also operates in an environment of tension between market and demand.

In order for ESA to concentrate on these core tasks, the SAP landscape must be available with as little interruption as possible.

== Solution Approach

Reducing the time in waiting while developing

The trigger for a rethink in the SAP landscape was the test of a new development: Time and time again, the system copies required for this have interrupted the productive operation. The actual copy took three to four days. A change process for an application could therefore take three to four weeks on the system side alone. In the worst case, the applications had to be tested on outdated data. System copies are urgently required before changes in the applications, especially for testing an app on current data, and are also recommended by SAP SE; and in itself, the proper operation of an SAP environment requires regular system copies before updates and with each release change. „We became aware of Libelle AG and its revolutionary product **DBShadow** just a few years ago. We were fascinated by the concept,” says Rolli. Therefore, Libelle was also asked about the challenges with the system copies. After a test phase, negotiations and a comparison of Libelle **SystemCopy** with similar products from other suppliers, ESA came to the conclusion: „To us, there is nothing better on the market for system copies.”

The integration of Libelle **SystemCopy** into the SAP Basis was completed in close cooperation with Libelle remotely within three weeks – based on the entire calendar project duration.

The installation and setup of the software took only a few hours. All databases and system files around the SAP environment were evaluated and the templates adapted to the specific situation of ESA.

Parallel to the implementation, Libelle conducted the on-site training with the users. „We had planned four days for training,” says Rolli, „but only needed two days. That was a cool experience.”

== Success

A practical and very versatile solution

Using Libelle **SystemCopy** proved to be more practical and versatile than expected. Rolli: „We had assumed that you could only copy one quality assurance



Libelle Insights

Gaining more freedom as well as flexibility

The „calm cooperation with Libelle“, as Heinz Rolli describes it, has considerably simplified the process of software implementation. This creates trust, not only in the software partner, but also in the application.

By implementing Libelle **SystemCopy**, ESA was able to free up valuable working time for the development of new functions and applications for the business users in the company.

system from the SAP architecture, but several virtual instances could also be copied in one go.“

Since Libelle **SystemCopy** has been in use, ESA no longer has to plan its system copies in the long term. If SAP Basis, the developers or the specialist departments request changes to the SAP landscape, these can be implemented together at short notice. „Our response time to support requests by developers has also been significantly reduced,“ says Rolli.

12 weeks time on top for more important matters

For QA and development and release changes, ESA can now create a regular copy four times a year. A run of Libelle **SystemCopy** takes eight hours at ESA, including preparation and follow-up work, not quite a day. „Our colleagues at SAP Basis have calculated that around three weeks of time are saved per each system copy. This means that our basic maintainers can spend 12 weeks more time improving the applications and developing new functions,“ says Rolli. Another advantage is that the downtimes for system copies no longer have to be put on the less busy weekend.

More flexibility for the different departments

At ESA, tests are being carried out primarily via scheduling, which fulfils a key task in the company. „Disposition can only be measured on the basis of real product data,“ says Rolli, explaining the procedure. Because the SAP basis maintainers have less effort for the system copies, the quality of the tests improved. Rolli: „This means that we can program new developments for the business without waiting. This gives the specialist departments more flexibility. All these are important building blocks for the success of our trading cooperative.“



Would like to learn more?

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