

SUCCESS STORY



Bouygues Telecom

REVERSE BLUEPRINT EVALUATION AND INTEGRATION INTO SOLUTION MANAGER

The Project

At Bouygues Telecom one major release upgrade of the SAP ERP system was done from version SAP R/3 4.7 to ECC 6.0. Therefore a SAP Solution Manager system had to be configured in order to support the release upgrade project. Before the decision to go for the upgrade the SAP Solution Manager System was exclusively used for application management and documentation. However SAP Solution Manager provides additional tools, methods and predefined content to support the complete lifecycle of a SAP solution.

In order to use this functionality Bouygues Telecom wanted to facilitate the whole Business Blueprint, Configuration and Testing functionality in SAP Solution Manager. Therefore a respective project structure had to be defined which reflects the active business processes and the possible future processes from ECC 6.0 of the Bouygues Telecom SAP ERP system.

Because of the system size and due to time, resource and budget constraints Bouygues Telecom decided not to evaluate the business processes manually. Instead the SAP ERP system was automatically analyzed using RBE Plus™. With the RBE Plus™ for SAP Solution Manager services Bouygues Telecom was able to automatically analyze the SAP ERP system and create a full business process model as an implementation project in SAP Solution Manager within two weeks. Besides the analysis of transactions and reports usage RBE Plus™ also evaluated the concrete posted documents in the system for more detailed and precise process model. The process model is based upon the predefined Business Process Repository provided by SAP and shows all processes, process steps including their assigned transactions, documentations, graphics and test cases (including the information whether they are in scope or out of scope). Additionally the Bouygues Telecom own transactions and reports were automatically analyzed and later assigned to business processes in a one day workshop.

BOUYGUES TELECOM MOBILE, FIXED, TV AND INTERNET COMMUNICATIONS SERVICES

Created in 1994, Bouygues Telecom has over 9.7 million customers, including 7.3 million with contracts, and 8,650 employees. Bouygues Telecom is committed to being "the preferred brand of personal communication services" for both mobile and fixed phone service, as well as TV and Internet, thanks to a continuous focus on greater freedom and exemplary customer service.

Finally a complete process model was available in SAP Solution Manager which reflected the actual SAP R/3 4.7 system landscape at Bouygues Telecom. For the release upgrade Bouygues Telecom could set up a respective project and support the upgrade project using the process model and its assigned documentations, configurations and test cases within SAP Solution Manager.

SAP Solution Manager

The SAP solution Manager system supports through the entire lifecycle of SAP solutions. Its key features are:

- Implementation of SAP solutions
- Upgrade of SAP solutions
- Execution of tests
- Global rollout
- Solution Monitoring
- Service Desk
- Change Management

The SAP Solution Manager is delivered in the context of annual maintenance charges and is by now imperatively required for the administration of application management projects.

The Approach

IBIS Prof. Thome AG provides predefined ABAP routines. These ABAPs are executed on the productive SAP ERP system. The ABAP generates an extract file which is sent back to IBIS Prof. Thome AG for analysis and formatting purposes. On its basis the evaluation of the Business Process Repository in SAP Solution Manager is conducted. The evaluation is made upon the usage of transactions in combination with an explicit document & customizing analysis.

The evaluation results comprise

- detailed information regarding the usage of transactions and reports (SAP and custom),
- the complete evaluated business process repository including the in scope/ not in scope status of processes, process steps and their assigned transactions and reports,
- list of custom transactions to be assigned to the BPR,
- list of custom reports to be assigned to the BPR.

In a successive workshop the results are presented and custom transactions and reports are assigned to the standard processes/process steps of the BPR.

Finally a xml file is provided by IBIS Prof. Thome AG. This xml file is then imported into SAP Solution Manager as a new implementation project.

The Solution

The RBE Plus for SAP Solution Manager Analysis provided a detailed insight in the usage of the Bouygues Telecom SAP ERP system from a business point of view. Using RBE Plus™ for SAP Solution Manager Bouygues Telecom could generate a complete implementation project within SAP Solution Manager without much effort and within a time frame of two weeks. The implementation project reflected all business processes and the information whether they are in use at Bouygues Telecom or not. These processes consist of the standard objects from the business process repository provided by SAP and additional objects reflecting the custom Bouygues telecom developments (development packages, transaction and reports). Using this process model and its assigned documentation, configuration links and test cases Bouygues Telecom could perform the release upgrade in a structured and guided way.

Contact

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Name:

Bouygues Telecom

Industry:

Telecommunication

Size:

8.650 Employees

Sales:

5.1 billion euros in 2008

Siège:

Boulogne-Billancourt,
Paris

