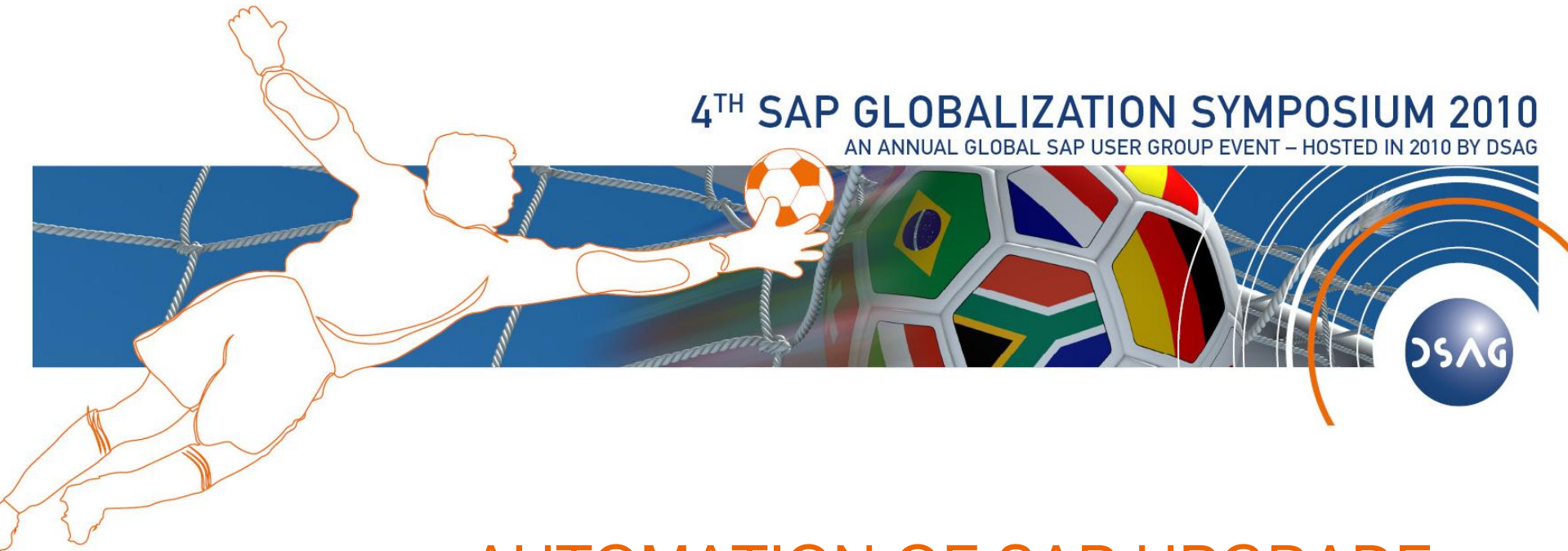


# 4<sup>TH</sup> SAP GLOBALIZATION SYMPOSIUM 2010

AN ANNUAL GLOBAL SAP USER GROUP EVENT – HOSTED IN 2010 BY DSAG



## AUTOMATION OF SAP UPGRADE AND UNICODE CONVERSIONS

SAP-R/3 4.6c to SAP ERP 6.0 Upgrade, Unicode Conversion and  
Code Modernization for Mewa Textil Service Germany  
by WestTrax and smartShift





# AGENDA

- **MEWA company overview**
- **Project background and critical success factors**
- **Automated project approach**
- **Benefits**
- **Questions & answers**



# MEWA's Background

- **Founded in 1908, 20 employees, started to develop cleaning rag**
- **Today, Mewa is the number one in the textile service industry in Europe regarding retail, manufacturing, gastronomy and public institutions**
- **The Mewa service includes the availability-, bring in-, take it-, maintaining- and replacing of cleaning rags, towels, working clothes etc.**
- **Headquarter: Wiesbaden, Germany with 41 locations distributed in Germany, Austria, Belgium, France, Italy, Switzerland, Czech, Spain, Slovakia, Hungary, Poland and the Netherlands**
- **Turnover: 428 Mill Euro in 2008**
- **Employees: 3.900**



## MEWA's Background (Cont.)

- **Clients: 135.000 contracted customers**
- **797.000 working clothes, 804 Mill. cleaning rags, 1,4 Mill. fead maps, 480.000 rolls of towels, 290 tons of cleaning materials daily**
- **10 Mill different articles to be delivered**



# MEWA's Philosophy In Search of Excellence

- **Be the „Best of the Best“**
- **Offer always the highest quality possible**
- **Stay innovative**
- **Strong auditing of processes**
- **High focus on customer satisfaction**



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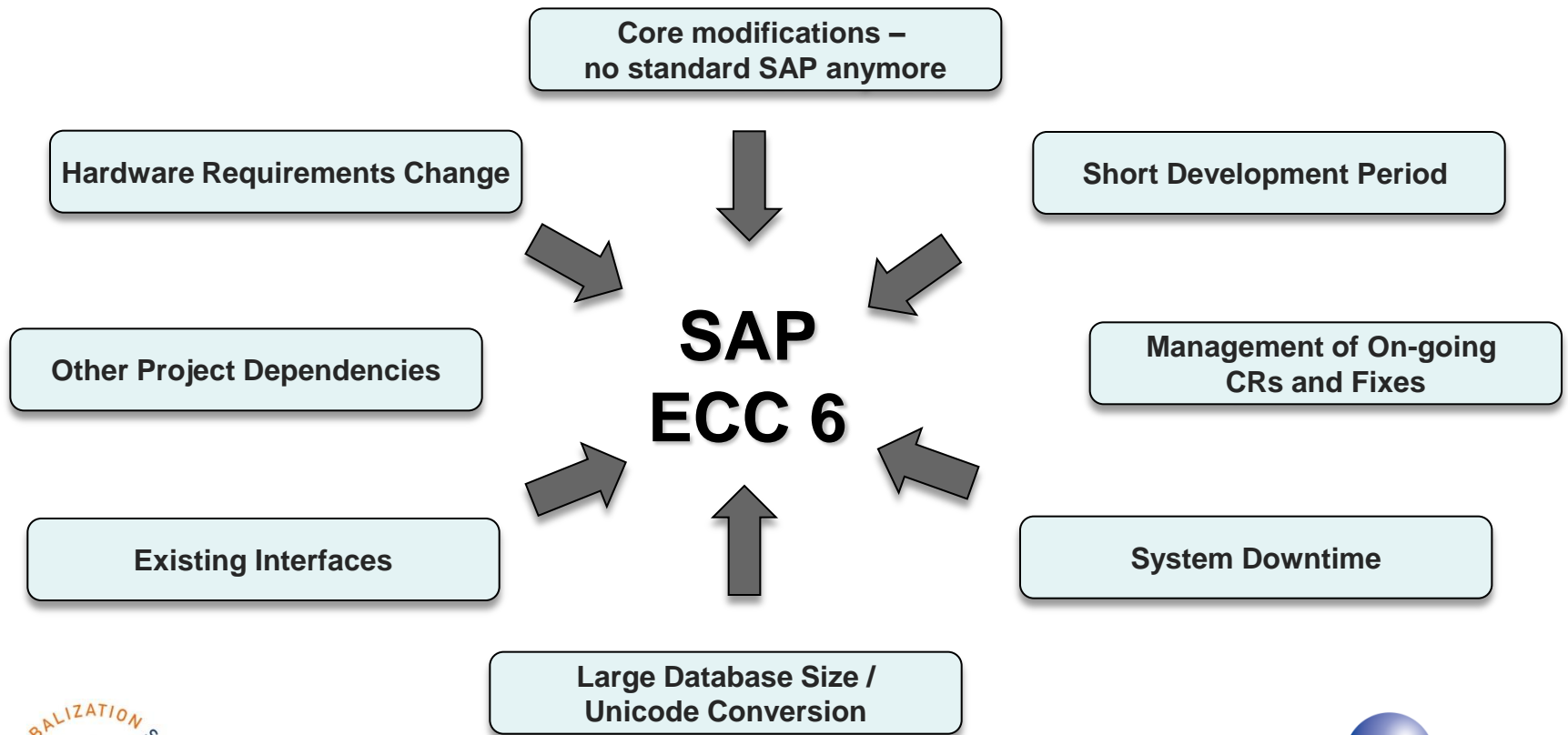


# MEWA's Critical Success Factors

- **Because of dependencies to other projects and business initiatives, the Upgrade / Unicode project had to be executed between January 2010 and June 2010**
- **Keep the time window for „Code Freeze“ as limited as possible**
- **MEWA's custom coding evolved over years - therefore optimization of ABAP coding if possible**
- **Quality and maintainability of MEWA's custom coding is required to reduce overall TCO**
- **Minimum downtime during Cutover. Therefore the majority of changes on custom coding need to be fitted already into the prepare phase of the Unicode upgrade to reduce import times during cut-over**



# What makes the Project Complex?





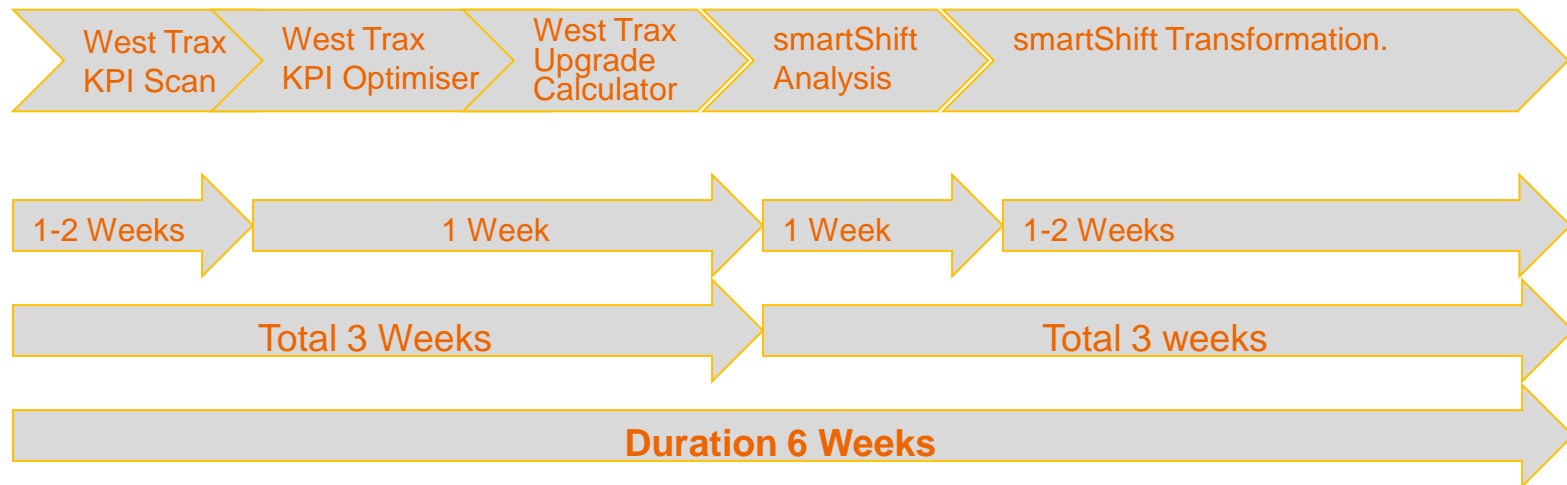


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# Project Time Line



**Tremendous Time & Cost Savings comparing to the traditional approach**



# WestTrax KPI Scan<sup>®</sup> / KPI Optimiser<sup>®</sup>

- **West Trax has analyzed MEWA's SAP system with its combined KPI Scan<sup>®</sup> / KPI Optimiser<sup>®</sup> methodology and has established the base for using an upgrade calculator, in order to make the investment visible before starting the upgrade project.**
- **Especially the number of existing custom code programs has been identified and also which business processes have been supported by standard functionality**
- **Unnecessary overhead (unused programs) has been identified and could be removed before starting with the upgrade process**
- **The existing level of current and new standard functionality has become transparent, inefficiencies could be removed or at least optimized**
- **Performance issues became visible and could be eliminated**



# WestTrax Analysis and Optimisation Results of MEWA's SAP-System

- **Improved Degree of Standardization**
- **Transparent support of business processes**
- **Optimized usage of custom developed code**
- **No unused custom code programs**
- **System documentation inline with system usage**
- **Certification for high level quality in system usage:  
West Trax Quality Award in Silver**

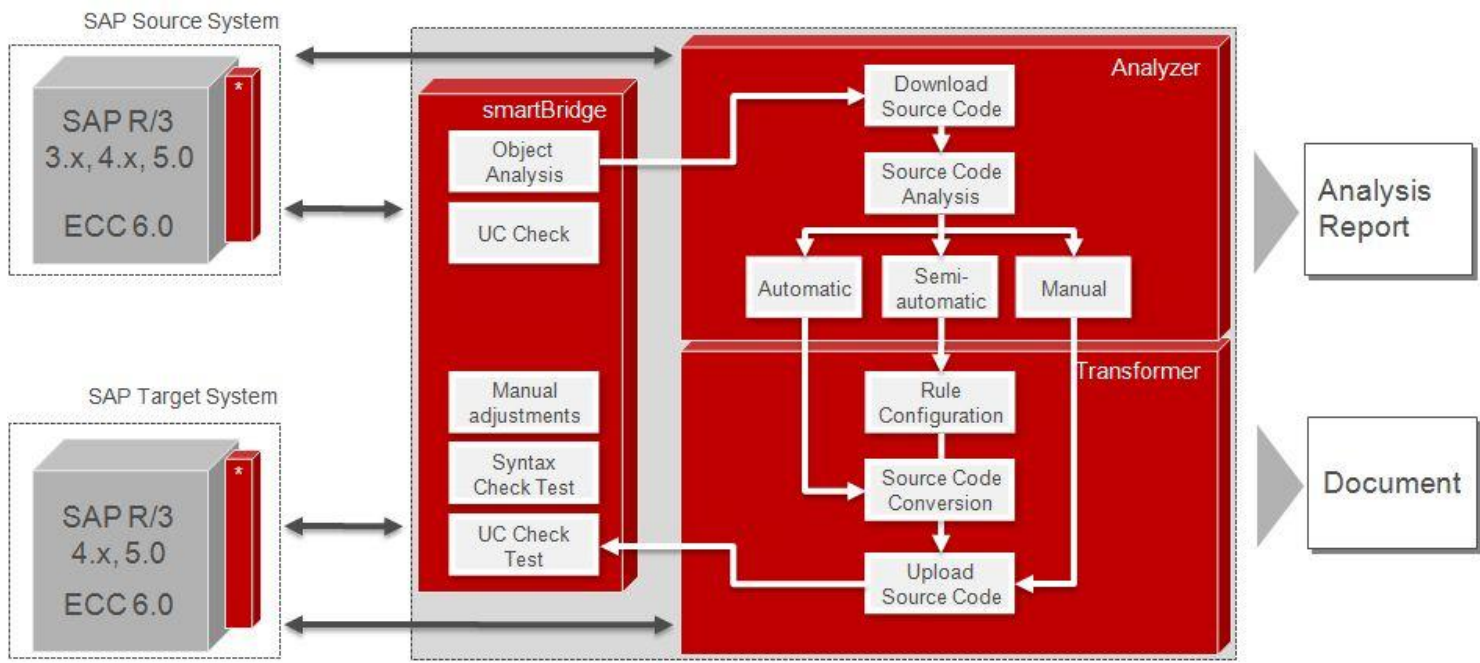


# smartShift for SAP: Tool-based Approach

- Identified the number and kind of defects and related objects which must be adapted to comply with SAP's coding requirements
- In addition defects which are not detected as syntax errors or Unicode errors but could negatively influence system's stability are identified and automatically remediated
- smartTools apply changes using parser technology
- Rule-based engine uses 120+ rules to identify and correct custom code
  - Rules for correcting "hard errors" (Syntax errors and Unicode errors)
  - Rules for correcting "potential runtime errors" to avoid uncontrollable dumps during testing
  - Rules for correcting "soft defects" to improve the code quality, maintainability and stability of the system
- MEWA specific rules to standardize custom code



# smartShift for SAP Architecture



\* smartBridge Plug-In

installed on  
SolMan  
or  
NW 04s





# Automation Summary

- Remediated overall 6.193 custom objects during the project (2.685 PROG; 229 FUGR; 3.214 INCL; 54 MODP; 11 SUBP)
- Addressed 2.413 errors and 136.752 warnings in following categories:
  - UNICODE: 2.415
  - RELEASE: 109.906
  - OBSOLETE: 5.693
  - CUSTOMIZATION: 18.443
  - SECURITY: 2.708
- Automation rate > 95%



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# Benefits in Detail

- **Predictable project planning through fact-based upgrade calculator and in-depth analysis of required code changes on source code level**
- **Reduced project duration and costs by more than 42%**
- **Higher quality of code changes due to automated approach**
- **Minimum code freeze of only 4 days**
- **Fix of all Upgrade- and Unicode errors**
- **Fix of potential runtime errors upfront and therefore very few number of issues during test phase**
- **Improvement of system maintainability, stability, architecture and overall code quality and compliance**
- **Future-proven code for next upgrades to come**



# MEWA's Feedback after Project Completion

- **Without this approach we would never have been able to finish this project in time**
- **We achieved tremendous time & cost savings**
- **The period of „Code Freeze“ took only a few days and has exceeded our targets**
- **The delivery team was very competent, flexible and reliable**
- **Our overall expectation has been fully achieved**
- **All promised facts have been proved as true facts**



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# Questions & Answers

