REV-TRAC CASE STUDY

ASB Bank invests in Rev-Trac to manage change in N+1 landscape

Introduction

This case study of ASB Bank is based on a 2018 and 2019 survey of Rev-Trac customers by TechValidate, a 3rd-party research service.

> "Most important part is planning. Understand the strategy you're after and start from there. Configuration was straight forward and user adoption a non-issue. "

Challenges

For more than 170 years, ASB – New Zealand's first saving bank – has been serving the community and helping locals to grow. Today, it provides a range of financial services including retail, business and rural banking and funds management. The Auckland headquartered institution employs 4,907 people (2018) to handle 1.3 million personal, business and rural customers who choose to bank with them.

ASB has built a reputation for embracing innovation and new technologies. An approach it also adopts for its back-end systems. To keep pace in the digital world, the bank revolutionized its SAP change management processes to support an N and N+1 development landscape efficiently. Revamping its processes and tasks would allow ASB to more efficiently manage significant projects, delivering greater success to the business faster while preventing unplanned downtime.

Use Case

SAP change automation is key
To meet its objectives, the financial institution decided to deploy Rev-Trac – the SAP DevOps platform — to transform its application delivery and minimize disruptions to the business.

Rev-Trac can be configured out-of-the-box and was productive less than one month after the initial implementation, helping ASB to address its specific goals for the project.

For ASB, planning was a crucial step in the deployment of the new automation technology. Configuration was straight forward and user adoption a non-issue, once the bank understood its strategy. Rev-Trac is an intuitive product that just works, allowing ASB to reduce production errors and simplify its SAP change management processes.

Results

More SAP change less risk
Since deploying Rev-Trac to support an N and N+1 environment, ASB has been able to meet the ever-changing demands of the business cost-effectively and more efficiently.

Automation has enabled ASB to efficiently support an N and N+1 dual development environment to respond quickly to changes in the market and maintain production stability. The go-live experience of SAP applications and enhancements has improved with ASB's ability to control parallel development during the delivery process more effectively.

ASB has taken advantage of Rev-Trac's advanced functionality, including the Release Management Workbench, safety checks and cross-application change management to enhance its delivery of SAP change across its N and N+1 environment. The solution's Overtake and Overwrite Protection System (OOPS), for example, ASB can better manage parallel development, reducing change-related incidents and securing its transports.

Using Rev-Trac, the bank has increased the volume and velocity of SAP change for faster, better and safer applications. At the same time, automating their SAP change management processes has improved production system stability.

Before implementing Rev-Trac, it took ASB more than five hours to identify and fix an overtake/overwrite error. Deploying Rev-Trac has eliminated high-risk manual tasks resulting in an increasingly stable SAP environment. Now, with Rev-Trac, the financial institution receives more than 20 potential dangerous overtake and overwrite error alerts every month.

Automating its SAP change management processes has also enabled ASB to:
o to perform weekly routine deployments to production
o reduce time on audit tasks
o reduce production errors
o reduce manual retrofit effort

New era dawns for ASB
While it hasn't determined its migration approach, ASB plans to migrate to S/4HANA within the next 24-60 months. The bank is still deciding how it will deploy SAP's next-generation ERP system.

Leveraging Rev-Trac's automation and enforcement capabilities allows ASB to better control parallel development for more efficient and cost-effective delivery of SAP change across it's N and N+1 environment.

Through minimizing conflict and improving the volume and velocity of SAP change, the bank can more quickly realize the value of SAP applications, Rev-Trac's flexibility, ease-of-use, and advance feature set assists ASB in effortlessly managing an upgrade or significant project.

Company Profile

Company:
ASB Bank

Company Size:
Large Enterprise

Industry:
Financial Services

About Rev-Trac

Rev-Trac is the SAP DevOps orchestration platform. The solution Automates ABAP Transports and Cloud, while the 3rd party integrations and highly flexible workflows allow any organisation to build a unified SAP DevOps strategy for complex SAP landscapes.

Learn More:

⧉ Rev-Trac

Research by **TechValidate** by SurveyMonkey