

Unleashing Efficiency: How Rev-Trac Transformed the US's 8th Largest City's IT

Introduction

This case study of an IT Administrator at a Californian City Administration is based on a June 2017 survey of Rev-Trac customers by TechValidate, a 3rd-party research service.



Rev-Trac has exceeded my expectations. Their software has taken the mystery out of transport management and made it totally transparent to the entire SAP IT organization."

Challenges

California's second largest and the United States' eighth largest city serves a population of nearly 1.3 million residents and more than 3 million residents countywide. Within its borders of 4,200 sq. miles, the county encompasses 18 incorporated cities and numerous other neighborhoods and communities. Moreover, a deep harbor is home to a large active naval fleet. City IT staff have a ton of data to manage, and in order to keep pace with the always growing demands from business units, they wanted to automate their SAP change process and relieve the Basis team to do more meaningful SAP HANA landscapes.

Use Case

Like many Rev-Trac customers, this large metropolitan city has actively pursued an Agile/DevOps initiative with their SAP systems. Rev-Trac is an SAP DevOps platform, and some of its functions that the city has found extremely valuable in achieving its goals include:

- Workflow automation and auto transport deployment
- Rev-Trac's Release Management Workbench
- Conflict management through extended locking and OOPS (Overtake/Overwrite Protection System & Facilitation)
- Mass approvals
- BAU/support track retrofit capabilities

Results

- Rev-Trac conflict management abilities are now alerting city IT managers to 11-20 potentially dangerous overtake and/or overwrite situations monthly, allowing rapid intervention and dramatically reducing the risk of downtime.
- Overall, the City has realized a 75%+ reduction of Production incidents with Rev-Trac. Given that to fix an overwrite or overtake error would often take over 5 hours, a significant amount of time productivity was also gained
- Parallel development is no longer a problem with Rev-Trac OOPS facilitating decision-making with potential conflicts
- Rev-Trac's ALM integration with Code Checking (for example, SAP Code Inspector/ABAP Test Cockpit) has produced the largest positive impact to their SAP change management processes

Because implementing Rev-Trac has made managing transports so much easier, IT managers realized in hindsight that had they implemented Rev-Trac before their HANA migration project, and it would have saved them countless hours spent updating transport spreadsheet sheets. By all accounts, Rev-Trac has exceeded the team's expectations; they have 36 systems defined in Rev-Trac and plan to add more very soon.

Organization Profile

Organization Size:
State & Local

Industry:
Government

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:

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