

# Fortune 500 Health Care Services Company gets a healthy boost with Rev-Trac

## Introduction

This case study of a Fortune 500 pharmaceuticals company is based on a September 2016 survey of Rev-Trac customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“It was relatively easy to implement Rev-Trac and we were able to roll out the implementation when we were ready. We were up and running within 2 weeks from our initial implementation.”

## Challenges

This Fortune 500 Global Health Care Services company operates within the highly-regulated pharmaceuticals industry and has over 60,000 employees with annual revenue measured in tens of billions. The company relies on its significant IT infrastructure to manage its business and to deliver its services to thousands of hospitals, medical professionals and patients in over 20 countries.

The team turned to automation when considering how best to manage its substantial monthly load of business-requested changes, enhancements, and projects across its many SAP applications and systems.

## Use Case

### Goals

The specific goals of the automation project were:

- To simplify the SAP change control process and reduce the costs of managing change
- To assist in managing significant projects and the implementation of a release management strategy
- To improve production system stability

### Solution

Rev-Trac, an SAP DevOps platform, was selected ahead of several readily available solutions, including SAP Solution Manager ChaRM, to replace their existing manual non-automated process.

The company integrated its BMC Remedy ITSM process with Rev-Trac to build a fully automated end-to-end SAP change management workflow.

## Results

Several years on, the company has achieved its initial goals:

- Manual effort has been reduced by more than 70%
- The introduced N+1 dual development stream has been simplified, with over 50% of the manual retrofit effort eliminated
- Production stability (based on error reductions) has increased by up to 49%
- Overall change control and change management efficiency has improved by up to 90%

Additionally, the company has benefited from a significant increase (up to 49%) in the volumes of change managed by the team and an up to 90% reduction in time spent on audit tasks.

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Fortune 500**

Industry:  
**Pharmaceuticals**

### 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](#)