

City of San Diego elects Rev-Trac

Introduction

This case study of City of San Diego is based on a December 2018 survey of Rev-Trac customers by TechValidate, a 3rd-party research service.



“Rev-Trac has saved me countless hours keeping our transports in sync between our production support and project landscapes. It also gives me full transparency to what change request contains which transports, where the transports have been migrated and at what step in our change control process every change is at.”

Challenges

With a population of more than 1.4 million people, San Diego is the 2nd largest city in California and the 8th largest in the United States. The city is in the seat of San Diego County and is the economic hub for the region. A mayor and nine-member council serves and supports the city’s residents. The City of San Diego is responsible for police, public safety, streets, water and sewerage, planning and zoning and, other services within its borders.

To both better manage and respond quickly to increasing demands from business units, the City of San Diego needed to automate its SAP change management processes. Automation would enable the administrative unit to reduce the costs of managing SAP change, tighten controls over releases and assist with achieving agile and DevOps strategies.

Other reasons the City of San Diego deployed Rev-Trac to automate its SAP change management processes include:

- o to implement a release management strategy
- o to facilitate an N and N+1 dual development environment
- o to assist in managing an upgrade or significant project
- o to enable an increase in change volume
- o to help speed up the rate at which we can deliver change
- o to simplify the SAP change management process

Use Case

Since deploying Rev-Trac — the SAP DevOps platform — to manage its change control processes, the City of San Diego has successfully addressed a number of challenges within its SAP environment.

Making use of Rev-Trac has enabled the City administration to increase the volume and velocity of SAP change for faster, better and safer SAP applications. At the same time, production system stability has improved with a reduction in the number of changed related incidents within their SAP environment.

Results

Implementing Rev-Trac has simplified SAP transport management, enabling the IT team to cost-effectively meet the City’s demands and, ultimately better serve the local community.

Before implementing Rev-Trac, it took IT more than 5 hours on average to identify and fix an overtake/overwrite error. Now, the City of San Diego is alerted to 11-20 potentially dangerous overtake and/or overwrite issues monthly.

Rev-Trac has also helped the City administration to:

- o significantly reduce manual effort
- o reduce time on audit tasks
- o cut manual re-keying efforts
- o improve control of releases
- o reduce manual retrofit effort
- o better manage parallel development
- o improve the go-live experience
- o realize business value of SAP applications

Organization Profile

Organization:
City of San Diego

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:

[Rev-Trac](#)