SABRE HOLDINGS

ENABLING A SMOOTH UPGRADE AND BUSINESS TRANSFORMATION

QUICK FACTS

Industry
Transportation and logistics

Revenue
US$3 billion

Employees
10,500

Headquarters
Southlake, Texas

Web Site
www.sabre-holdings.com

SAP® Solutions and Services
SAP® Enterprise Support services

Sabre Holdings, a world leader in the travel marketplace, offers retail travel products and distribution and technology solutions for the travel industry. When the company upgraded to the latest version of the SAP® ERP application, it turned to SAP Enterprise Support services to help with this transition, mitigate business risks, and enable proactive management of technology investments.

Key Challenges

- Complexity of optimizing a heterogeneous set of applications supporting core services
- Desire to upgrade to the latest version of the SAP® ERP application and exploit its advanced functionality to improve expense reporting, travel booking, and more
- Goal of leveraging the SAP Solution Manager application management solution and application lifecycle management to get the most from the company's SAP software

Why SAP Services Were Selected

- Trusted partner
- Experts with in-depth knowledge of SAP ERP and optimization strategies
- Ability to enable true application lifecycle management powered by SAP Solution Manager

Best Practices

- Leveraged SAP Enterprise Support services for upgrade best practices and tools
- Used advanced scoping and test-planning tools to cut deployment costs
- Used service desk functionality of SAP Solution Manager to track issues
- Leveraged third-party system analysis service to prioritize upgrade testing

Key IT Metrics

- 10,500 users
- Offices in 59 countries
- SAP software landscape that includes SAP ERP, SAP Solution Manager, and the SAP NetWeaver® Portal component
- Project completed in just 8 months – 30 days earlier than planned

Project Highlights

- Lowered costs and accelerated implementation with sophisticated scoping and test-planning tools
- Used continuous quality check services from SAP to enable in-house team running upgrade project to validate new system environment
- Tracked upgrade issues using service desk functionality in SAP Solution Manager
- Had SAP perform a system analysis to prioritize upgrade activities, such as regression testing

Project Benefits

- Went live with new technology 30 days earlier than planned
- Achieved more proactive, end-to-end solution support using Run SAP methodology and SAP Solution Manager
- Dramatically reduced upgrade implementation costs
- Reduced the risks of managing an upgrade in-house by engaging SAP Enterprise Support

"With SAP Enterprise Support, we can talk through business issues, look at how components can help us address those issues, and also learn how to work with all of our solution partners uniformly."

Ken Gravenor, Solution Architect, Sabre Holdings

www.sap.com/contactsap

Planning Ahead for a Smooth Business Transformation

Sabre Holdings is a world leader in the travel marketplace, offering retail travel products and distribution and technology solutions for the travel industry through its four companies: Travelocity, Sabre Travel Network, Sabre Airline Solutions, and Sabre Hospitality Solutions. From building the first computer reservations system in the 1960s to developing today's sophisticated travel solutions, Sabre Holdings has made innovation its business.

To boost performance and streamline management of its business systems, Sabre recently upgraded to the latest version of the SAP® ERP application, changed its operating system, and converted to blade hardware. Company management knew that implementing such major technological changes would be a challenge. "The travel industry has many unique features, and there isn't a single industry solution for us. We have to select and customize functionality from many industry solutions," states Ken Gravenor, solution architect for Sabre. The complexity of this challenge is a major reason Sabre elected to continue to use SAP Enterprise Support services rather than downgrade to a standard support package. SAP Enterprise Support had helped Sabre through its recent technology changes and mitigated business risks.

Leveraging Best Practices and Tools from SAP

Sabre's technology changes have resulted in dramatic improvements in performance – for example, batch processing was cut in half. Sabre has also standardized expense reporting and corporate travel arrangements for its 10,500 employees. Travel expense reporting had been a challenge because each country had its own way of booking travel and tracking costs; this fragmented approach interfered with smooth reporting and payment. The move to SAP ERP allowed Sabre to standardize expense reporting and travel booking because it could leverage a partnership between SAP and one of Sabre's business units, GetThere. This solution integrates directly with the travel management functionality within SAP ERP. As travel is booked, costs are recorded in SAP ERP. To give all 10,500 users access to this new functionality, Sabre deployed the SAP NetWeaver® Portal component, which it had never used before.

To achieve these results, the company leveraged the expertise, best practices, and tools available through SAP Enterprise Support. To start, the team implemented the SAP Solution Manager application management solution to support application lifecycle management; during the upgrade, Sabre used the solution's service desk functionality to track and escalate issues. Sabre's in-house team also performed a system analysis that indicated how often transactions were being used – insight needed to prioritize other activities, such as regression testing. The team also leveraged SAP advanced scoping and test-planning tools, enabling Sabre to cut implementation costs dramatically and go live with its new technology 30 days earlier than planned.

Building a Strong Support Relationship

Sabre's IT professionals consult regularly with the SAP Enterprise Support team so they get the most from their IT investments. The team introduced the Run SAP methodology to exploit the ability of SAP Solution Manager to enable more proactive, end-to-end solution support. Through services recommended by SAP Enterprise Support, Sabre successfully implemented business process monitoring to address integration challenges.

Looking Ahead

"Some organizations struggle with large projects because implementation issues are frequently on the critical path," says Gravenor. But he notes that the SAP Enterprise Support advisory team helps Sabre by talking through issues and options to solve those issues.

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