CAMINOS Y PUENTES FEDERALES

SAP® AGS MANAGES APPLICATION LIFECYCLE FOR BUSINESS CONTINUITY AND INNOVATION

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Joel Armando Colin, IT Manager, Caminos y Puentes Federales de Ingresos y Servicios Conexos

QUICK FACTS

Company
- Name: Caminos y Puentes Federales de Ingresos y Servicios Conexos (CAPUFE)
- Headquarters: Cuernavaca, Morelos, Mexico
- Industry: Public sector – federal government
- Products and services: Preserve, rebuild, improve, manage, and operate roads, bridges, and tolls
- Employees: 4,900
- Web site: www.capufe.gob.mx
- Partner: SAP® Active Global Support (SAP AGS) organization

Challenges and Opportunities
- Identify and improve custom-code transactions and performance issues
- Adopt change management best practices, avoiding possible landscape weakness
- Reduce performance problems on systems and databases after upgrades

Objectives
- Identify business process documents that are not closed or posted
- Improve key performance indicators for change management
- Identify and resolve system performance bottlenecks
- Create a smooth path for the upgrade of the SAP ERP application
- Initiate use of the SAP Solution Manager application management solution

SAP Solutions and Services
- SAP Enterprise Support services
- SAP Solution Manager application management solution

Why SAP
- Full integration with existing SAP solution landscape
- SAP's integrated approach to application lifecycle management

Benefits
- Optimized several custom-code transactions in human capital management and other areas
- Supported SAP ERP and Oracle database upgrades with messages, services, and conferences
- Reduced database by 117 GB after upgrade
- Stabilized SAP ERP after upgrade
- Created a preventive monitoring capability

Existing Environment
- SAP ERP, SAP NetWeaver® Business Warehouse and SAP NetWeaver Portal components
- Non-SAP software

Third-Party Integration
- Database: Oracle
- Hardware: Sun Microsystems
- Operating system: Solaris

caminos y puentes federales

Business continuity is important for a federal organization that is responsible for the maintenance of its country's highways and bridges and toll collection. Caminos y Puentes Federales de Ingresos y Servicios Conexos (CAPUFE), a federal agency in Mexico, ensures continuity between applications supporting its business processes and the agency's underlying IT infrastructure with the help of the SAP® Active Global Support (SAP AGS) organization. SAP AGS acts as a trusted advisor, providing CAPUFE with SAP Enterprise Support services for application lifecycle management.

CAPUFE is a decentralized body of the Mexican government. As an independent entity, CAPUFE is a service provider within the transportation sector of the Bureau of Communications and Transportations. The agency is responsible for managing Mexico's roads, bridges, and tolls with services that include maintenance, repair, construction, improvements, and overall operations.

CAPUFE chose to work with SAP AGS because of the organization's ability to provide advice on various IT projects and issues surrounding the agency's application lifecycle management needs.

Complex Landscape Requires Continuous Attention

SAP Enterprise Support services provided CAPUFE with the means to help ensure that both SAP and non-SAP software remained stable and operational. SAP Enterprise Support also enabled best practices and methodologies that support long-term success. The services CAPUFE used addressed the entire lifecycle of its applications, which included proactively assessing the application landscape to improve stability, accelerating problem solving, and outlining steps for continuous improvement to generate real business value.

"It is very important for us to ensure the continuity of our business operations, which use SAP and non-SAP applications," says CAPUFE IT Manager Joel Armando Colin. "After an upgrade of the SAP ERP application, we wanted to stabilize the system and provide our internal users with a better working environment. Therefore, we wanted to highly tune our system performance."

SAP AGS interacted with both functional and IT personnel from CAPUFE as one team to perform services such as continuous quality checks and achieve the best results. SAP AGS provided CAPUFE with the SAP Solution Manager application management solution as the integration tool driving the administration of both SAP and non-SAP software. CAPUFE used SAP Solution Manager for not only solution deployment but also for operations, maintenance, and optimization. CAPUFE took advantage of services such as business process monitoring, service-level reporting, central monitoring, and a service desk feature, among others. CAPUFE also used SAP services and software for measurement and documentation of key performance indicators, testing, and maintenance. Additionally, the agency has decided to take advantage of the expert guide implementation, a delivery methodology offered by SAP Enterprise Support.

Improving Performance Reduces Errors and Downtime

"With SAP Enterprise Support, we achieved significant improvement in the response time of our system through services such as business process performance optimization for our custom-code reports, jobs, and programs," says Colin. "We also employed services for remote performance optimization, technical performance optimization, and data-volume management to address performance issues in our database."

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Joel Armando Colin, IT Manager,
Caminos y Puentes Federales de Ingresos y Servicios Conexos

During the technical upgrade of the SAP ERP application, CAPUFE ran into several challenges. "These challenges were solved through the service desk support in SAP Solution Manager," says Colin. "Support messages with all the necessary information, priorities, contact data, business impact, and logon data helped us create a direct and clear path for successfully resolving these issues in a timely manner."

Through the transport execution analysis service in SAP Solution Manager, CAPUFE was able to stabilize and optimize transport time as well as reduce errors and downtime when transports were done. Errors between the development, quality, and production servers with releases, notes, and other related issues were also solved. Additionally, CAPUFE performed the data-volume management service to see what performance improvements could be achieved with archiving, and it gained 139 GB of database space as a result.

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Joel Armando Colin, IT Manager, Caminos y Puentes Federales de Ingresos y Servicios Conexos

Creating a Win-Win Strategy with SAP Enterprise Support

"There were times our systems went down and we didn't know what to do or whom to contact," says Colin. "Since we didn't know how to fix these issues internally, we decided to bring in consulting services from a third-party firm. With the help of SAP AGS, we now know what steps to take and how to schedule services that can help us faster and more precisely."

He adds, "It was very challenging for us, with a reduced team in our IT department, to maintain our systems in terms of implementing SAP's recommendations, but it was worth it. Every issue we had involved a win-win strategy, where SAP achieved a satisfied, happy, and stable customer. On the other hand, we were able to understand and implement the best-practice recommendations, which means we now have a much more stable system."

As part of its support strategy, CAPUFE has been certified as a Customer Center of Expertise organization. "This certification provided us with the primary guidelines for a solid infrastructure of interaction and collaboration, both within the agency and with SAP," says Colin. "The certification also provided us with internal recognition and increased our status within our own agency. It shows that we are properly doing our job within the global standards and best practices that SAP provides."

Ensuring Business Continuity

"Our performance and administration problems have been minimized and the system is now stabilized, thanks to the continuous quality check services provided by SAP," says Colin. "CAPUFE got the services we needed, when we needed them, based on our business requirements. In addition, the response time of our critical support messages increased dramatically."

CAPUFE has stabilized its SAP ERP application and intends to do the same with other solutions, such as the SAP NetWeaver® Business Intelligence component (now known as the SAP NetWeaver Business Warehouse component), and SAP Enterprise Portal (now known as the SAP NetWeaver Portal component). CAPUFE is implementing recommendations for these solutions and will schedule the necessary quality check services.

CAPUFE has started the functional upgrade project for SAP ERP, hoping to go live with new functionalities, such as a new general ledger, in the second quarter of 2011. SAP AGS is providing a remote service via conference calls that will guide the CAPUFE team and help accelerate the upgrade.

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