



How Tricentis  
LiveCompare™ can help  
you avoid 4 common  
setbacks in your SAP  
release process





## INTRODUCTION

Anyone who has updated an SAP application has experienced this painful scenario: the new version performs flawlessly in your QA and pre-production environments, but crashes and burns in the business as usual (BAU) or production environments. [Ninety percent of SAP enterprise customers expect](#) this scenario and incorporate a period of hypercare into their release process in an attempt to mitigate the damage. But this is an expensive and risky strategy. Manual methods of investigation and quality assurance are extremely time-consuming and costly. [Research by the Ponemon Institute](#) found a single minute of downtime in a critical application can mean \$10,000 in lost productivity.

This cycle repeats, leaving teams burned out and organizations perpetually at risk.

The business climate today demands more from companies and their SAP systems. SAP teams are under pressure to deliver faster than ever to meet the demands of both internal stakeholders and customers, adding more urgency to the need to disrupt this pattern — SAP teams should streamline their quality processes now.



## START HERE - LOOK AT YOUR TOOL STACK

The status quo for SAP customers is this — high levels of manual testing and high levels of risk. In a survey we conducted with [Americas' SAP Users' Group \(ASUG\)](#), we found that of the SAP customers polled:

- **44% had a test automation rate of less than 25%.**
- **Only 11% had an automation rate higher than 51%.**
- **14% didn't know how much of their testing was automated**
- **18% weren't practicing automation at all**

Automation without a clear strategy and largely manual release and support processes prove to be a nasty combination for businesses. The same survey revealed that 51% of respondents said SAP updates put their organization at risk and 41% said the cost of updating their SAP systems is a concern.

Again, these practices are insufficient and not scalable.

Organizations have two options: to sink, by not meeting the demands of an increasingly digitized business climate, or to swim, by adopting technologies and processes that support their most strategic initiatives through low-risk IT modernization.

But not all tools are created equal. SAP is an incredibly complex and often heavily customized application, and most tools aren't able to dynamically identify and address the risks involved – allowing for defects to slip into production.

Enter [Tricentis LiveCompare™](#).

It's a powerful, fast, and cost-effective SAP change intelligence tool that can help your company innovate faster, deliver smoother updates, and achieve better business outcomes by helping you avoid four common setbacks in your SAP release process.

Read on to learn more.



## 1. JUST RUNNING THE SAME TESTS AS ALWAYS

Today, most SAP teams test in one of two ways — they either run regular regression tests and hope for the best or simply run as many tests as their sprint allows. Neither strategy is adequate for preventing costly defects from rearing their heads.

So how is a savvy release manager to know when an SAP update is actually safe to release? By refining their testing process through smart impact analysis.

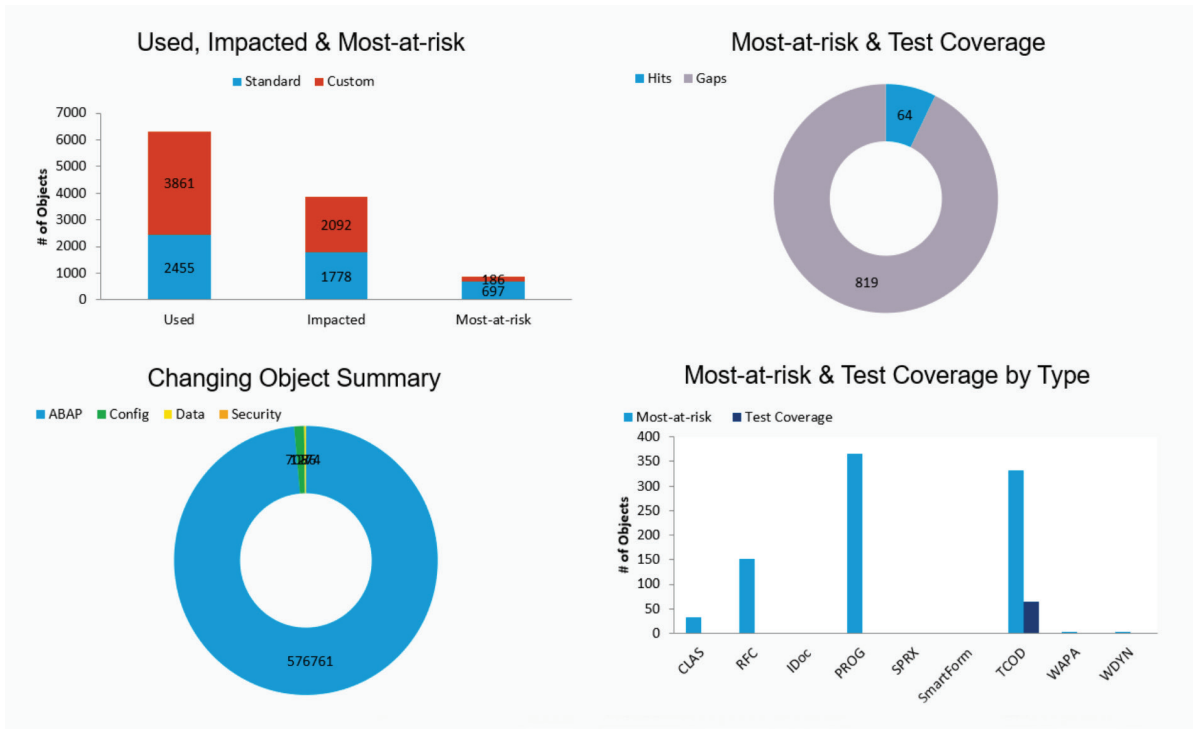
### ▶ Know what to test – with smart impact analysis

Changes to SAP systems are seismic in nature. Their impacts can reach distant areas of your applications and processes, making it imperative to test those areas before changes are released.

But it's impractical and inefficient to manually perform the analysis required to understand how a change can impact the rest of your environment or if you have the right tests to vet these updates. Without knowing what to test, teams will run the same inadequate regression test cycles, which ultimately lengthens their prerelease testing cycles without necessarily catching defects caused by the change.

LiveCompare's smart impact analysis feature can automatically assess the impact of any change to your SAP systems, including support packs, custom development changes, objects, transports, and ChaRM changes. It then identifies the most at-risk areas of your SAP applications that should be tested before modifications are released to production.

When integrated with your test repository, LiveCompare can also identify which tests to run or create to test these most at-risk areas. It gives you a list of matching tests and gaps, as well as the business users who know about the related features, and helps create any missing test cases. The results are all displayed in easy-to-read dashboards and reports.



LiveCompare can even create test execution and requirements lists directly in select test repositories, including Tricentis Tosca™ and Tricentis qTest™.

By identifying your most at-risk areas and ensuring they are covered in your pre-release testing, LiveCompare optimizes the number of tests you must run for a given update – maximizing the utility of your testing cycle.

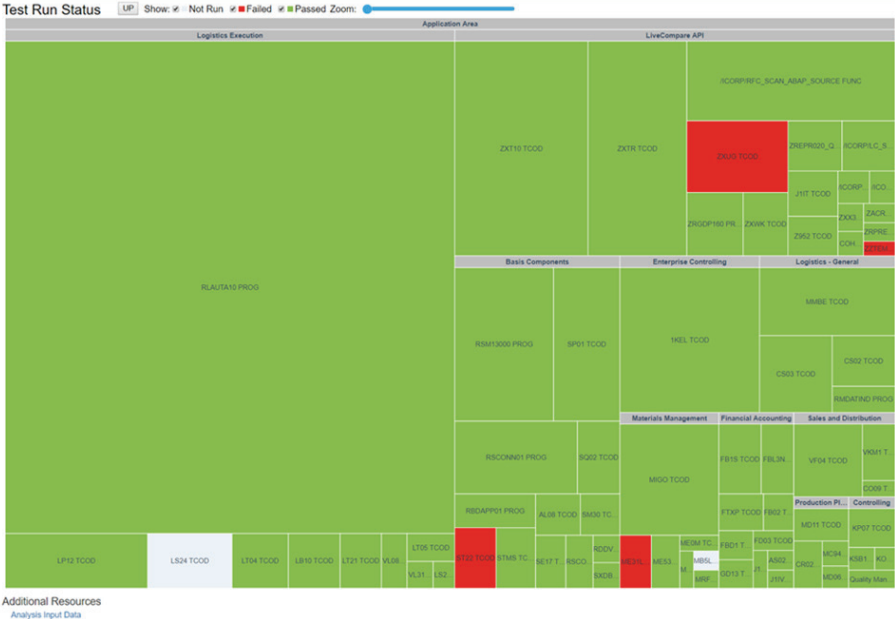
## ➤ 2. NOT KNOWING WHEN TESTING IS REALLY DONE

Not only is it vital for QA teams and release managers to know what to test, but it also is equally important for them to know when testing is actually done and an update is safe to release. Most teams consider testing complete when time runs out on a sprint or when they've finished running the “usual” regression and user acceptance tests.

Neither approach validates whether the risks in an update have been tested. But Tricentis LiveCompare’s test auditing capabilities can.

The example below demonstrates how LiveCompare reports what at-risk functionality has been tested so far and the result of that testing. The image shows a test audit view available when you integrate Tricentis LiveCompare with Tricentis Tosca, Tricentis qTest, or a Micro Focus ALM test repository. (Detailed reports are also available.)

Green indicates that the tests for an area of your application that LiveCompare identified as at risk have been executed and passed. Red indicates that testing has failed and that the area may still be at risk.



Gray indicates that the object has not yet been tested.

With this automated test auditing capability, LiveCompare gives release managers the confidence to determine when testing is truly complete and when a release is safe to deploy to production.

### 3. AN UNRULY N+1 LANDSCAPE

For many companies, maintaining multiple SAP landscapes is vital to staying innovative.

N+1 landscapes create a “business as usual” (BAU) landscape that the business runs on. Companies usually have at least two other landscapes: a project landscape, where new features and new version upgrades progress through, and a support landscape where fixes to issues found in the BAU landscape are handled.

As you can imagine (or probably have experienced firsthand) managing all of these landscapes becomes incredibly complex. [SAP](#) recommends troubleshooting methods for resolving issues due to inconsistencies in transport requests — but they are all manual.

LiveCompare eliminates the heavy lifting for your teams by automating a wide array of different processes used to maintain your landscapes, taking the confusion out of N+1 landscape management.

### ➤ **Keep your systems in sync with Release Assurance**

One of the biggest burdens of N+1 landscape management is keeping landscapes in sync with all the changes being made across multiple development, QA, and production systems. The amount of detective work required to troubleshoot out-of-sync environments can be staggering. Yet all it takes for things to get messy – fast – is for changes to be transported with dependencies that are missing or different in the destination system.

To prevent this from happening, teams need an automated way to be alerted when a transport may cause errors in the destination system due to missing or different dependent objects.

LiveCompare has a feature for that.

Its Release Assurance dashboard includes dependency alerts, which notify teams when dependent objects found in a transport's source system are either missing or different in the destination system. They can then take the required actions to fix the problem before any damage is done.

LiveCompare allows you to know with confidence that your transports include all necessary dependencies, meaning teams no longer have to spend hours or days untangling transports and merges after they've done harm to the business.



## **4. LETTING YOUR PRODUCTION SYSTEMS GET OUT OF SYNC**

When errors in production pop up, it is likely due to one of your production systems being out of sync with the others. Troubleshooting the issue often requires analyzing multiple systems to detect the root cause of the error. For most companies, this analysis is done manually. Trying to find 'the needle in the haystack' leaves your people burned out and behind on other business-critical tasks.

Organizations need a solution that can help them prevent issues from happening in the first place – like

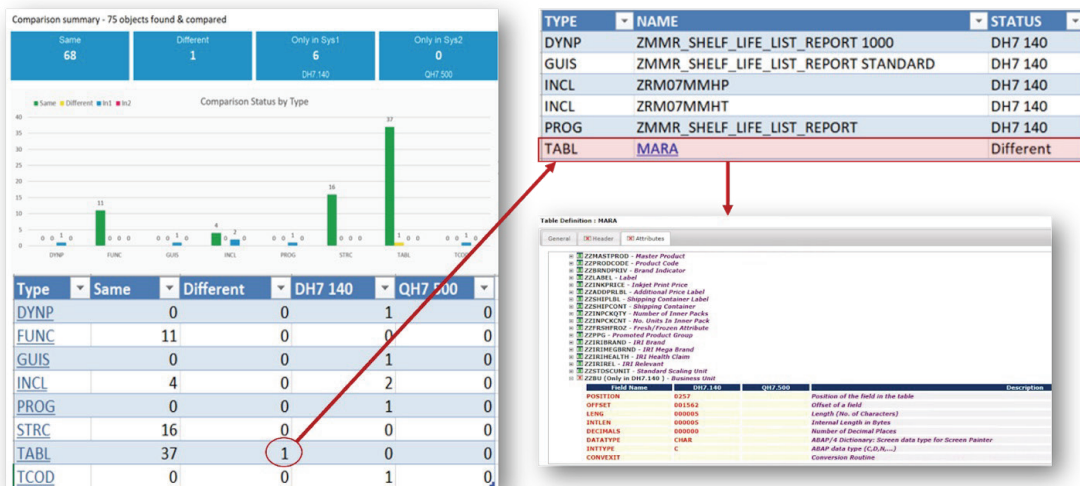
LiveCompare. It can be used not only to troubleshoot and debug root causes of production issues, but also to identify out-of-sync objects before they can cause problems, saving your team from the headaches associated with these errors by comparing objects.

## ➤ Comparing objects in SAP systems using the Compare Objects App

LiveCompare's Compare Objects capability provides real-time visibility into what's the same, different, or unique across your SAP systems, clients, and modules. This includes transports, technical objects, code, configurations, tables, and master data.

For example, your company may be using SAP's Implementation Guide (IMG) to transfer configuration data from your QA environment to production. However, settings can be inadvertently altered while en route, and the only way to manually spot any inconsistencies is through the old fashion 'stare and compare.'

But with LiveCompare, teams can swiftly run a comparison and receive accurate results and next steps. The screenshot below of a comparison summary demonstrates just how easy it is to detect and troubleshoot such issues.



It shows what objects are the same, different, or unique across the systems being compared. In the red circle, you can see an out-of-sync table was detected in one system. By following the red lines, LiveCompare provides a more detailed report with a hyperlink that takes you to the actual analysis required to resolve the issue.

With this tool, support teams get rapid troubleshooting that can uncover the root cause of an issue in minutes, while operations teams are able to proactively monitor systems to ensure they remain in sync. Put simply, LiveCompare prevents defects in production and allows your people and processes to be more agile and more effective.

**➤ Boost your SAP release intelligence—with Tricentis LiveCompare**

When it comes to your SAP systems, business disruption is costly and there are hazards everywhere. A tool like Tricentis LiveCompare supports and streamlines a variety of processes to ensure each update executes flawlessly. It helps organizations achieve:



One of our customers, an ERP principal at a telecommunications company, says “Tricentis LiveCompare really makes a difference when the support guys that are in charge of operations come to you and say, “Thank you for letting me sleep after the production go-live because it saved my night.”

[Request a demo](#) or [check out this product tour](#) to learn more about how Tricentis LiveCompare can help you optimize your SAP release process.

DISCLAIMER: Note, the information provided in this statement should not be considered as legal advice. Readers are cautioned not to place undue reliance on these statements, and they should not be relied upon in making purchasing decisions or for achieving compliance to legal regulations.





## ABOUT TRICENTIS

**Tricentis is the global leader in enterprise continuous testing, widely credited for reinventing software testing and delivery for DevOps and agile environments.** The Tricentis AI-based, continuous testing platform provides automated testing and real-time business risk insight across your DevOps pipeline. This enables enterprises to accelerate their digital transformation by dramatically increasing software release speed, reducing costs, and improving software quality. Tricentis has been widely recognized as the leader by all major industry analysts, including being named the leader in Gartner's Magic Quadrant five years in a row. Tricentis has more than 1,800 customers, including the largest brands in the world, such as Accenture, Coca-Cola, Nationwide Insurance, Allianz, Telstra, Dolby, RBS, and Zappos.

To learn more, visit [www.tricentis.com](http://www.tricentis.com) or follow us on LinkedIn, Twitter, and Facebook.

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