



ABOUT THE CUSTOMER

Originally called 'the British Vitamin Company', Britvic was established in the 1930s in Chelmsford, UK. Today the company owns more than 30 international soft drink brands and manufactures in four countries, exporting to over 100 others. Britvic is the proud holder of a Royal Warrant, granted by Queen Elizabeth the Second, and in 2018 generated revenues of around \$1.9 billion.

Britvic has implemented ActiveControl from Basis Technologies, resulting in dramatically improved business efficiency from their SAP system.

The Challenge

Britvic found that although their SAP change control process was robust, it involved too much manual effort and limited the efficiency of internal teams. Approvals were slow; visibility was limited and spreadsheets were used as the primary means of tracking change - factors which also made auditing difficult. The need to coordinate external development teams in multiple countries further complicated matters.

About Britvic's SAP landscape

Britvic uses ActiveControl in ECC and BW, both of which are configured on a 4-system 'single track' basis consisting of Development, SIT, UAT and Production. Dev and SIT systems are hosted in the cloud, while UAT and Production remain on-premise. SAP EWM is being introduced to the landscape and Britvic also plan to investigate the addition of further modules such as CRM.

The Solution

Britvic chose ActiveControl from Basis Technologies to provide the automation that would enable them to move to a more efficient, transparent SAP change control process, communicate more effectively with external teams and leave the use of spreadsheets behind. Manual effort has been reduced by up to 50%, freeing the basis team to focus on value-add tasks and reducing the overall cost of change.



Adoption of ActiveControl was seamless for us. We've had no issues at all since we started using the tool. I would happily recommend ActiveControl to any other customer in a similar situation. In fact, I think there's still a lot more it can do for us.



SAP Environment & Test Lead, Britvic

Eliminating manual effort

Britvic's SAP team was aware of the limitations of their manual change management process - in particular a slow approval process which demanded significant daily attention from the basis team - but matters came to a head in 2016 when they embarked on a major upgrade project that would involve re-platforming their systems and implementing the latest version of ECC. The team realized that managing and keeping track of transports manually in such a complex project would simply take too much time and effort.

ActiveControl was selected as the means to help the Britvic team adopt a new way of working that minimizes manual intervention. Its automated deployment capability and versatile approval workflows have eliminated a significant amount of manual effort, while the tool also acts as a 'single source of truth' that delivers total visibility of the status of every change, making audit reporting far quicker and easier.

As an added bonus, ActiveControl will also help to accelerate the system refresh process - a historical bottleneck in Britvic's SAP landscape, not least because of the time that had to be spent on transport management - by automating the deployment of transports from Production and allowing integration of project changes without conflicts.

Managing distributed teams

All of Britvic's SAP development is managed by an external service provider, whose teams are located in a number of different geographic locations. As such it was extremely difficult for Britvic to put together a complete picture of who was working on what and the status of their development, and to avoid conflicts across multiple development teams.

ActiveControl resolves these issues by providing a central workspace for everyone involved in SAP change. External development partners utilize a browser-based Web UI which requires no installation of local software, while the Britvic team use the more powerful Windows GUI to access the full feature set and configuration options in ActiveControl.

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Pain Points

- ▶ Excessive manual effort to safely deliver change
- ▶ Inefficient approvals workflow
- ▶ Lack of visibility across internal and external teams
- ▶ 'Painful' spreadsheet-based audit process
- ▶ Overly slow system refreshes
- ▶ Managing hybrid cloud/on-prem landscape

Outcomes & Benefits

- ▶ 50% reduction in manual effort; associated drop in cost of change
- ▶ Streamlined approval process removes long email chains
- ▶ Complete record of all change and approval in central location
- ▶ Faster, simpler audit reporting
- ▶ Automated transport deployment accelerates refresh process
- ▶ Complete infrastructure transparency



Hybrid landscape

Britvic were quick to recognize the benefits of cloud-hosted SAP systems and consider themselves to be ahead of many similar organizations in their cloud maturity. However, like many firms they have maintained on-premise Production systems to minimize the chance of disruption to business-critical systems.

Such a hybrid cloud/on-premise setup requires change automation that can cope seamlessly with any configuration and combination of systems. ActiveControl does so, removing any need for users to concern themselves about this issue. New systems can be added and transport paths adjusted with just a few clicks.

Future potential

In addition to the significant benefits that SAP automation has already delivered, ActiveControl provides Britvic with a solution that will support their current five-year SAP roadmap. Key milestones in this plan include integration of SAP with ServiceNow to streamline the CAB process and a move to S/4HANA, along with the multi-track development this will require.

ActiveControl offers an out-of-the-box ServiceNow integration and includes a range of features that make the S/4 transition and management of N+N landscapes significantly faster, safer and more efficient, providing the opportunity for Britvic to enjoy an even greater return on their investment in future.

“[With ActiveControl] the basis team don’t even need to get involved with moving transports until changes are ready to go into Production. That whole effort has gone - it’s all behind the scenes. That could be 30%-50% less effort, it could be even more,” explains an SAP Basis Manager at Britvic.

Conclusion

Britvic has been able to make considerable gains through adoption of SAP automation. A significant amount of manual effort has been eliminated and associated costs have been reduced. In practical terms, the basis team has been liberated to deliver more value to the business, management of external teams is easier, and spreadsheets have been left behind. “One of the basis team [used to be] on ‘transport watch’ every day,” summarizes an SAP Basis Manager at Britvic. “That whole effort has gone now [thanks to ActiveControl].”

About ActiveControl

ActiveControl from Basis Technologies automates the end-to-end SAP change and release process to massively reduce manual effort and protect systems from downtime. Built specifically for SAP and Certified for use on both S/4HANA and Netweaver, it delivers a fundamentally new approach that enables companies to adopt agile development, DevOps and Continuous Delivery in SAP environments.

All product features and specifications may be subject to change without notice and do not constitute a guarantee of performance.
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