TOURING CASE STUDY

Migration in less than 12 months

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I   About Touring

Touring assists its customers in their travels in Belgium and abroad.

Touring also offers dedicated solutions for companies.
The assistance includes cars, but also bicycles, electric bikes, motorcycles, mono wheels and scooters.

Its international network consists of assistance vehicles, helicopters and airplanes, specialized in breakdown services, medical or technical interventions. Touring also offers vehicle and travel insurance.

II   Initial situation

Data accumulated in SAP ECC since 2009.

JUNE 2020

Touring wishes to make a Brownfield migration.

JULY 2020

Only the Greenfield method was officially allowed by SAP to migrate to SAP S/4HANA Private Cloud.

**Touring project
=
precursor project for a hybrid migration
to SAP S/4HANA Private Cloud.**

III   The challenges

1_   SAP ECC is connected to 7 different systems and nearly 60 interfaces are operational between ECC and these systems. Some interfaces are managed via Idocs. **The migration should have NO impact on these interfaces.**

2_   SAP ECC contains **+/- 550 specific programs including 2 modified standard programs**, which is not allowed in a Private Cloud solution.

3_   The insurance sector has specific legal constraints, and **Touring meets them with a complex solution implemented in ECC**. Revising this solution requires a lot of time.

4_   The FS-CD part of SAP for Insurance was implemented in 2018. It is imperative **to keep all historical data to ensure synchronization with the peripheral system that is the master**. This includes all master data and several transactional data. The volume is significant.

5_   There are **no best practices** for FS-CD and FS-CD data migration templates are not available in the Data Migration Cockpit (DMC), the standard SAP migration tool.

6_ SAP S/4HANA **imposes changes that impact several functionalities** used by Touring:

a.   Customers and suppliers become Business Partners, which involves renumbering third parties.

b.   The credit control is managed in a new module. It will be necessary to start from a new configuration and adapt the data.

c.   The accounting of fixed assets is done through an intermediate account.

d.   The FI plan module in SAP ECC is replaced by default by BPC in SAP S/4HANA.

7_ The Add-On for scanning invoices in ECC is **incompatible with SAP S/4HANA**, it must be replaced.

IV   Hybrid approach

80% BROWNFIELD	**20% GREENFIELD**
• For interface stability. • For the migration of specific programs. • For the maintenance of existing data.	• For the conversion of some data.

V   The solution put in place

Business functions and modules

SAP contains specific functionalities that can be activated only if they are useful. Some of them are not free of charge. Most of the Industry Solutions are management functions.
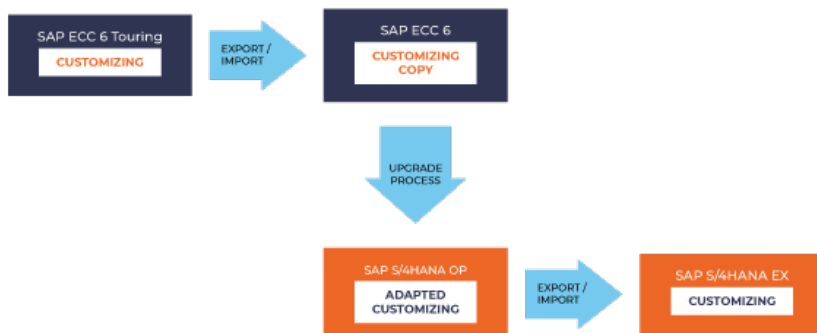
This is the case with FS-CD, for example:

-> All business functions used by Touring must be reactivated in the new system.

-> Modules that SAP desactivates by default must be reactivated and tested.

Customization

In the case of Touring, trying to start from Best Practices is a challenge. The only possible approach is to **keep the existing settings and to adapt what needs to be adapted before importing data**.
The conversion operations of a Brownfield must be performed on the existing configuration.

The developments

If we are in a Brownfield approach for the customization, the developments must also be recovered, then converted to the new programming rules imposed by HANA. **This conversion is not automatic, but carried out by developers**.
It is therefore necessary to identify the developments that are still used in ECC, transport them to an SAP S/4HANA system and convert them. The conversion of developments is independent of the customization conversion process, but in order to test them, the customization and data are required.

Data

This is by far the most complex subject. Since SAP does not allow importing the entire system, we escape a prior archiving project, but instead we inherit from a 5-step data migration, like in a Greenfield:

1. **Extract**: All useful data should be extracted from ECC.
2. **Filter**: Eliminate obsolete data.
3. **Convert**: Replace some values from the source system with the corresponding values from the target system to adapt the data to different evolutions.
4. **Enrich**: Add the necessary information to use the new features.
5. **Load**: The data is loaded into the target system.

Usually, **the Greenfield Go-Live is done with the opening of a fiscal year**. The transfer is limited to the master data and a limited number of transactional data.

For example, in accounting, the account balance and the open items of the lettering accounts (G/L, customer, suppliers) will be taken from the last day before the changeover.

In addition to this classic approach, there are two other problems:

- **The historical data** of FS-CD.
- **A Go Live during the fiscal** year which imposes the resumption of all the movements of this fiscal year.

VI 2 steps for data recovery

The recovery of data prior to 2021

1.   For master data and classic recovery data:

- **Extraction** via an ETL, **our SAP add-on SEAzam**: data processing in an MSSQL database **via our SEAmapp program**.
- **Reloading** via the DMC or our **SEAzam** ETL. This method has the advantage of being **highly automated and easily repeatable**.

2.   For high volume and historical data from the past:

- **RFC connection** between SAP ECC and SAP S/4HANA.
- **Using IDOCs and performing the 5 migration** via specific programs and BAPIs. This method is fully automated, but not repeatable and technically complex.

The recovery of 2021

For the financial data, we also used the RFC **connection between ECC and S/4HANA and IDOCs**, but in addition to carrying out the various treatments, we considerably **modified the customization and added control tables** to secure the transfers, for example to guarantee identical numbering.
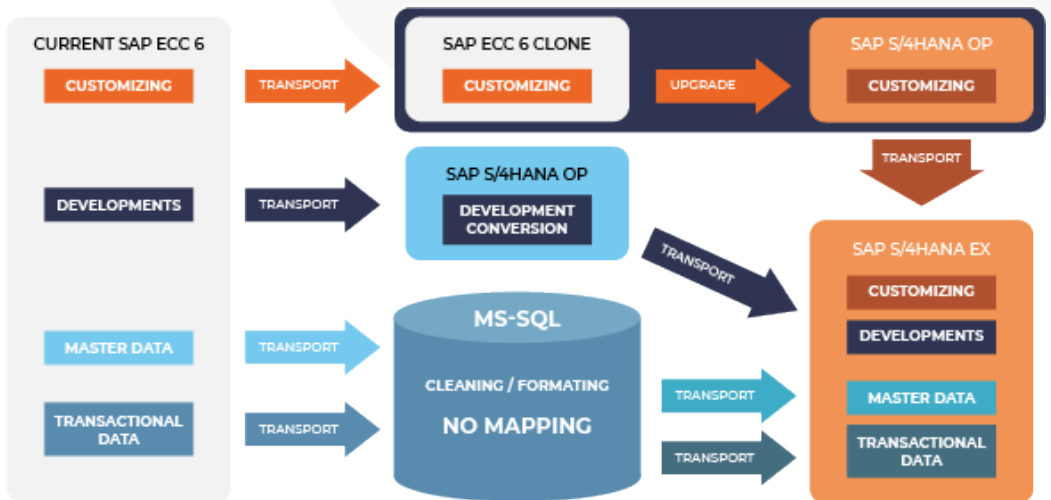
It was also necessary **to add post-processing programs** so that the 2 systems would have identical data at the time of GO-live.

Example: lettering, blocking, dunning level, ...

For the FS-CD numbers that had to be returned to the standard, **the old numbers were put back in specific existing** but unused fields:

- Fixed asset allocations have been manually re-entered.
- Inventory and purchase data were transferred via SEAzam, the MSSQL database + SEAmapp and the DMC.
- For the centralization of FS-CD to FI, the entries have been regenerated.
- For the secondary allocations from CO, the cycles have been re-executed.

Here is the 2020 migration scheme without Idocs

VII   Results

Migration duration: 12 months

Start: 01/07/2020 - **Go Live**: 01/07/2021

S4IC Team:
5 FTE répartis sur 14 experts

Touring team:
+/- 1.5 IT FTEs and participation of 7 key users.

Number of documents transferred:
+/- 6.5 million objects were transferred from one system to another.

Don't hesitate to contact our experts to learn more about
the Touring project!

CONTACT US !

www.s4ic.com