

Improved SAP Release Management Using Change Automation

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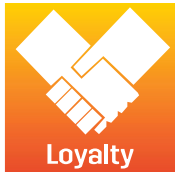
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Linfox



LIN FOX LOGISTICS

Linking our customer with their customers

OUR VALUES ARE THE FOUNDATION OF OUR CULTURE



We're about people and relationships. If we don't look after one another, we can't win. Together we find solutions and we don't take our relationships for granted.



We do the right thing. Always. We're transparent, honest and ethical in our interactions with our colleagues, customers, suppliers and the public. In short, we're true to our word.



We're all equal and we treat each other with respect. We are one team working towards a common goal. We get the best results when we cooperate and uphold our mutual responsibilities.



We trust in each other to deliver. We trust in the good intentions of each other, and we're rewarded for that. We accept that trust must be earned and can't be taken for granted.



LEADING THE WAY

2025

OUR STRATEGY TOWARDS 2025

OUR PURPOSE

We invest in people, property, assets, and systems to deliver growth and prosperity for our customers, employees, suppliers and shareholders in Australia and New Zealand

OUR VISION

We will be Australia and New Zealand's most trusted logistics partner

OUR VALUES

Loyalty, Integrity, Fairness and Trust

OUR STRATEGIC DRIVERS

HOW WE WORK



**BE
SAFER**

Leading safety, wellbeing and compliance



**THINK
CUSTOMER**

Leading supply chain services and solutions



**GROW
STRONGER**

Leading investment and operational performance

OUR STRATEGIC DRIVERS

HOW WE WORK



**WORK
SMARTER**

Leading technology and innovation



**ACT
SUSTAINABLY**

Leading environmental outcomes



**ACHIEVE
TOGETHER**

Leading with our values

WORK SMARTER

Leading technology
and innovation

We deploy secure systems
and **technologies** to
deliver market leading
supply chain solutions.



LEADING THE WAY 2025



WORK SMARTER

Leading technology and innovation

We deploy secure systems and **technologies** to deliver market leading supply chain solutions.

- Empower teams with digital tools for better operational visibility to drive customer outcomes
- Drive Digital Warehouse Solution with warehouse automation
- ActiveControl was application of choice to lead into this strategy for Release Management



SAP @ LINFOX

- SAP usage since late 1990's
- Business critical systems
- Multiple flavours of SAP systems
- Complex Landscape
- Integrations with internal system - SAP, non SAP and external facing systems securely



Business challenges

- Grown significantly with business use
- Multi-Tier landscape with upstream and downstream systems
- Significant initiatives going live frequently
- Impact to systems during cutover and hyper care
- Testing impacted due to changing baseline and defects being deployed
- IT teams need for being agile and support business initiatives with fast turnaround
- Retrofitting changes to landscapes were manual and impacting IT teams
- Workflow capability and traceability of changes
- Assessment of changes upfront before new config/development

Change Roadmap

>=2018

- Manual Transports
- Used standard tool with limitations
- Maintenance difficulties
- Difficulty supporting complex environment with retrofits
- Opportunity to see products meeting Linfox need

~2019

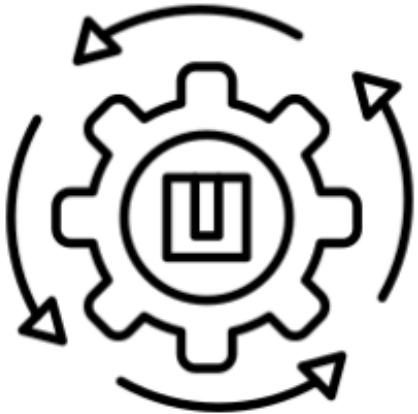
- The Business case put together
- Tools reviewed and shortlisted final two
- Cost analysis , demos and fit analysis undertaken
- Purchased tool
- Training key users, basis team and initial proof of concept

<=2019

- Implemented for most complex systems to show value to business
- Next critical systems were completed gradually
- Hypercare support
- Launch into BAU operations

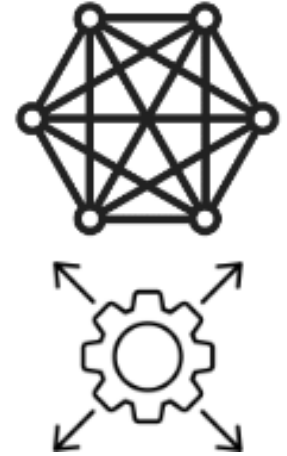
Four key requirements in new tool

Automation



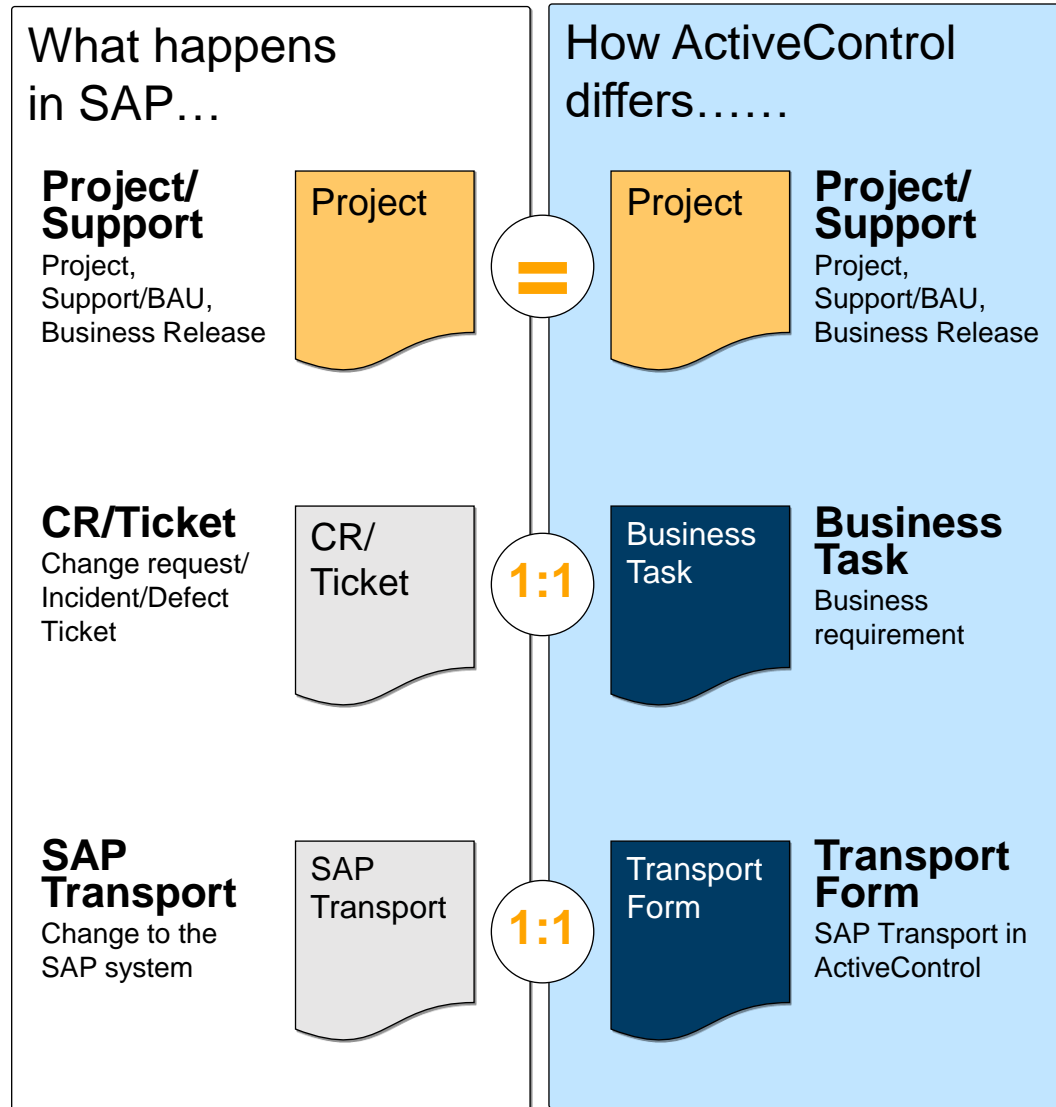
Quality

Release
Management
Move



Handle
Complexity
and scaling

ActiveControl mapping for compliance



For each Project ID in SAP, a Project ID is created in ActiveControl

For each Change Request, a Business Task is created in ActiveControl

For each Transport in SAP, a Transport Form is created in ActiveControl

ActiveControl benefit realisation

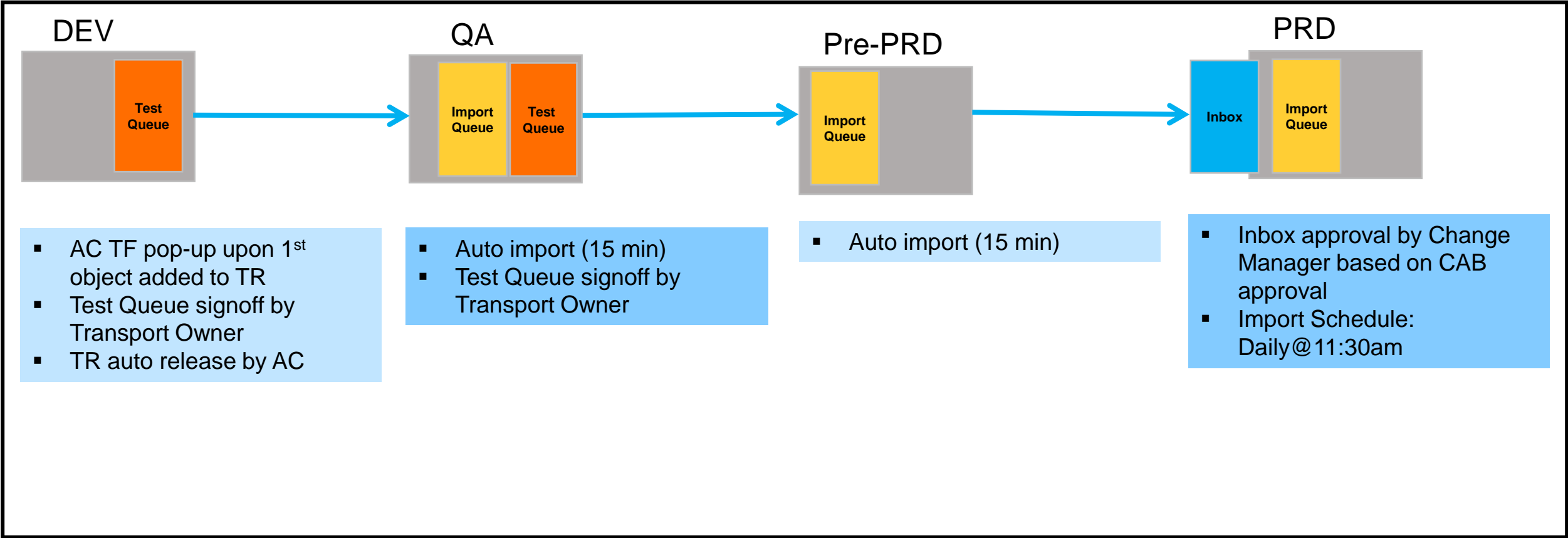
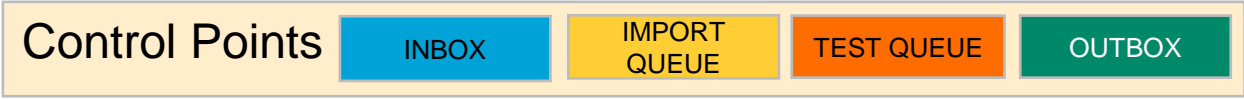
With the implementation of ActiveControl we were able to achieve automation for changes in our SAP landscape.

1. Customised workflows

- It gives us the flexibility to define workflows that suits our different environment specific needs.
- We were able to define workflows for single path and multi path environments, and custom retrofit workflows.
- Approvers can easily be defined, with an option to define an approver for all transports reaching that target system or a dedicated approver for each project.

Workflow – BAU Landscape

(Change Type: **STANDARD**)



AC – ActiveControl TF – Transport Form TR – Transport Request

Workflow – BAU Landscape

(Change Type: MINOR / MEDIUM / MAJOR / EMERGENCY)

Control Points

INBOX

IMPORT
QUEUE

TEST QUEUE

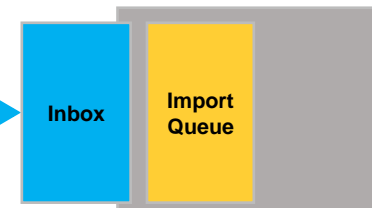
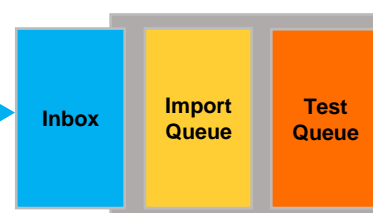
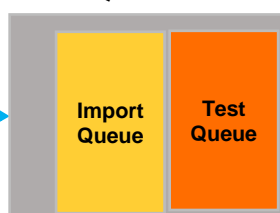
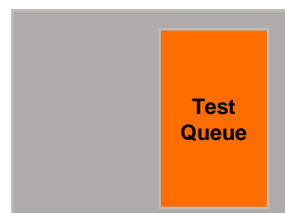
OUTBOX

DEV

QA

Pre-PRD

PRD



- AC TF pop-up upon 1st object added to TR
- Test Queue signoff by Transport Owner
- TR auto release by AC

- Auto import (15 min)
- Test Queue signoff by Transport Owner

- Inbox approval by **Test Lead** or **Change Manager**
- Auto import (15 min)
- Test Queue signoff by Transport Owner

- Inbox approval by **Change Manager** based on CAB approval.
- Import Schedule: As defined in Change

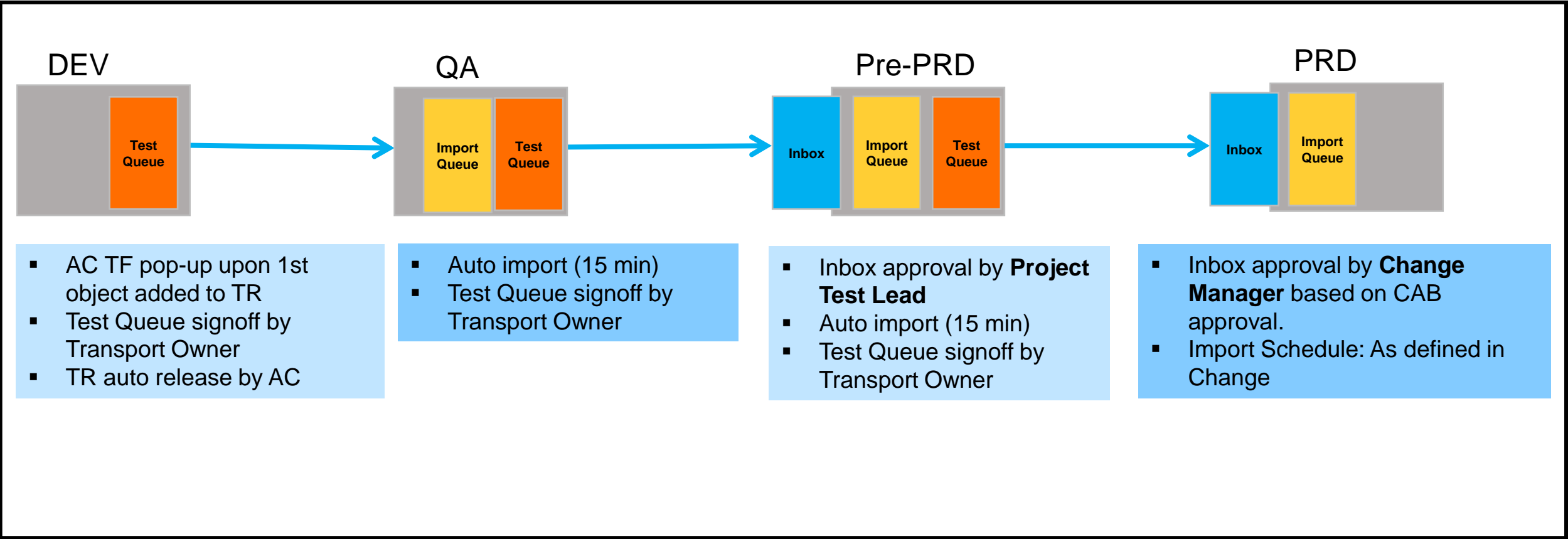
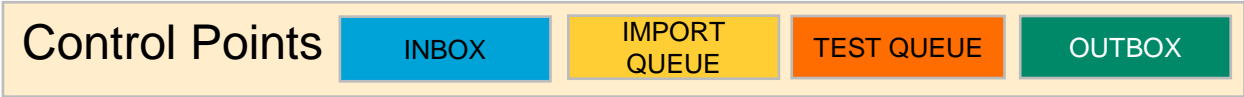
AC – ActiveControl

TF – Transport Form

TR – Transport Request

Workflow – PROJECT Landscape

(Change Type: MINOR / MEDIUM / MAJOR / EMERGENCY)



AC – ActiveControl TF – Transport Form TR – Transport Request

ActiveControl Benefit realisation

2. Advanced analysis

- The inbuilt engine performs analysis at every control point and provides detailed information about any conflicts or risks arising from the change.
- It helps perform a thorough impact analysis for every change, reducing the risk of service disruption when the changes are moved to production systems.
- A lot of development effort is saved when these conflicts are identified upfront.

3. Email notifications

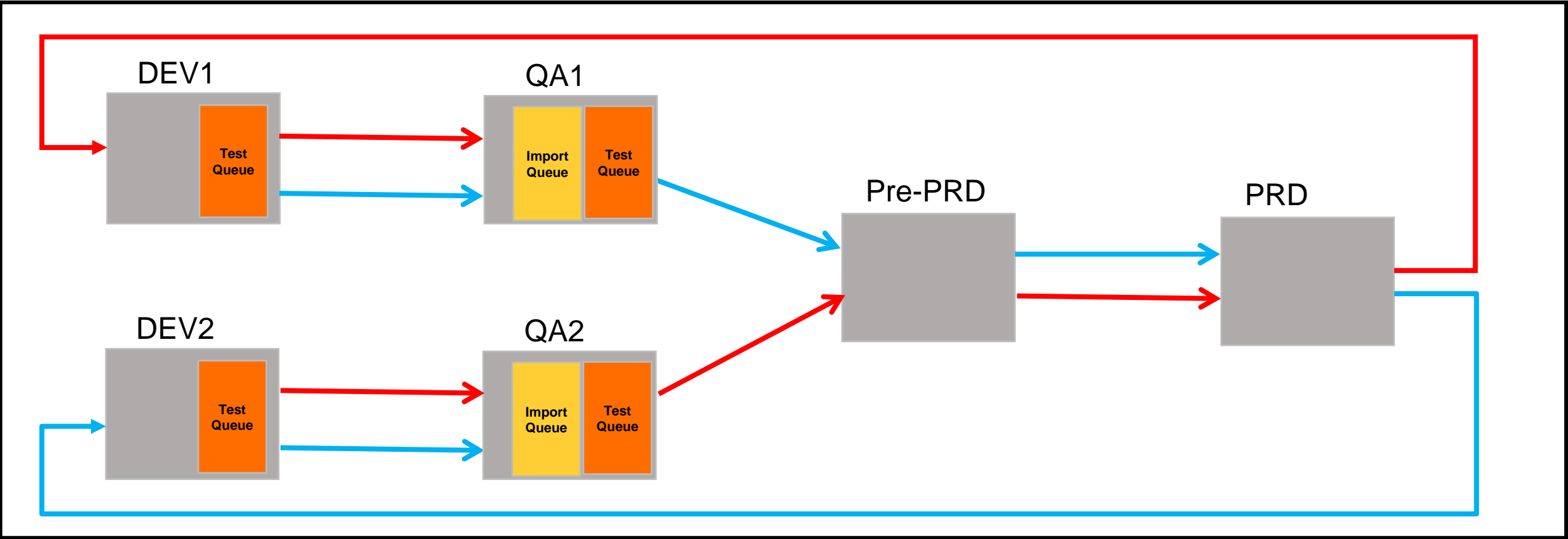
- Sent to approvers for any pending approvals.
- Sent to transport owners to input their test results or when their transport is imported in production system.
- Administrators also receive a notification when any transport import fails or ends with errors.

ActiveControl benefit realisation - continued

4. Retrofits

- It previously took almost one full day a week to manually retrofit the changes in a multi path environment, which also involved a series of email communication between various teams. It was a very time and resource consuming process.
- Using ActiveControl, a customised workflow is implemented to retrofit changes from one environment to the other once the changes are moved to production system.
- It helps us in keeping both environments in sync, thereby reducing the conflicts arising from parallel development work ongoing in both environments and providing consistent test results.

Retrofit workflow



ActiveControl Benefit realisation - continued

5. User interface

- The ActiveControl login page lands to a dashboard which clearly shows if there are any changes pending for approvers, or changes pending for testing confirmation by transport owners or testers.
- Once the users get used to it, they find it easy to access and manage their changes comfortably.
- It allows users to assign their changes to a project task, assign additional testers, review the analysis results or perform ad-hoc analysis.

6. Reports

- ActiveControl provides various out-of-the box reports accessible to all users which are intuitive and provides clear information about status of changes in the landscape.
- These reports are very helpful for project managers and for transport owners to track changes and their status.



- Create business task
- Create transport form
- My approvals
- My testing
- Changes for my transports
- Changes assigned to my role
- My incomplete manual items
- Changes for my team
- New business tasks
- Awaiting Import
- Refresh

Overview








Path(s):

Awaiting my approval	0
Awaiting my testing	1
In progress changes for my transports	27
In progress changes assigned to my role	0
My incomplete manual items	4
In progress changes for my team	0
New business tasks	753
Awaiting Import	63

Projects

BAU - Weekly Release (Week #1)	
Design / Blueprint (01.01.2017 - 25.01.2017)	0
In Development (26.01.2017 - 15.02.2017)	1
QA in Progress (16.02.2017 - 25.02.2017)	29
UAT (26.02.2017 - 02.03.2017)	0
Go Live & Support (03.03.2017 - 08.03.2017)	0

News / My recent activity / Following

-  **Aaron Reedy** imported changes into ECC Production - BAU (I01) 1 transport imported
6 days ago
-  **JDIAS** imported changes into ECC Project Dev - BAU (Merge) (D00) 1 transport imported
6 days ago
-  **James Barter** imported changes into ECC Test - BAU (T01) 1 transport imported
8 days ago
-  **James Barter** approved testing for [CHG0030568](#) in ECC Development - BAU (D01) A change
8 days ago
-  **James Barter** failed testing for [CHG0030568](#) in ECC Test - BAU (T01) A change
8 days ago
-  **James Barter** imported changes into ECC Test - BAU (T01) 1 transport imported
8 days ago
-  **James Barter** approved testing for [CHG0030568](#) in ECC Development -

ActiveControl benefit realisation - continued

7. Administration

- Effort required to manage changes through ActiveControl is relatively very low, compared to the manual movement of changes in SAP.
- It gives clear visibility of workflows configured, to manage the change automation in the SAP landscape. This helps ensure system integrity and keeps the environments consistent.

8. Team collaboration and support

- Makes it easier for project teams to work collaboratively.
- Faster deployment to new environments.
- Gives us the option to suspend/sync changes for any particular target in the environment, for system refresh or when there is any other maintenance activity scheduled with longer downtime.

Future plans

Short-term

- ActiveControl integration with ServiceNow ITSM platforms, which will allow us to leverage its automation capability, workflows and achieve higher process efficiency by reducing time to deploy.
- Consider backout feature testing.

Medium to long-term

- Automatic deployment to production without manual intervention.
- Automated testing to trigger auto approval process and coupled with above process.

Summary and journey ahead

- Shifting from mix of Waterfall and Agile process to a DevOps capability to fast track changes.
- Minor challenges moving to single stream and on going release capability.
- Good turnaround by support team in our journey, you just need to keep software currency up to date.
- Reduction of 0.5 FTE and above for on going support of transport management.
- Teams encouraged to use self help feature to run reports on changes/retrofits.
- Impact assessment is undertaken by app teams and they can influence sequencing.
- Change management team appreciate the level of details, testing signoff and readiness to deploy.
- Audit compliance very high; last four years audit have been a breeze with zero complaints.
- Want to test and use backout feature in the future.

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2025



Thank you

Any Questions?



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