

TECHNOLOGY AUDIT

LiveCompare 2.5

IntelliCorp

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SUMMARY

Catalyst

For SAP shops the centrality of the SAP installation to the problems of managing IT organizations cannot be overemphasized. The SAP installation often accounts for a huge percentage of regular incidents and problems, the most significant of which are cost components and the impact of the installation on all IT planning and change-management exercises. Any solution that helps the IT organization better understand the SAP installation would help with all of the above. Surprisingly, while the problem is near universal, solutions are rare, but IntelliCorp's LiveCompare is one such tool. LiveCompare is an analytical tool that helps answer questions about SAP environments. These answers help SAP teams understand the impact of changes, such as upgrades, support pack installations, and consolidations, and help focus efforts on the right parts and modules of the environment.

Key findings

- LiveCompare can perform a wide variety of analysis on the SAP installation, mostly aimed at analyzing the impact of changes.
- The analysis helps IT organizations reduce costs and accelerate implementation. Quick answers to questions about SAP installations and usage can help direct resources to the most serious problems (such as testing only what is impacted), reduce manual effort significantly, reduce change-management risks, and estimate costs and risks more accurately.

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- Templates are provided for each major lifecycle event, such as an Enhancement Pack implementation.
- LiveCompare supports versions 4.6 and above. Publicly available deployment cases cover the entire gamut of SAP solutions including analytics solutions and industry solutions. Java-based SAP solutions are also supported.
- A very important benefit of LiveCompare is that discussion between various stakeholder groups can be based on facts, which can aid discussions at the highest levels, such as conversations regarding charge-backs.
- Information and insights gathered through LiveCompare can potentially aid decisions and conversations at the highest levels, such as renewal discussions with the primary systems integrator, and IT budget planning. Ovum would, however, like to see greater focus on senior executive-oriented reporting, beyond reducing change-management costs and risk, and streamlining audits.
- IntelliCorp has a number of marquee names on its client list including Coca Cola and British American Tobacco. Very high-scale SAP environments are part of IntelliCorp's installed base. The solution is mature and was first released in 2001. IntelliCorp has been in the same business for even longer.
- Ovum believes that for a vendor with an addressable market as large as that of IntelliCorp, the company has a limited presence. While its presence is in line with its competitors (more than 100 live customers) in the fairly small SAP impact analysis tools market, the company has well-tested technology and could certainly expand its presence significantly.

Ovum recommends

- The solution is designed to help answer questions about the SAP environment. These questions require answers so that changes can be introduced in the production environment without running unacceptable or even unknown levels of risk. Such questions are typically answered through manual analysis, which has implications regarding personnel and time. If the right automated answer to any of the questions listed in the “Functionality” section below could save more than \$100,000 in manual effort avoidance or reduction, the situation certainly warrants an evaluation of LiveCompare.
- If an SAP team is about to embark on a transformational project and is using the opportunity to re-evaluate many different processes and technology, Ovum believes



that the IT organization could also use the opportunity to develop a long-term plan for optimizing SAP management processes. A tool of LiveCompare's nature could potentially be an essential part of such a long-term plan.

Value proposition

LiveCompare's core value proposition is easy, quick, and comprehensive analysis of SAP environments aimed at reducing production risks, reducing change-management costs and risks, and reducing overall SAP management costs. The focus on reducing time to value and easing the process of LiveCompare usage is evident in the overall LiveCompare and IntelliCorp approach. The interface is simple and easy to use and uses the well-understood workflow paradigm, implementation time is low, and templates are provided for all major procedures. Quality of support is a self-reported differentiator for the company. Regarding the comprehensive nature of LiveCompare's capabilities, the entire gamut of SAP solutions is covered, including Business Information Warehouse and industry solutions.

The simplified value proposition for most SAP teams is that LiveCompare could help with the most immediate problem the team has to address, and that getting started is not likely to be a resource-intensive and long drawn-out affair. This is the most likely elevator pitch for a champion of a tool such as LiveCompare.



SOLUTION ANALYSIS

Functionality

SAP analytics

A diverse set of questions about the SAP installation can be answered through LiveCompare. This includes questions about the usage levels of a particular field, which programs have a particular field, which custom-coded parts of the SAP environment are actively used, the configuration differences across two different SAP installations, and the usage levels of a given set of objects across various countries and operating units. It also includes questions about which custom codes are mostly unused, whether the data across tables in multiple systems is synchronized, and which reports and transactions will be impacted by a particular SAP support pack. Questions such as these facilitate change-management tasks and routine maintenance activity.

Each major type of analysis, such as every major lifecycle event type, is handled through a category of off-the-shelf workflows or templates. For example, there are a series of templates for SAP consolidations, a series for support packs, and a series called Upgrade Analysis. There are 200 such templates and the range covers many different kinds of SAP management problems. There are templates for segregation of duties-related verifications and for administrative tasks related to the advanced planning and optimization (APO) module. One template helps the administrator understand whether goods that have been received but not invoiced have been recorded in the correct general ledger accounts. There is a template for retrieving the list of accounts that have a password set by the administrator. LiveCompare's core promise of comprehensive analysis and low time to value is closely tied to the range of templates, and in that the suite is certainly promising.

For questions that cannot be fully addressed by an existing template, the LiveCompare suite provides LiveCompare Studio, which has a highly visual drag-and-drop interface and allows the customization of templates and the creation of new templates.

In addition to improving change-management practices and retrieving reports, LiveCompare can be used for auditing practices for which IntelliCorp provides a series of audit-related templates.

Architecture

LiveCompare is browser-based (Internet Explorer 7.0, 8.0, and 9), and the SAP components necessary for the LiveCompare instance are SAP transports installed on the SAP systems to be



analyzed. IntelliCorp's products are all SAP-certified and Figure 2 illustrates the two typical LiveCompare deployment configurations.

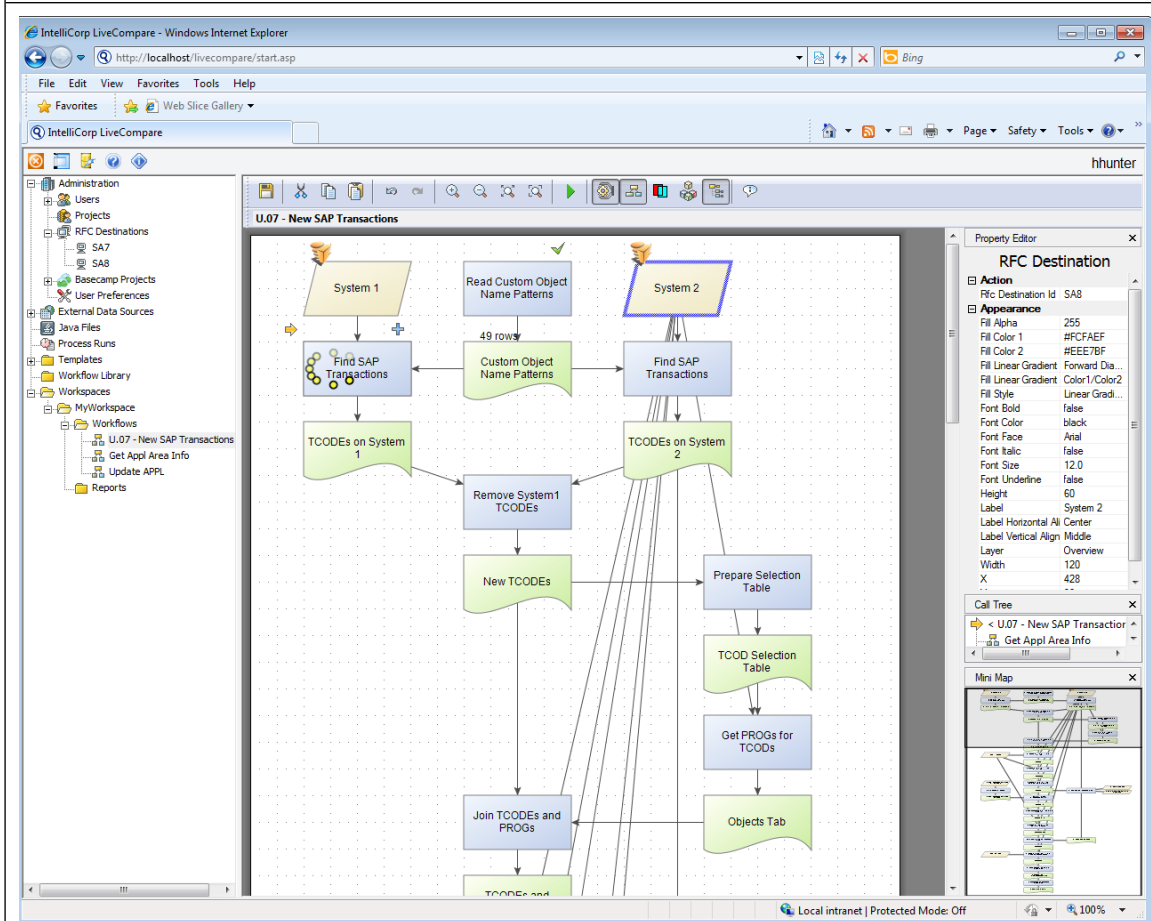
Interface

LiveCompare's interface is intuitive and easy. Analysis steps are represented as workflows and would be intuitive to anybody even slightly familiar with workflow tools or flowcharts. Any number of steps in the analysis can be assembled through this interface, and results from any linear sequence can be reported and studied. Tabular comparison results are also intuitive. Overall, Ovum believes time to value for the tool will not be high and would not require significant training (see Figure 1 for a snapshot of the LiveCompare interface).

Related solutions

A number of important tools complement LiveCompare, and an evaluation of LiveCompare should be informed by this range of allied solutions. LiveModel is a collaborative process modeling solution that can be automatically populated with SAP data. LiveInterface allows easier test data management for SAP data through extraction and transfer between systems. LiveCompare integrates with testing tools such as HP Quality Center and SAP Solution Manager. Project management capabilities are provided through integration with Basecamp from 37signals.

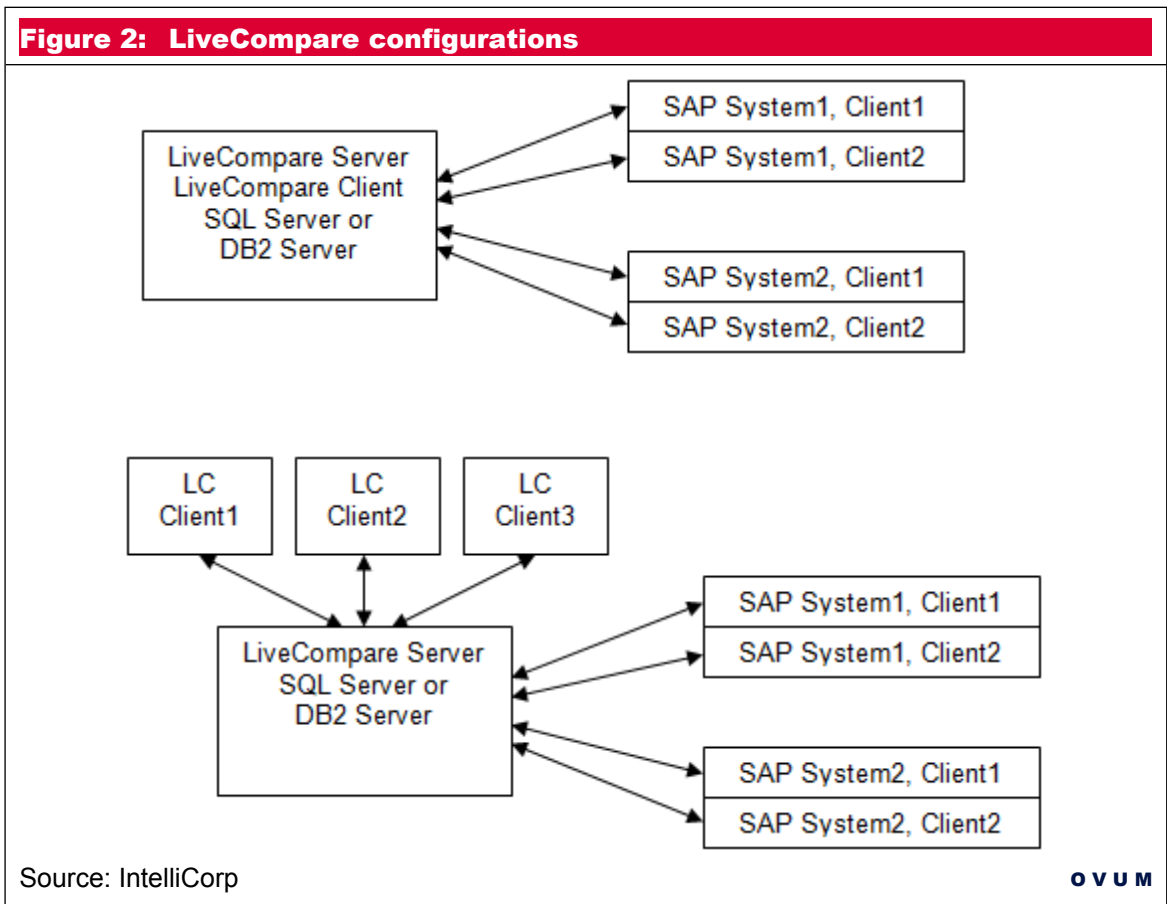
Figure 1: The LiveCompare interface



Source: IntelliCorp

Go-to-market strategy

The route to market is both direct and through partners. LiveCompare is one of those enterprise software solutions that compete more with entrenched habits, in this case manual analysis and systems integrator partnerships, than other solutions and vendors. LiveCompare's installed base comprises over 120 customers.



Deployment

LiveCompare implementation is not professional-services-intensive. Deal values (covering both licensing and services) range from \$75,000 for entry-level projects, to average-size deals in the region of \$400,000, to the largest deals in the \$1m range. Maintenance is charged at 17% of licensing fees in the first year and 19% thereafter. Support is a self-reported differentiator for IntelliCorp and publicly available reviews of LiveCompare (beyond official reference customers) attest to that claim.



Deployment Examples

- Coca Cola used LiveCompare across four of 11 production instances primarily for planning and support activity related to custom development transports. Prior to LiveCompare implementation, the SAP team lacked a proactive approach to change management and the level of risk was unacceptably high. The company reports between 30% and 40% in resource savings and a 98% reduction in effort.
- Bentley Motors implemented LiveCompare while upgrading from 4.7 to ECC 6.0, and similar to many enterprises, the company was trying to reduce the cost, effort, and risk associated with the ERP upgrade. The project was delivered on time and under budget.
- British American Tobacco (BAT) leverages LiveCompare for audits. As would be expected of a company of British American Tobacco's size, data volumes are huge and the manual extraction process for audits was unacceptably effort-intensive. BAT uses LiveCompare for editing six SAP instances, and the company cites as key benefits reduced effort, easy generation of metrics, continuous monitoring, and the ability to conduct unplanned audits.

DATA SHEET

Key facts about the solution

Table 1: Data sheet			
Product name	LiveCompare	Product classification	SAP tools; Application Lifecycle Management
Version number	2.5	Release date	October 2011
Industries covered	All	Geographies covered	Worldwide
Relevant company sizes	Large enterprises	Platforms supported	Microsoft Windows, Linux, Solaris, AIX, HP/UX, z/OS
Languages supported	English	Licensing options	Perpetual, term
Deployment options	On-Premise	Route(s) to market	Direct, via partners
URL	http://www.IntelliCorp.com	Company headquarters	2900 Lakeside Drive Suite 221 Santa Clara CA 95054 USA Tel: +1 408-454-3500 Fax: +1 408-454-3529
European headquarters	Laurel House Brotherswood Business Park Great Park Road Bristol BS32 4QW UK Tel: +44 (0)1454 454 100 Fax: +44 (0)1454 617 363	North America headquarters	Same as above
Source: IntelliCorp			



APPENDIX

Methodology

Ovum Technology Audits are independent product reviews carried out using Ovum's evaluation model for the relevant technology area, supported by conversations with vendors, users, and service providers of the solution concerned, and in-depth secondary research.

Definitions

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Ovum consulting

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