# The SAP IS-U solution:
## Reducing production defects and driving testing agility

## What's the challenge for companies running SAP's Utilities Industry Solutions (IS-U)?

SAP IS-U customers have a particularly difficult challenge in getting accurate test data. Both IS-U and CRM environments tend to increase quickly, with a large amount of data relating to business partners, installations, premises, point of deliveries and other technical master data. Production data also changes quickly in the Utilities industry, both because of new transactions taking place, and new functionality coming through in releases, as companies try to stay competitive in a mature market and keep up-to-date with industry compliance requirements.

The data model for IS-U is very different from standard ERP. With production systems containing literally millions of customers, it is impossible to keep several full copies of production in the non-production landscape. This provides a massive challenge around enabling functional analysts, testers, trainers and consultants to access the data they need to support the production system.

Doing full system copies for testing and training environments is costly – both in storage space and time to create copies. Also, the sensitive nature of the customer information stored means the environment needs to be scrambled or masked. Some companies have extended standard tables with additional fields to cover potentially sensitive customer data, including information on customer vulnerabilities to be considered when staff visit premises. With the General Data Protection Regulation (GDPR) being enforced from May 2018, this problem becomes much more serious. Companies often don't have capacity to refresh their non-production data as frequently as they should. This results in inefficient testing, and detection of defects too late in the testing cycle or even during production, with time-consuming correction and reworking.

For companies striving to embrace DevOps, the agility of the testing landscape for SAP IS-U becomes a frustrating barrier. For production support, having outdated data makes it difficult to replicate scenarios with standard SAP functionalities, resulting in testing in production with elevated permissions, or production open for changes due to the urgency of fixing the issue before the business is adversely affected.

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> One of the main benefits is that it's an out-of-the box solution. Even though our system is really complex , we had a basis to start with the project and the implementation immediately. The implementation was completed with the right format, at the right time, in accordance with the regulator's request.
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> Ronan Menou, SAP Solution Architect, ENGIE

## So, what's the solution?

EPI-USE Labs' Data Sync Manager for Utilities allows you to create a lean testing environment with a subset of business partners and all their related data, so a full history of the accounts. You can then add additional data on demand by copying data for specific accounts as and when needed. Typically, less than 10% of the size of the production system is needed. The bigger benefit is having the real data available as and when it is needed. So the testing mimics what would happen in Production, even in development and early testing systems.

Imagine being able to replicate an issue for a specific contract in minutes, with no need to copy the other customers from the production system. No system downtime, no large space requirements and no effect on other users of the test client.

For the majority of testing and training requirements, all the necessary data can be derived from an Installation, Contract or Contract Account, also picking up the Business Partner, Premise, Devices, Equipment, etc. and all their related transactional data. Full consistency across the wider finance module is not necessary in the vast majority of cases. So meter reading, data exchange flows, billing documents, print documents, etc. can all be copied exactly as they occurred on the source.
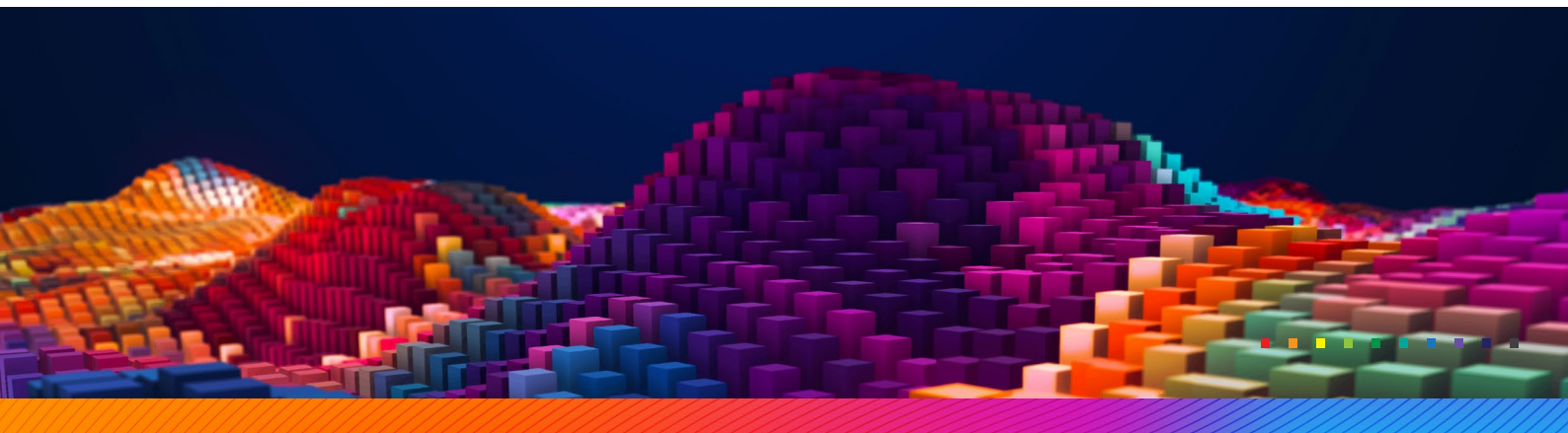
## How we help you:

- Use EPI-USE Labs' IS-Utility experts to "restart/ refresh" your test system landscape.
- Once you have a new system landscape, you can refresh it using Client Sync, or you can continue to use Refresh as a Service (RaaS) from EPI-USE Labs.
- Empower your business users to copy data on demand to replicate Production scenarios and provision testing data-sets that match the scope of the changes being delivered.

EPI-USE Labs understands the challenges and bring a wealth of experience in providing data management solutions for SAP. DSM for Utilities offers an effective and efficient solution, and provides the flexibility and power that all IS-U customers require.

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> Data Sync Manager met our expectations of keeping the IS-U/CRM data model consistent. Additionally, the quality and responsiveness of the members of the technical team during the implementation was good, and they were able to customise the tool to our context in record time.
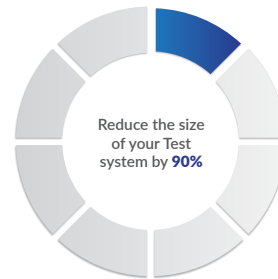>
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> François Selzer, Back Office Solutions Manager, Total Direct Energie

## What is DSM?

Data Sync Manager™ (DSM) empowers all levels of SAP® users, ensuring access to production data in non-production systems for testing, training and support. Use DSM to copy systems, clients and SAP data objects and to mask data on demand. The DSM suite has four complementary products: System Builder™, Client Sync™, Object Sync™ and Data Secure™.

Reduce the size of your Test system by **90%**

**Client Sync:**
creates reduced SAP clients with full functionality by selecting subsets of data. Faster copying without the need for downtime on the source.

**Object Sync:**
copies object data on demand, ensuring valid, up-to-date data for production support, accurate testing and effective training. Optional or mandatory scrambling ensures security, while templates control access but empower users.

As a global software solutions and managed services company, EPI-USE Labs helps you to maximise the performance, management and security of your SAP® and SAP SuccessFactors® systems. Our clients tell us every day how we have transformed their business operations. Contact us to find out how we can help you solve your business challenges.

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