Case Study
—

Panaya

Mercedes-Benz

Mercedes-Benz Takes a Smooth Ride to ERP 6.0

Challenge

As the manager for SAP Regional Support for Mercedes-Benz USA, Sanjeev Sharma's team was at a crossroads. If they stayed on 4.6C, they would soon fall behind on SAP maintenance. Their application environment had grown increasingly complex – something they could simplify once they were on SAP's ERP 6.0 NetWeaver architecture.

❝❝

We wanted to be completely web-enabled instead of using the old ITS infrastructure," says Sharma. "With the 4.5/4.6C versions of SAP, we had so many applications around AP that it made for a complex application environment."

But unlike the previous upgrades that utilized outside service providers, there was a new challenge this time: Sharma planned to handle this upgrade totally in-house. There was no margin for error; he needed to ensure an efficient upgrade process to avoid overtaxing either his development or functional team members.

Solution

When Sharma found out about Panaya, it looked like a perfect fit, perhaps too perfect: Panaya seemed to address all the key pain points his team had grappled with during previous upgrades. "When I saw the first demo of what Panaya had to offer, it was hard to believe, I will tell you that for sure," says Sharma. "It did seem too good to be true."

During his evaluation of Panaya, Sharma was impressed by Panaya's ability to streamline the testing cycle by identifying application and interface problems - without having to manually test all code. "In past upgrades, we were in the dark on what needed to be adjusted," recalls Sharma. "We had to ask the developers to go back and review everything. I could see that using Panaya's tool we could be very specific and tell the development team 'you only have to review ten or fifteen percent of our development work.'"

Panaya CloudQuality™ Suite
Benefits

Compared to past upgrades, Panaya's solution saved Sharma's team fifty percent of their time during the development and testing phases.

Because of the success of the development phase, the testing phase went much more smoothly: unit testing was reduced to just one iterative cycle, down from as much as three testing cycles in previous upgrades.

"By the time we got to unit testing, we had already addressed the high level issues during the development phase," says Sharma. "Eighty to ninety percent of our potential problems were already taken care of with the help of Panaya's tool."

> 〝
> Use Panaya's tool! It will tell you exactly where inside your system you need to put your effort behind.
>
> ⸻
>
> By the time we got to unit testing, we had already addressed the high level issues during the development phase
>
> ⸻
>
> **Sanjeev Sharma**
> Manager for SAP Regional Support Mercedes-Benz USA

About Mercedes-Benz | Mercedes-Benz USA, headquartered in Montvale, New Jersey, is a subsidiary of Daimler AG. Globally, Daimler AG runs more than 160 SAP applications worldwide. As an automotive wholesaler that sold more than 225,000 vehicles in 2008, Mercedes-Benz USA relies on SAP to power its core financials and logistics systems, as well as its financial services division.

○ **Panaya**

With Panaya, organizations can accelerate application change and continuous delivery of innovation. Panaya provides cloud based test management, test automation and application lifecycle management solutions that ensure collaboration between Business and IT. Enabling faster release velocity while ensuring quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle. Since 2008, 1,600 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quick, quality change to enterprise applications.
www.panaya.com