

# Strategic Enterprise-wide SAP BI upgrade

## Global Oil Company's Enterprise-wide SAP BusinessObjects™ Business Intelligence Global Production System Upgraded and Enhanced by Specialist Xoomworks Consultants

### Strategic migration and enhancement programme:

A global oil company began a strategic project to completely upgrade and enhance the enterprise-wide EBOSS global production system. The existing SAP BusinessObjects™ landscape primarily consisted of Windows 2003 Standard Edition 64 bit SP2 and SAP BusinessObjects™ Enterprise XI3.1 FP1.9 with some 25 LaFixes (Limited Availability Fix) and other custom JSP pages and applications.

Like many major organisations, this global oil company appreciated the benefits of outsourcing specialised expertise rather than go through the expensive and time consuming processes of interviewing, recruiting, training and retaining IT professionals whose specific knowledge would only be required for a relatively limited period.

### Partnering with the experts:

Realising that the migration and upgrade project would require highly specialised, in-depth knowledge, the global oil company approached Xoomworks – a Consulting and Technology Company that specialises in Business Intelligence, Transformation and Technology Adoption. Xoomworks had already worked closely with the company, most notably on a long-term and strategic project to design, develop and implement an enterprise-wide data warehouse based around SAP BusinessObjects™ and SAP Business Warehouse for its service and technology divisions. Having reviewed the project objectives, Xoomworks decided to place a highly experienced SAP BusinessObjects™ consultant on-site at the global oil company's corporate data centre to manage and oversee the entire migration and upgrade programme as well as undertake the more complex programming and development aspects of the project.

"Although SAP continued to provide fixes, it was obvious that the platform had to be brought up to date and to a higher level, as supportability was getting close to impossible," explained Xoomworks Principal Consultant, who arrived at the global oil company's data centre in November 2010.

*"By conducting an in-place upgrade the global oil company would still have remained with an unstable and technically unsupported system without all of the new SAP BusinessObjects™ features. It was also impossible to predict the amount of downtime required for the entire upgrade process and there were no guarantees that the rollback process could be relied upon."* explained

Jamie Holmes, Xoomworks Managing Director.

### A long-term and sustainable SAP BusinessObjects™ infrastructure:

To minimise the risks of the upgrade and achieve a long-term and sustainable SAP BusinessObjects™ infrastructure, the existing landscape had to be upgraded to Service Pack 3 and FixPack 3.3. In addition to providing the global oil company with many of the new SAP BusinessObjects™ features that were only available in the full install version of SP3, the chosen upgrade would ensure ongoing support available for their new environment, including all of the LaFixes available.

A further issue was the consistency of the current Business Intelligence content stored in the CMS database and in the Input/Output filestore. "The Repository Scan tool, part of the SAP BusinessObjects™ Enterprise XI 3.01 toolset, listed these issues and we created custom scripts on the fly during the migration day to fix all of them (more than 100,000)," explained Xoomworks Principal Consultant.

### Highlights:

- A global oil company wanted to completely upgrade and enhance the enterprise-wide EBOSS global production system.
- Realising that the migration and upgrade project would require highly specialised, in-depth knowledge, the company approached Xoomworks.
- Xoomworks placed a highly experienced SAP BusinessObjects consultant on-site at the global oil company's corporate data centre to manage and oversee the entire migration and upgrade programme as well as undertake the more complex programming and development aspects of the project.
- To minimise the risks of the upgrade and achieve a long-term and sustainable SAP BusinessObjects infrastructure, the existing landscape had to be upgraded to Service Pack 3 and FixPack 3.3. In addition to providing the global oil company with many of the new SAP BusinessObjects features that were only available in the full install version of SP3, the chosen upgrade would ensure ongoing support available for their new environment, including all of the LaFixes available.
- The Repository Scan tool, part of the SAP BusinessObjects Enterprise XI 3.01 toolset was used to identify any corruption issues in the CMS database and Xoomworks created custom scripts on the fly during the migration day to fix all of them (more than 100,000).
- Because the global oil company operates a shared services environment, this was an extremely complex project that required the highest degrees of technical and global activities coordinated between the different project teams involved.

### High level project management

Working extremely closely with the project team, (which included development and support specialists mainly from Wipro and T-Systems as well as other external contractors), and calling upon the internal resources of Xoomworks, the migration and upgrade programme commenced. To support the parallel landscape, new servers were installed as a parallel cluster. The entire CMS database and filestore contents were then copied across of the incumbent cluster and scanned and repaired using Reposcan – the SAP Enterprise XI 3.0 Repository Diagnostic Tool.

Xoomworks then reconfigured all Oracle/MS SQL server databases and Business Warehouse connectivity facilities that were already present in the existing landscape on the new server cluster, setup the same WinAD SSO and SAP SSO authentications, and configured the SAP BusinessObjects™ server parameters as the current landscape, configuring also the SSL encryption on all Tomcat 64 bit web-application servers.

### Intensive verification and testing

Over the next six months, Xoomworks undertook intensive system testing, load testing and regression testing before being able to migrate all four virtual clusters (development, acceptance, quality and production) across to the new virtualised clusters over two weekends and in 4–6 hours for each cluster using the “big bang” migration technique. Once the related project teams had verified the same consistency, results, performance between the existing production system and the new parallel one, the new upgraded environments were released to end-users and the old machines decommissioned.

Xoomworks is still based out of the global oil company’s data centre where they continue to work on the enterprise-wide Business Intelligence and Global Production system, resizing and scaling the current distributed architecture, installing updates, reviewing the current support model, training the support team, introducing a quality checking on the existing and new Business Intelligence content (to drastically increase the performances of the platform and its usage), and custom developments to bring the solution even closer in line with their immediate and long term business critical objectives.

*“Because the global oil company operates a shared services environment, this was an extremely complex project that required the highest degrees of technical and global activities coordinated between the different project teams involved,” commented Xoomworks Principal Consultant.*

*“Despite the fact that no proper administration of the old EBOSS landscapes had been undertaken, the faulty backup/restore procedures, the hundreds of thousands of corruptions in the CMS database, the age of the existing platform and the lack of in-house high-level expert knowledge of SAP BusinessObjects™, we were able to address and resolve each issue and design, develop, test and deliver the new platform within tight timelines. By successfully managing the project teams, with close liaison between Xoomworks and SAP, we were able to exceed the global oil company’s expectations.”*

### The benefits:

- Stability, performance and correct functionalities guaranteed because the installation would comply with official installation packages and processes provided by SAP.
- All of the new SAP BusinessObjects™ features present in SP3 code-line would be available.
- SAP’s internal support teams would continue to support the new environment and quickly reproduce and resolve any issues that arose.
- Xoomworks provided the company with a sustainable, secure and upgradable platform for the future

## Partnering with Xoomworks

We lead the field in Business Intelligence. We have over 10 years’ experience in SAP BusinessObjects™ and over 70% of our technical consultants have previously worked at SAP BusinessObjects™ in senior expert roles. We are certified practitioners on SAP BusinessObjects™ and HANA, and have excellent connections across SAP. We have a deep understanding of SAP BusinessObjects™ and we have implemented SAP Business Intelligence solutions across large enterprises worldwide.

Let us show you what we can do for your business intelligence.

Contact Xoomworks on +44 20 7400 6120 to talk to a consultant, or email us at: [bi@xoomworks.com](mailto:bi@xoomworks.com).

