ESPRIT

"The goal of the project was to introduce a transparent change process for all workflows, system landscapes, and requirements. Doing so reduces the number of changes outside of predefined releases by over 70 percent."
Claus Nickel, IT Release and Deployment Manager, ESPRIT Europe

SNP

Optimizing Change Request Management (ChaRM) in the SAP Solution Manager

About ESPRIT

The brand ESPRIT stands for inspiring women's and men's collections in dependable, top quality at attractive prices. The company is active in more than 40 countries and sells its fashion products in over 1,100 of its own retail stores as well as at 11,000 wholesale locations. These include franchise partners' businesses as well as dedicated space on the sales floor in department stores. The company is listed on the Hong Kong stock exchange and generated revenues of 3.2 billion euros in 2010/2011 with over 14,000 employees.

Further information: www.esprit.com/company

The Challenge

The fast-moving fashion industry requires market participants to also make rapid company decisions with the help of their IT landscape. As a result, ESPRIT's management team developed a concept to secure the company's long-term profitability and at the same time position the company as a leading global fashion label. In addition to changing trends, collections, and demand, this concept was also designed to take employees' needs into account. In addition, the team wanted to pick up on and implement new innovations related to online shops and sales concepts.

In order to implement such innovations in the IT landscape as well, the goal was to introduce a transparent change process for all workflows, system landscapes, and requirements. In addition, the team wanted to improve the required evaluation and prioritization of change requests through expanded classification and assessment options.

The project's main challenge was that ESPRIT uses a five-stage SAP® template landscape. This consists of a development, testing, and operational system as well as additional upstream development and testing systems for projects. In this context, the new change request process needed to harmonize with the three-stage maintenance landscape as well as the five-stage project landscape. As a result, a requirement was that it be possible to classify change requests into different types at any time, including later in the process.

The Solution

ESPRIT decided to implement change request management on the basis of the SAP Solution Manager. In its standard configuration, however, it did not meet all of the company's specific requirements. As a result of SNP's far-reaching process expertise and multifaceted range of experience with SAP Solution Manager, both qualities necessary to tailor the program to ESPRIT's specific requirements, the company selected SNP to carry out the project.

In the first stage, SNP developed a consulting concept which encompassed the entire spectrum of services, from a thorough analysis of service and support processes to the design and implementation of customized solutions with the SAP Solution Manager. SNP's best practices, developed from ten years of experience used to make needed adjustments to standard applications specifically for companies active internationally, form the foundation for this consulting and implementation approach. In addition to consulting services, SNP was also responsible for implementing adjustments in the process, additional fields, reports, and entry screens specific to ESPRIT. During the project, SNP used the SAP Solution Manager's retrofitting method to quickly and safely compare changes between the maintenance and project landscape.

ESPRIT's new change request management is now based on customized processes for change requests and as a result, makes maintenance easier for the globally active company. Furthermore, user-friendly add-ons ensured that the company's employees were accepting of the changes. The entire project was implemented over the course of only three months from the first workshop to the launch.

The Advantages

- Change requests can be classified into different types at any time, including later in the process
- Secured a transparent change process for all workflows, system landscapes, and requirements; all changes can be cleanly evaluated and prioritized
- Cut the number of changes outside of the predefined releases by over 70 percent
- Additional required functions for the SAP Solution Manager were provided by SNP

SNP