

Rev-Trac accelerates Verizon's media ambitions

Massive reduction in manual effort



Verizon is much more than a wireless communications company. Number 30 on the global Fortune 500 list, Verizon

Communications has combined the recent acquisition of Yahoo with its existing AOL business to create a new subsidiary. Newly created Oath is a diverse house of more than 50 media and technology brands that engages more than a billion people around the world.

The communications company's continuous growth through acquisitions, such as AOL and Yahoo, secures it a place at the forefront of the increasingly popular Internet of Things (IoT) evolution. The leadership believe the combined set of assets across Verizon and Oath – from VR to AI, 5G to IoT and content partnerships to originals – will create exciting new ways to captivate audiences across the globe.

Accelerate business transformation

For Verizon, the goal is continuous audience growth. To help achieve the scale it desired, the communications company wanted to streamline its SAP environment, simplifying change control processes and improving production stability. At the time, Verizon also had a project underway to adopt agile and DevOps principals for SAP change management.

Rev-Trac had been on Verizon's radar for few years, and it had also evaluated SAP's Solution Manager



ChaRM. The Verizon IT team realized Revelation Software Concepts' (RSC) Rev-Trac most closely aligned with achieving its SAP DevOps goals.

“Rev-Trac has greatly simplified our change management process. It's helped us stabilize both our QA and our production environments and place 'many cars on the freeway' for functional delivery”

Rodney Schmisser, Verizon Communications

Automation was key to Verizon achieving its SAP agile and DevOps initiatives. To realize their goals the company used Rev-Trac for workflow automation, conflict management through extended locking and the software's Overtake and Overwrite Protection (OOPS) function. The IT team also utilized Rev-Trac's Release Management Workbench to support their agile/DevOps ambitions.

Rev-Trac can be installed and configured in no time at all. With the help of RSC Consulting, Verizon's IT team was able to get the system installed and production capable within a two-week engagement window. It only took one to two hours to train staff in the proper use of Rev-Trac.

Increased productivity with less manual intervention in processes

Fast track to continuous delivery

Since implementing and deploying Rev-Trac, Verizon has achieved its initial project goals. The company has established a multi-track, continuous delivery approach through Rev-Trac's Release Management Workbench.

Utilizing Rev-Trac has enabled Verizon to significantly accelerate change through key areas including Workflow approval, Transport deployment, Object conflict management, Transport sequencing and BAU/support track retrofit.

Rodney Schmisser, Senior IT Manager, Verizon Communications said Rev-Trac basically drove its SAP change management process. It completely automated our transport management tasks which were labor intensive and demanding schedule-wise.

"It has both streamlined and automated our change management operations so that now, we are doing significantly more work with considerably less effort," Mr Schmisser said.

Simplifying the SAP change control process – via automation – has reduced manual effort by more than 70 per cent. In some cases, manual intervention in the SAP change process has seen reductions of up to 90 per cent.

Rodney Schmisser
Senior IT Manager, Verizon Communications

This case study of Verizon Communication (TVID: 247-121-6DD) is based on April 2017 survey of Revelation Software customers by TechValidate, 3rd party research service.

Additionally, the management of SAP changes running through N+1 landscapes was simplified by up to 60 per cent. Importantly, Verizon has seen a 51 – 75 per cent reduction in production incidents.

>70%

reduction in manual effort

51-75%

production stability increase

Business Results -

- Streamlined labor intensive SAP change control processes to enhance production stability
- Automation supports continuous delivery of production ready SAP change
- Increased productivity with less manual intervention in processes
- Eliminate time-consuming processes, enabling more work with less effort



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