



Libelle

# Gaz Métro - Automating SAP® System Refreshes with Libelle SystemCopy

## Overview

### Challenge:

Regularly scheduled SAP® system refreshes were inefficient and complex, as well as tedious and repetitive for experienced basis staff.

### Solution:

Implementing Libelle **SystemCopy** automated the system refresh procedures.

### Benefits:

Streamlining the pre- and post-processing drastically increased the speed at which refreshes could be completed, as well as decreased the skill level necessary to perform them, freeing up the experienced basis team for other valuable operations.

## About Gaz Métro

Gaz Métro is a leading energy provider. It is the largest natural gas distribution company in Québec, where its network of over 10,000 km of underground pipelines serves 300 municipalities and more than 190,000 customers. Gaz Métro is also present in Vermont, producing electricity and distributing electricity and natural gas to meet the needs of more than 305,000 customers. Gaz Métro is actively involved in the development of innovative, promising energy projects such as the production of wind power, the use of natural gas as transportation fuel, and the development of biomethane.

Gaz Métro's business is designed to meet the demands of their customers: homes, restaurants, schools, small stores, arenas, office and apartment buildings, supermarkets, hospitals, and other enterprises that rely on natural gas for air and water heating, as well as other industrial processes. Their basis team must be able to maintain environments that respond to company needs.

## System Refreshes Before Libelle

Gaz Métro refreshes their Test and QA environments of their standard production support landscape of 3 systems after each delivery of changes they do, a total of 7 per year. This means a minimum of 21 clones to 6 non-production environments per year. They also perform clones in their Sandbox and special project landscapes, averaging another 16-20 clones. That results in an average of 40 clones per year, according to the basis team.

Without a way to automate and simplify this process, Gaz Métro had to sacrifice an entire working day per clone per refresh, meaning that for 40 days of the year, the basis team was working solely on refreshing the SAP® environment.

## Approach

Gaz Métro had heard about Libelle from advertisements and other users. They contacted Libelle for more information.

Libelle provided Gaz Métro with a proof-of-concept demonstration of the Libelle **SystemCopy** tool, showing how installing Libelle on their systems would dramatically decrease the time and resources required for their system refresh procedures. Once the value of Libelle **SystemCopy** had been established, Gaz Métro ordered licenses and software maintenance for their SAP® environments.

## Libelle SystemCopy Solution

Libelle provides Libelle **SystemCopy** as a solution to SAP® end users and partners to automate and optimize the System Refresh procedure. Libelle **SystemCopy** is a framework-based software solution to create fully automated homogeneous system copies for SAP® applications.

*"Libelle SystemCopy allows us to be more agile in putting up environments that will better respond to the company needs."*



## Technical Specifications

### Industry

Natural Gas

### Application

SAP® ECC 6.0 EHP6, CRM EHP2, and BW

### Software

Libelle **SystemCopy**

## SUCCESS STORY

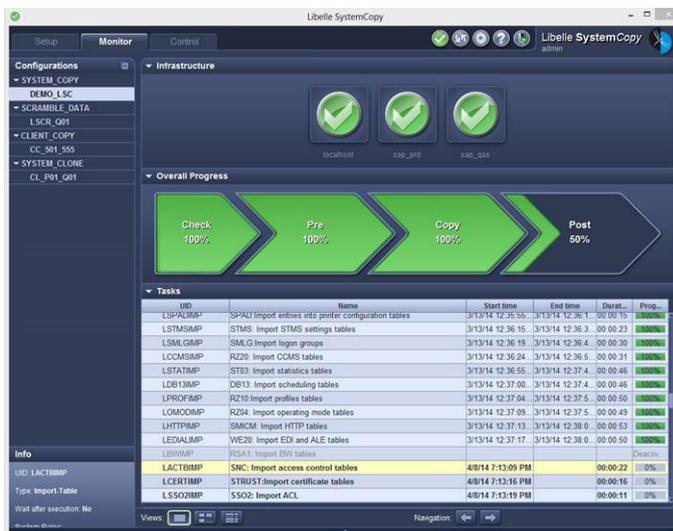
Key features of the solution are:

- Quick update of QAS, DEV, or TEST systems with fresh production data
- Fully automated pre-processing, copy, and post-processing
- Fast turnaround and minimum manual intervention during the process
- Standardized procedures with consistent results
- No changes to existing SAP® landscape necessary

The Libelle **SystemCopy** software solution can reduce the challenges and tedious work involved when updating SAP system copies to just two tasks: (1) start an automated process and (2) monitor the same. Libelle **SystemCopy** is set up only once, specific to the database, SAP® instance, and SAP® version. After the initial configuration, it will execute the system copy procedure with consistent results as many times as desired, with the flexibility to optimize and adapt to changing environments.

### Executing a System Copy with Libelle SystemCopy

Once Libelle **SystemCopy** has been installed and configured in an environment, like that of Gaz Métro's system, all that is required for the system refresh procedure is initiating the execution and monitoring the process. All steps performed and return signals received are sent back to the GUI to relay the procedure's current status. During the design phase of the GUI, the Libelle development teams placed special emphasis on ensuring precise reflection of the real-time status of the system copy procedure for the administrator.



The Libelle **SystemCopy** GUI (shown below) shows the overall refresh progress, all tasks in their respective categories, and progress bars indicate detailed status at any time during execution.

### Results of Libelle SystemCopy Implementation

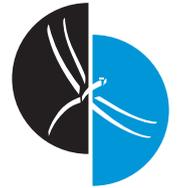
In the case of Gaz Métro, as previously mentioned, the refresh process for one environment before Libelle took an entire day. With Libelle **SystemCopy**, Gaz Métro can now copy ECC in 6 hours, BW in 4 hours, and CRM in 2 hours.

Their pre-processing, automated by Libelle **SystemCopy**, includes around 60 steps. Post-processing, also automated, involves 130 steps.

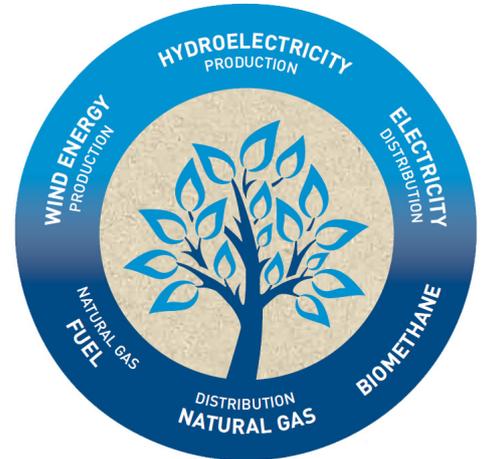
### Proof-of-Concept and Customization Deliver Exemplary Results

After an on-site demonstration of the value of Libelle **SystemCopy** and a full, customized installation of the software solution on the Gaz Métro systems, the total refresh process at Gaz Métro has been streamlined and automated.

The reduction in the length of the refresh process has freed up the time of the experienced basis team, allowing them to focus on other projects at Gaz Métro and improving the overall performance of the team.



Libelle



Gaz Métro's  
Product & Service Range

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