



## Landmark Australia: Cutting Testing Costs in Half with SAP® Enterprise Support and SAP Solution Manager

Faced with the daunting task of upgrading its SAP® software in five months, Landmark Australia turned to SAP Enterprise Support services. SAP helped the firm implement the latest release of the SAP Solution Manager application management solution. With its help, Landmark finished the upgrade **on schedule and within budget**, saving enormously on time, effort, and costs.

# Executive overview

## Company

Landmark Australia

## Headquarters

Melbourne, Australia

## Industry

Wholesale distribution –  
agriculture

## Products and Services

Fertilizer, wool, livestock, and  
farm equipment and services

## Employees

2,000

## Revenue

US\$2 billion

## Web Site

[www.landmark.com.au](http://www.landmark.com.au)

## BUSINESS TRANSFORMATION

### The company's top objectives

- Upgrade to the latest release of the SAP® ERP application and other SAP software
- Finish the project in five months
- Minimize upgrade costs

### The resolution

- Engaged SAP Enterprise Support services for assistance
- Began by upgrading to the latest release of the SAP Solution Manager application management solution
- Eliminated custom code and implemented automated testing and regression testing

### The key benefits

- Gained confidence in IT's ability to deliver the highest quality work with maximum value to the business
- Reduced error rate
- Freed technical team for more value-adding work

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## TOP BENEFITS ACHIEVED

>50%

Testing costs saved

>60%

Testing time saved

>75%

System monitoring effort  
reduced

See more metrics ►



“We achieved incredible success that wouldn't have been possible without the guidance of SAP Enterprise Support and the tools that SAP Solution Manager makes available.”

Jamie Newman, SAP Services Manager, Landmark Australia

Executive overview

**Company objectives**

Resolution

Business transformation

Future plans

# Completing a mammoth SAP software upgrade in five months

Founded 150 years ago, Landmark Australia is the country's largest distributor of farm-related merchandise and services. The company provides fertilizer, wool, livestock, financing, insurance, real estate, and many other farm-related products and services. Its national network covers 400 locations that collectively serve 100,000 clients.

Landmark is thoroughly an SAP shop. SAP® software manages the firm's branch network from internal administration all the way to the point of sales transactions with customers. From inventory to procurement to finance to business intelligence and more – if Landmark people do it, they do it with SAP software.

Recently, to position itself to take best advantage of the latest enhancements, Landmark decided to upgrade to the current releases of its SAP software. It was a mammoth undertaking, encompassing

the SAP ERP application, SAP NetWeaver® Business Warehouse application, and many other SAP applications. To make the challenge even tougher, IT staff members were given the charter of finishing within five months.

As an SAP Enterprise Support services customer, Landmark knew exactly where to turn for advice and help in fulfilling its task. "We presented our challenges to our SAP Enterprise Support advisor," says Jamie Newman, SAP services manager for the company. "He explained that because of our contract, we were entitled not only to assistance from SAP Enterprise Support but also to the latest release of the SAP Solution Manager application management solution. That was outstanding news to us because, as he proceeded to explain, that release contains a number of tools that greatly expedite complex software upgrade projects like the one we were about to embark on."



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# Tools in SAP Solution Manager make the difference

Acting as a close-knit team, Landmark's IT group and SAP Enterprise Support carefully reviewed the project's plans, challenges, and goals to determine how best to proceed. Following the road map they created, the team employed a series of tools available only to SAP Enterprise Support customers that greatly simplified the job. The cornerstone of their approach was to save time and money through the reuse of documented business processes. They began with the reverse business process engineering tool from SAP Solution Manager, which monitored actual software usage at Landmark to determine the current business processes, related technical objects, programs, and interfaces that company employees use in their daily work. Using this as a foundation, the team was able to focus its efforts

on the code that mattered, saving all the time and effort they would have spent on code that was redundant or unused. Several other tools delivered similar gains, such as one that manages the testing process and another that analyzes changes to business processes. Yet another, a tool that identifies redundant customer code that has been replaced by standard code from SAP via support or enhancement packages, proved especially valuable.

The team used these tools to automate the testing process for the most critical of the company's transactions. The combination of this automation and a focus on business processes that are actually used allowed the team to save substantially on testing time and costs.

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“Because of the intelligence delivered by the tools, our team knew exactly which objects were impacted by the release. That, along with the automation, is why we saved so much time and effort.”

Jamie Newman, SAP Services Manager, Landmark Australia



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# Saving hundreds of thousands of dollars

The upgrade project was a tremendous success by every measure. Landmark went live with all the new releases of SAP software right on schedule five months after the implementation began. Because time is money, the firm was able to meet its budget as well because of all the time-saving insights delivered by the tools in SAP Solution Manager.

"I can't speak highly enough about the job our IT staff did, but it's clear that we never could have achieved what we did without SAP Enterprise Support and all the contributions of SAP Solution Manager and its outstanding tools," says Newman. "Altogether, they saved us hundreds of thousands of dollars."

## KEY BENEFITS

>50%

Testing costs saved

>75%

System monitoring effort reduced

400

Critical transactions automated

>60%

Testing time saved

50%

Core engine labor costs reduced

5 months

To complete the upgrade



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## Checking future releases with the click of a button

Landmark's benefits from this engagement are not limited to this highly successful upgrade project. Even better, the company established a basis for expediting future SAP upgrades and enhancements as well. "Because of our critical transaction automation, we're now equipped to perform a sanity check on future releases at the click of a button, and in just under an hour," explains Newman. "This will prove very handy because we have many plans for beefing up our SAP software arsenal and keeping it up-to-date. We also plan to explore even more of the tools that SAP Solution Manager makes available. Based on the benefits they have already delivered, we can't wait to see what's next."



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