JetBlue Modernizes Their Test Data Management Solution for HANA

EPI-USE Labs | Dan Bankmann – October 27, 2022

Introductions

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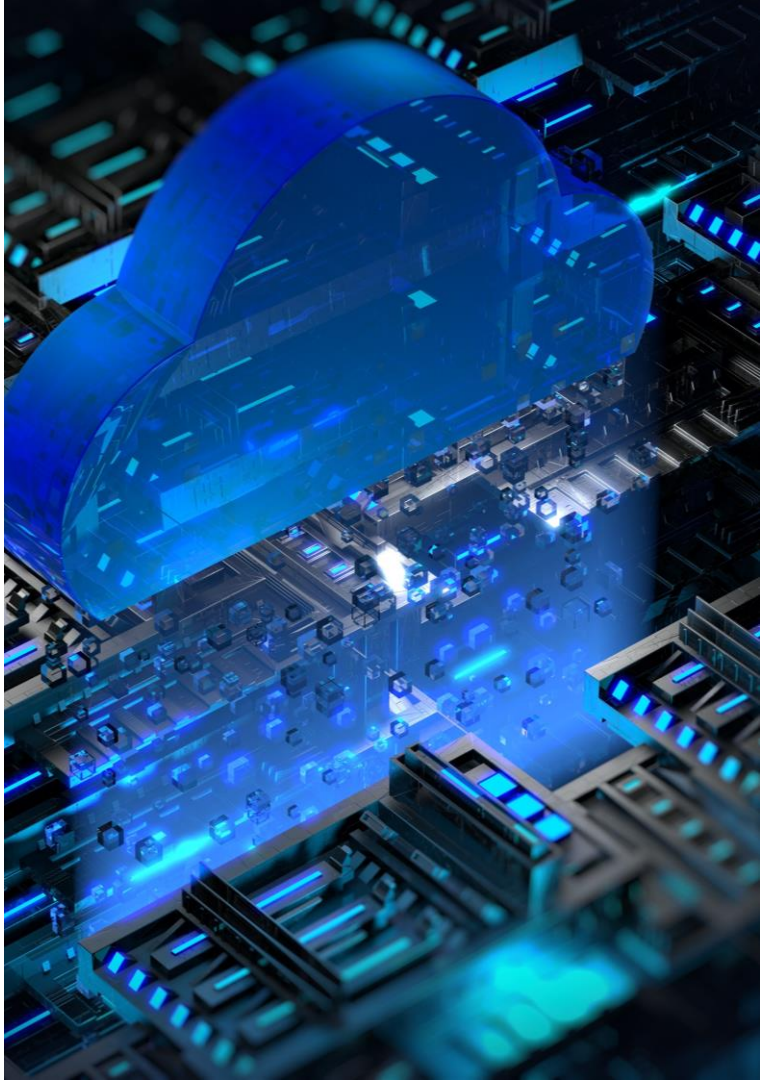
In this session

As JetBlue made the decision to migrate to SAP HANA Enterprise Cloud, they needed a scalable Test Data Management Solution to help with the complexities of their growing SAP S/4 system.

JetBlue chose Data Sync Manager™(DSM), a modernized, semi-automated solution that was compatible with S/4HANA to reduce client copy storage, downtime and data scrambling requirements.



What we'll cover

- About JetBlue
- JetBlue's test data challenge and how it is heightened with S/4HANA
- How EPI-USE Labs helps solve the challenge
- The complex SAP landscape
- Data Sync Manager
- Benefits and ROI
- Questions

About JetBlue

About JetBlue

- Born at JFK in 2000, JetBlue is New York's Hometown Airline™, and a leading carrier in Boston, Fort Lauderdale-Hollywood, Los Angeles (Long Beach), Orlando, and San Juan. JetBlue carries more than 35 million customers a year to 100 cities in the U.S., Caribbean, and Latin America with an average of 925 daily flights.
- www.jetblue.com

SIXTH
largest airline in the U.S.

23,000
CREWMEMBERS

The most **legroom**
in Coach. (Based on
average seat pitch.)

100+
DESTINATIONS

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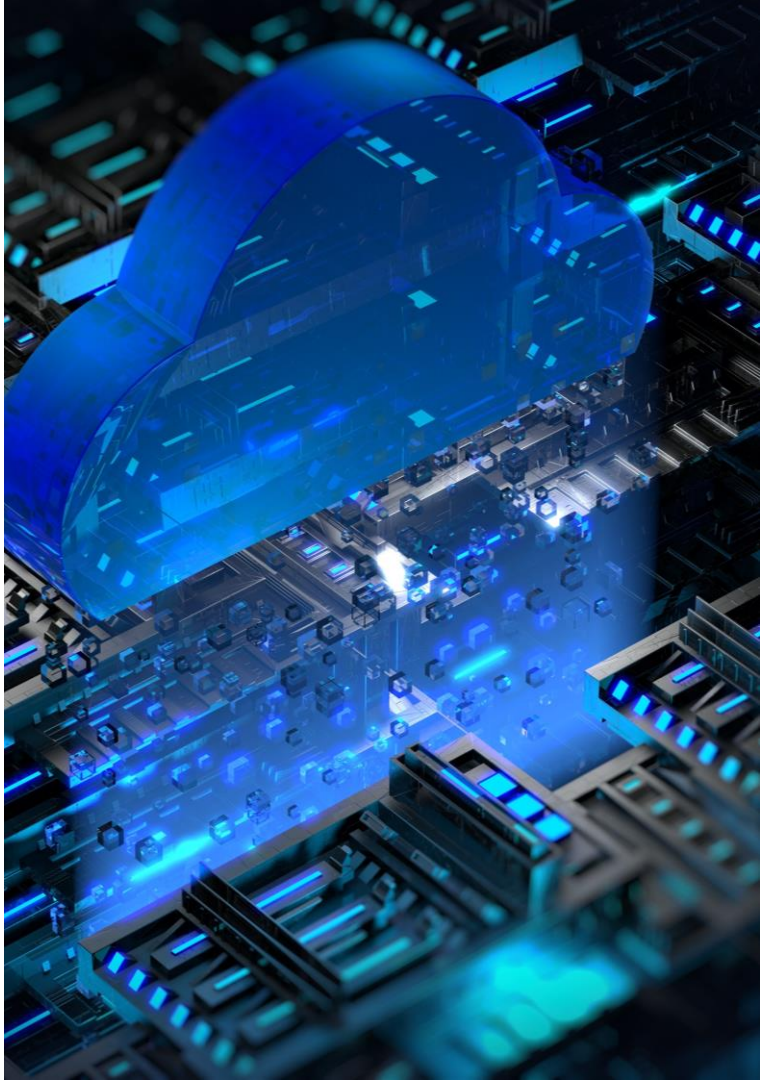
jetBlue

JetBlue moves to HANA

HANA Enterprise Cloud & RISE with SAP

- What is HANA Enterprise Cloud (HEC)?
  - Now Enterprise Cloud Services (ECS)
  - HEC started in 2013 and is a managed, private cloud hosting service for SAP HANA and its related applications; SAP provides the infrastructure and managed services
  - SAP HEC was launched in 2013 with the intention of driving more customers to adopt SAP HANA, according to SAP.
  - HEC was the forerunner for RISE with SAP



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SAPinsider

JetBlue: S/4HANA Project Summary

- JetBlue moved to S/4HANA & HANA Enterprise Cloud
  - Included a technical migration and upgrade
- Migration included BW/BPC and SAP Portal to HANA Enterprise Cloud managed by SAP
- Complex SAP systems
  - 70+ SAP servers running in HANA Enterprise Cloud in Azure
  - 3 tier setup for S4HANA, Portal, BW/BPC etc.
  - Main modules in use: FI, HCM, SD and some MM
  - System heavily utilized for HR processes like payroll/benefits and compensations
  - System is utilized for Finance processes including treasury module
  - BW system is primarily used for BPC which helps us with forecasting

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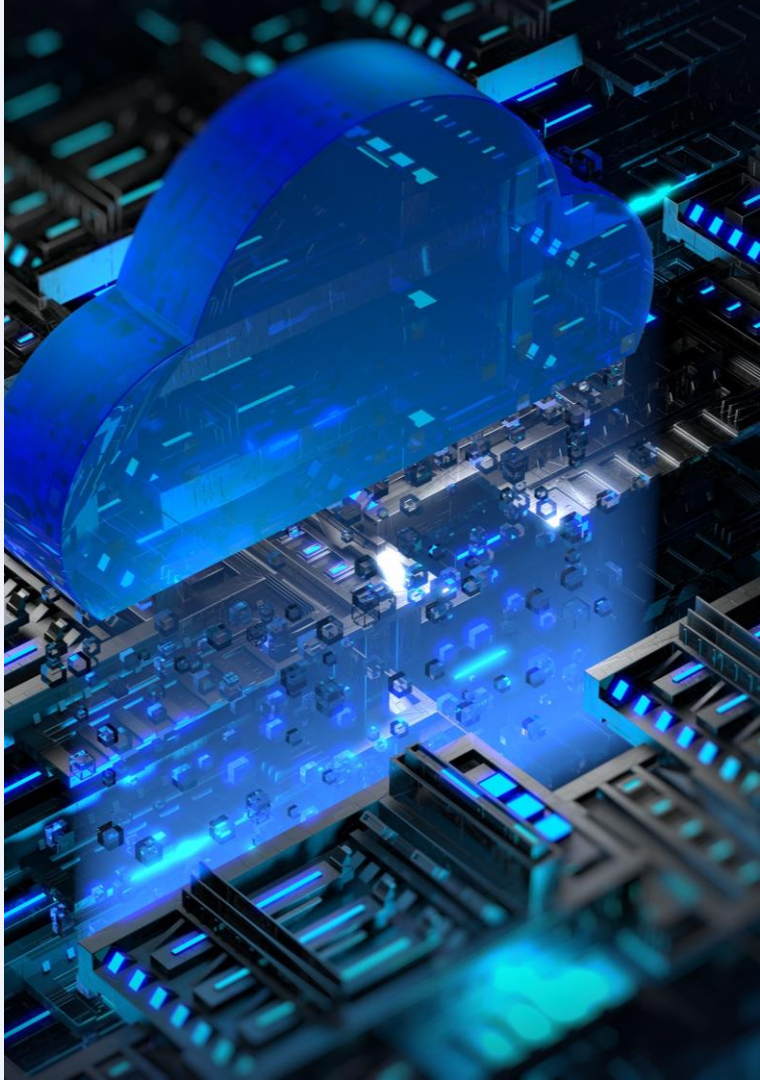
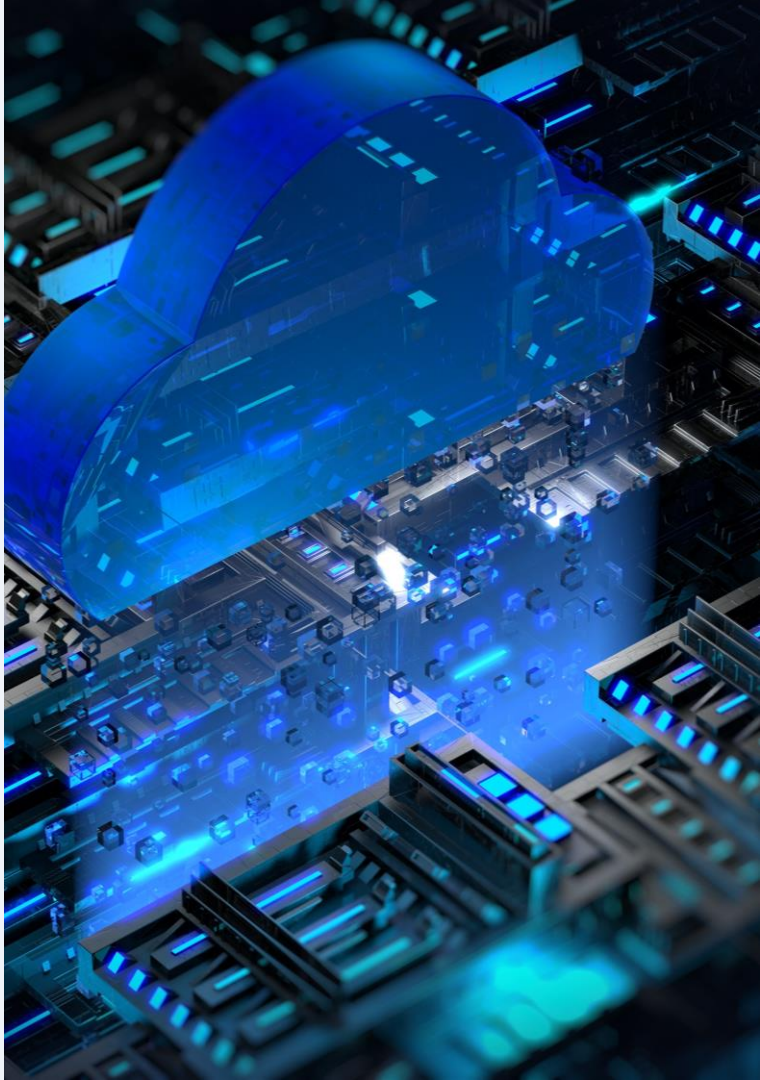


The need for an S/4HANA certified TDM solution

Data Sync Manager

Challenges/complexities with Migration & Test Data Management

- Finding an S/4 solution for Test Data Management – SAP TDMS not supported on S/4HANA
- Moving to the Cloud: Needed to sync data easily and efficiently – without an SAP hack
- Compliance and Audits: Data was not being scrambled in the QA system
- Database was large and growing and storage costs were skyrocketing due to payroll data running on the system and not being archived
- The work they were doing, including refreshes, was very manual



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What EPI-USE Labs products is JetBlue using today?

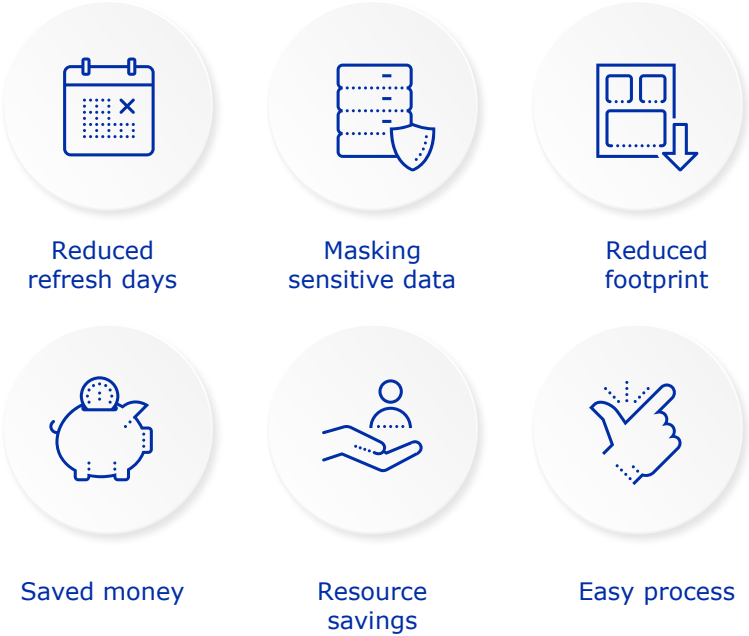
- Jetblue has Client Sync, Object Sync and Data Secure for S4HANA.

- How is JetBlue maintaining these solutions?
  - Level of effort to administer
  - Ease of use
  - Ease of deployment

Benefits & ROI

Solution: Benefits & ROI

- Refreshes used to take nearly a week including manual steps. With DSM, the post steps are minimal and the processing time for a refresh was cut to 1-2 days
- Compliance – sensitive data being masked
- Reduced footprint in database size, doing time slices now (3 years instead of 15-20 years)
- Storage savings
- Additional SAP refresh costs avoided
- Resource savings
- Easy, repeatable process



EPI-USE Labs:
Data Sync Manager

- The test data challenge and how it is heightened with S/4HANA
- How EPI-USE Labs helps solve the challenge
- The complex SAP landscape
- Data Sync Manager: Object Sync
- Data Sync Manager: Client Sync
- How EPI-USE Labs and DSM smooth the road to S/4HANA

For all SAP customers, we expect upgrades and continuous improvement projects will become a normal part of keeping up with the pace of innovation

Upgrading SAP S/4HANA – How, Why and Best Practices

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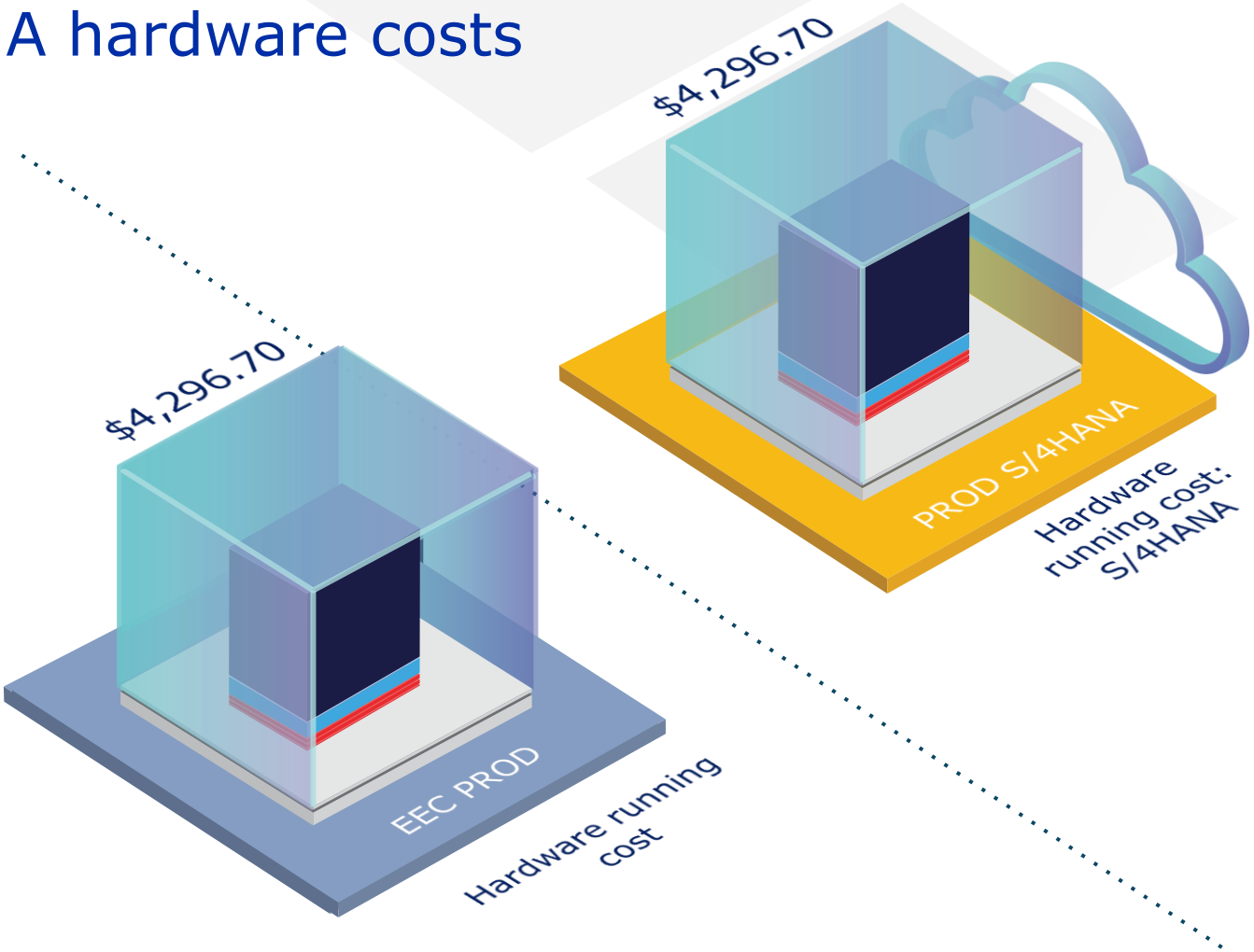
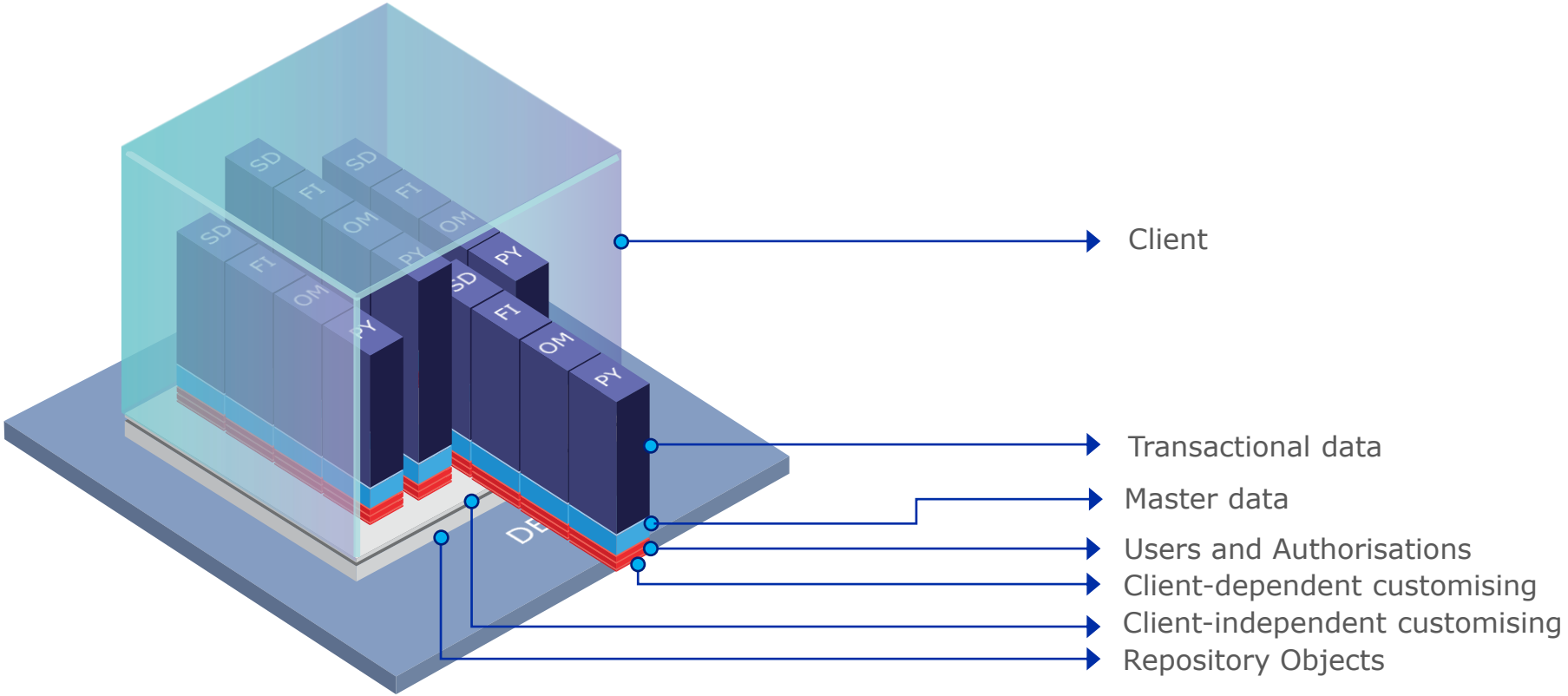
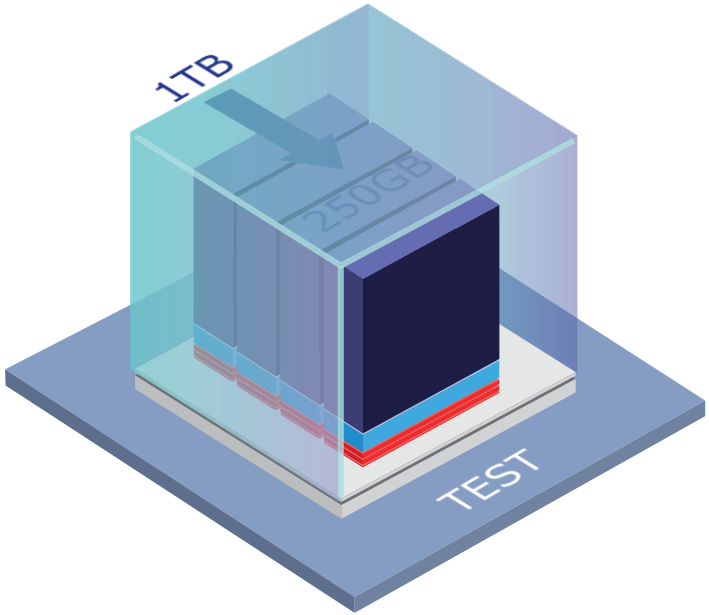
HOW WE SOLVE YOUR CHALLENGES:

DISK SPACE/COST

S/4HANA hardware costs

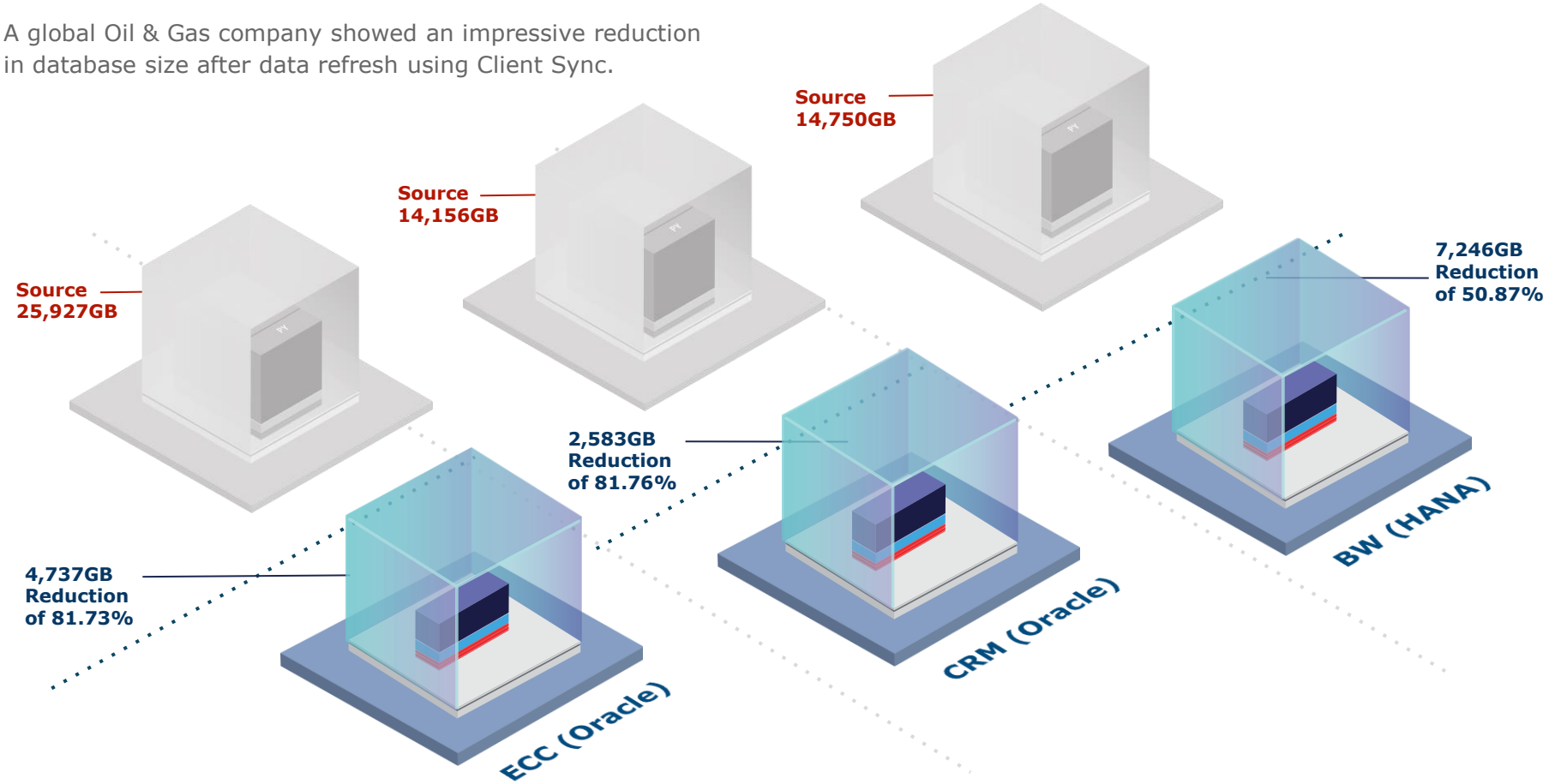



SD
FI
OM
PY
Client
Transactional data
Master data
Users and Authorisations
Client-dependent customising
Client-independent customising
Repository Objects


1TB
250GB
TEST

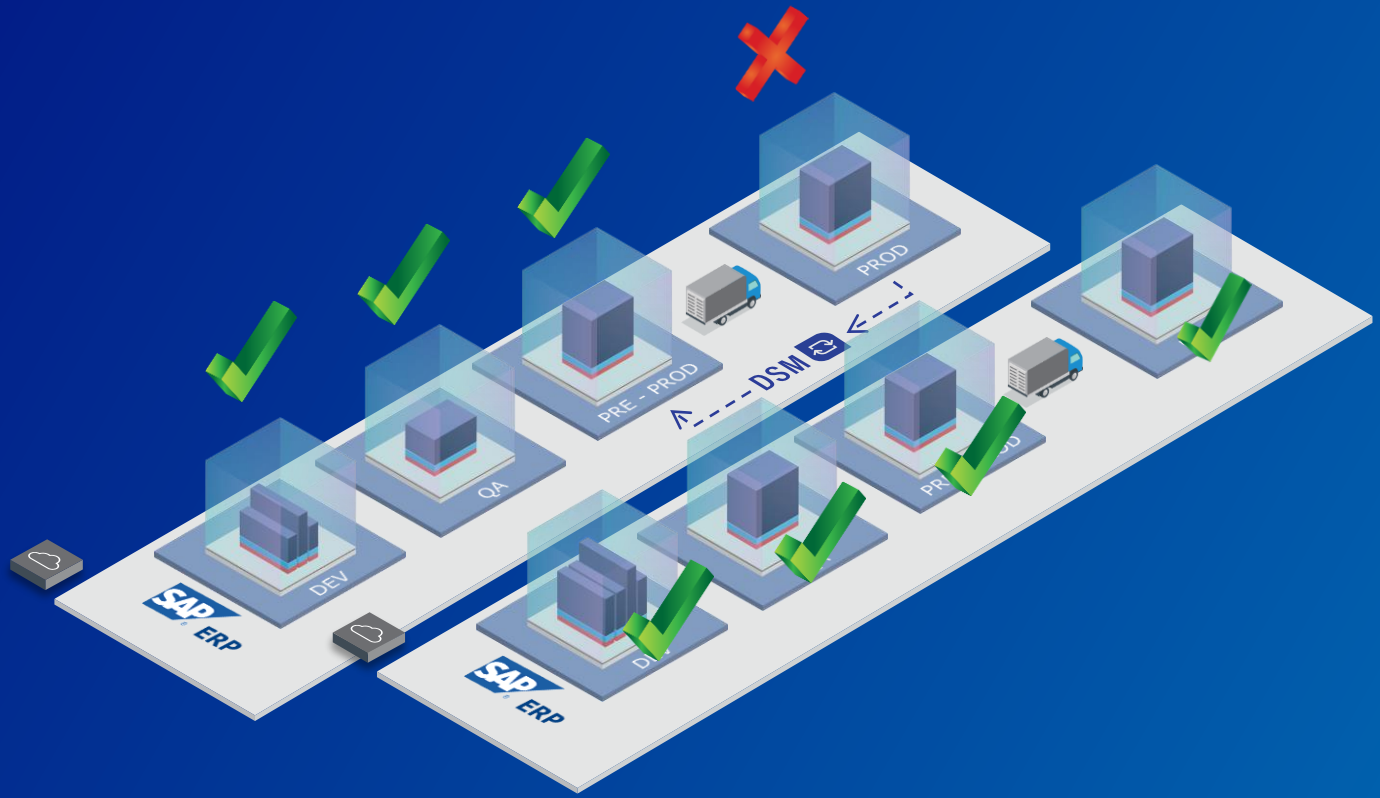
CLIENT SYNC SUCCESS STORY

A global Oil & Gas company showed an impressive reduction in database size after data refresh using Client Sync.



HOW WE SOLVE YOUR CHALLENGES:

EFFECTIVENESS OF TESTING



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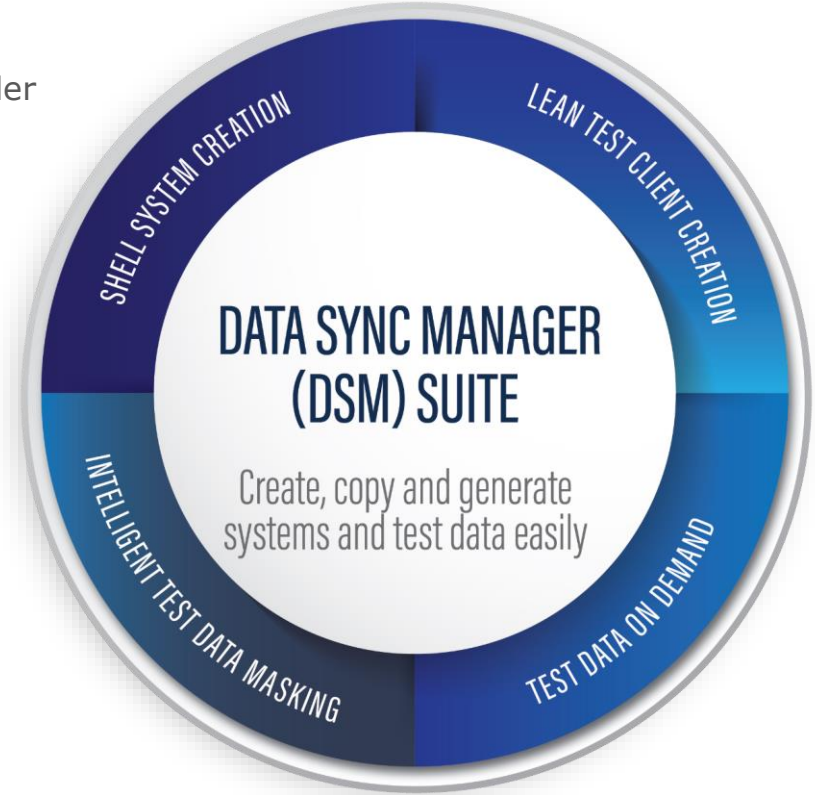
System Builder

Client Sync



Data Secure

Object Sync

KEY BENEFITS

Create a fully functional client and save up to 80% of disk space.

Cut production support cost with faster, more accurate testing.

Eliminate risk and secure sensitive data.

Reduce time spent recreating production issues by 90%.

Lower risks and costs associated with support pack and upgrades.

Copy data consistently across system landscapes and include cross-system and cross application transactions flows.

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VALUE THROUGH **INNOVATION**

1,350+ CLIENTS WORLDWIDE

OPERATING IN **49** COUNTRIES

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7,300+ LICENSES SOLD

23% OF REVENUE SPENT ON R&D ACTIVITIES

97% CLIENT RENEWAL RATE

GLOBAL FOOTPRINT

MULTI-LINGUAL GLOBAL **SUPPORT TEAM**

DEDICATED IN-HOUSE TEAM

SATISFIED **CLIENTS**

24-hr SUPPORT EVERY WORKING DAY

WIDE LANGUAGE SUPPORT

RESPONSE TO TICKETS: **98%** WITHIN 30 MINS

CLIENT CENTRAL:
OUR COLLABORATIVE COMMUNITY

UNIQUE ONLINE **PORTAL**

ALL CLIENTS HAVE ACCESS

20,000 ACTIVE USERS

a member of
groupelephant.com

35+ YEARS OF EXPERIENCE

> 3,000 EMPLOYEES

1% of revenue channelled into ERP
(ELEPHANTS, RHINOS & PEOPLE) PROGRAM
ERP

Beyond Corporate Purpose: Elephants, Rhinos & People ('ERP')

EPI-USE Labs is a member of groupelephant.com, which employs over 3,000 people and is largely employee-owned. Our Group operates under a hybrid business model in terms of which we fund and run an in-house non-profit, so that we go 'Beyond Corporate Purpose' in our day-to-day activities. Rather than implementing a traditional corporate social responsibility program and simply donating funds to charities, with 'Beyond Corporate Purpose' we operate a professionalised, institutional non-profit delivery capability, the primary focus of which is the protection and conservation of Elephants and Rhinos in the wild, through an unusual strategy based on the economic upliftment of impoverished rural People in areas adjacent to the threatened species, or another definition of 'ERP.

Should we be successful in winning this engagement, we will channel 1% (one percent) of our net revenues deriving therefrom, to ERP projects. You would be able to choose from a range of projects towards which the funds would be directed, and our ERP staff will provide you with ongoing monitoring and evaluation, and reporting, at your election. Please note that the monies do not constitute an elective add-on to our fees, but would rather be taken out of our revenues.

Please visit www.erp.ngo for examples of our current initiatives and interventions.