**Topic**

The successful development of the SAP Solution Manager for test management of SAP systems and solutions for the support of a holistic quality assurance demand within the Münchener Verein Versicherungsgruppe (MV).

**Customer recommendation**

The test management in the SAP Solution Manager for the central controlling and increase of the speed for the implementation of projects.

**Customer Profile**

Münchener Verein Versicherungsgruppe München / Deutschland

Insurance company for health, life and general insurances as well as provision and financial services for private and business customers.

The MV SAP CCOOE is a intern service provider for the financial sector, business management and sales. Our focus lies on high customer satisfaction. Our aspiration is to constantly keep an appropriate quality level.

**Management Summary**

In the course of the steady growing figures of SAP projects at the Münchener Verein Versicherungsgruppe (MV) a central controlling of the test management was indispensable.

Our goal was a homogenous controlling of SAP processes without system discontinuities. The SAP Solution Manager was the predestined solution as it has already been in use at MV for typical SAP business tasks.

The project was instructed by the quality assurance board of the MV at the end of 2014 and has been implemented successfully within a few months; also for the release changes until 2018.
## Initial Situation

The test implementation was controlled locally by tables respectively text documents in different versions and quality. A general reporting was conditional and the manual reporting very expensive. Due to the manual tasks the creation of the test lists was very labour-intensive. A consolidation was almost impossible. Equally, the currency of the test cases was not existing.

## Challenges

The implementation resulted in the following challenges and solution steps:

- Upgrade to SAP Solution Manager 7.1 and 7.2
- Central Know-how development in the department responsible for test management „cross section systems and quality assurance“ (IT-QQS) at MV
- Illustration of the structure of SAP moduls and SAO solutions for the test controlling
- Population of technical and professional test cases
- Know-how transfer to responsible key users
- Practice testing of the defined methodology in the course of the SAP project UNICODE introduction

## Need for Action

Due to the growing need for action to increasingly introduce SAP orders and projects, the frequency of the tests that must be conducted has increased. Due to the introduction of a parallel BW system line with a high integrated solution in the sectors investment planning and capital extrapolation the pressure on a structured test procedure was again increased massively. Moreover, the introduction of SAP BO products have resulted in further test dependencies.

## Goal

Our central goals:

- Central controlling of the test process
- Homogenous test case description and processing for a drastic reduction of expenses at the test preparation and test implementation
- Transfer of the heterogenous documentation procedures and their filing structure in a central SAP tool
- System-orientated illustration and controlling of the manual and automatized test implementations
- Clarity and transparency during the test performance
- Integrative overview of the projects with SAP participation
Our solution

The structuring in scenarios, processes and process steps depicts the SAP components and solutions optimally. The Blueprints, test case descriptions and approval protocols are deposited centrally in the SAP Solution Manager. States of the test controlling and test documentation at the SAP modules and SAP solutions are documented revision safely in the course the test implementation.

Thus, the setup of a key user for the SAP Solution Manager was and is the logical consequence.

The interaction of all key users ensures a optimized central test controlling and supports our demand for quality assurance.

The creation of the test plans and packages in the SAP Solution Manager can be implemented rapidly and efficiently at the touch of a button out of a pool of various test cases.

Monitoring and reporting are supported graphically and offer a fast overview over the respective current test progress.

The approach could be adapted with our proved process methodology.

Since the MV has implemented successfully the first SAP CCOE certification (Primary Certification), there is a matured and very proven key user concept in the organization. Key users are ones of our success factors!
Methodology and Effort

Due to first conceptual considerations concerning the use of the test management in the SAP Solution Manager, the proof of concept has been introduced.

After upgrading the SAP Solution Manager from 7.0 to 7.1 and 7.2, the training of the quality assurance team was conducted to be ready for test management.

In the following, our key users supported the establishment and structuring of SAP modules and SAP solutions including the appropriate test cases (duration approx. 6 months). The first practical testing took place in April 2015 in the course of the SAP project UNICODE Introduction – a good opportunity to check and complete the contents in the SAP Solution Manager. The steady upgrade of the structure and the related test cases by our key users has always high priority.

the test management will be next used in the project SAP Release Change – for the BW as well as for ERP sector.

Our Benefit

We are a successful SAP CCOE certified company for more than 12 years.

We have orientated ourselves very early at the requirements of SAP. Thus, we succeeded in ensuring the expedient use of a variety of SAP modules and SAP solutions.

The decision for the use of the SAP Solution Manager was made many years ago. The very long experience with this tool or platform also turned out to be profitable when introducing the test management for SAP.

Due to the SAP Solution Manager, we reach:

- a high integration
- Standardized procedures
- A consistent quality assurance

Thereby we support decisively the speed we need for our work.

We can drastically reduce growing efforts and in the end increase the SAP user satisfaction in all sectors.

Miriam Weiβ
Testmanagerin bei der Münchener Verein Versicherungsgruppe
About Us

The Münchener Verein Versicherungsgruppe is a medium-sized and nationwide-working independent insurance company with a high-performance product and service offering. Since our foundation, in terms of our target group strategy the handicraft plays a crucial role for which we develop special provision conceptions. In the business year 2017 the Münchener Verein recorded fee revenues in the amount of 723,5 million Euros (2016: 702 million Euros).

Our SAP COOE consists out of 28 persons including our 15 key users.

We stand out due to a consistent high customer and service orientation, which is proofed by the following current awards: „Deutscher Servicepreis 2018“ (German service price 2018) as well as „Versicherer des Jahres 2018“ (Insurer of the year 2018) of the German institute of service quality.

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Resume and Outlook

The successful establishment of the SAP Solution Manager regarding the test management forms for us the basis for the minimization of the test effort at upcoming introductions of for example business functions or the establishment of SAP FS-ICM.

Moreover, we expect the assurance of a quicker and significantly easier SAP release change than has been the case up to now – with the advantage of a central controlling of the test processes, a unified documentation and the desired transparency.

Editorial comment

Please note:

The solution shown here is described as part of the “SAP Customer Centre of Expertise (CCOE) customer success stories” program. In this format, SAP gives COOEs the opportunity to outline examples of certified SAP CCOEs.

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