

# Accelerating Speed and Accuracy in Incentive Management



"The Canidium Team is awesome. The team is always very responsive, and they provided a good overall experience. Today, I am happy with where we are after the upgrade. The transaction files and speed has improved. The Oracle SLA for data to be loaded and ready for reporting was 9:30 AM.

Now we are hitting 7:30-8:00 AM.

The hour and half may not seem like much, it's huge for us!"

**Matt Olewine, Operations Analyst**

## QUICK STATS

- 10,500 Employees
- \$14.4B Revenue
- Operates in 20 States
- 137 Total Stores

## KEY CONSIDERATIONS

- Migration from Oracle to SAP HANA
- Extensive manual procedures and technical challenges

## SITUATION

Sonic Automotive completed an upgrade from Oracle to HANA to gain efficiencies via SAP's HANA platform. Canidium provided consulting services to complete the upgrade. The premise of the upgrade includes faster processing via the HANA platform, which includes transaction inbounds, processing and outbounds. Further, Canidium implemented Embedded Analytics for integrated, real-time data analysis.

## TECHNICAL BARRIERS ENCOUNTERED

- Setup of SSO configurations, involving IAS and IPS.
- Manual rewriting of stored procedures for Informatica workflows.
- Technical bugs within the GCP platform and SAP tools.
- Conversion of crystal reports to embedded analytics while maintaining permissions.

## LESSONS LEARNED

- Importance of tailored project plans for specific migrations.
- Early identification and planning for potential downtimes.
- Critical role of effective communication and stakeholder management.
- Continuous collaboration and problem-solving with technology partners.

## RESULTS

- Significant reduction in report generation time from 2.75 hours to 2 minutes, running 10 report gen pipelines every day, running daily from 7:00a-9:45a to cover several different BO groups. Today in GCP HANA, running 1 Update Analytics Pipeline which runs for 2 minutes and updates all reports for all users.
- Successful migration despite initial project plan issues.
- Improved project plan and management practices for future migrations.
- Enhanced stakeholder confidence through effective management and communication.

## SAP TECHNOLOGIES USED

- SAP HANA
- SAP Migration Tools
- Crystal Reports

## OTHER TECHNOLOGIES USED

- Informatica
- GCP
- Advanced Workflow

## SOLUTIONS

### Data Integration

Extensive manual intervention was required to rewrite Informatica workflows. This process involved detailed analysis and adjustment of existing workflows to ensure compatibility and efficiency in the new system.

### Partner Collaboration

Collaboration with SAP was essential to resolve numerous technical bugs. This ongoing partnership helped in addressing issues promptly and ensuring the stability.

### Effective Project Management

Improving communication strategies helped project managers align goals with client expectations, reduce misunderstandings, and identify/resolve issues proactively, ensuring project success.

### Data Migration Efficiency and Accuracy

Processing speeds significantly improved, reports generate faster, custom report code was retained, data entry errors were reduced, SQL code was streamlined, data volume decreased, inbound and outbound file processes were enhanced, and moving to the HANA platform boosted performance.

### Payment Error Prevention

Canidium designed and implemented improved methods for identifying incorrect data entries by dealerships. This substantially reduced the potential for incorrect payments to sales associates.