

Coca-Cola HBC (Coca-Cola Hellenic Bottling Company)



“When billions of transactions and deliveries rely on your IT infrastructure, it’s good to know that it is performing at its best, avoiding any mistakes and waste of time! Libelle and WSS helped us in the pursuit of this goal!”

Miglena Mladenova, Systems Architecture and Administration Services Manager

To automatize and optimize SAP updates and system copies, Coca-Cola HBC has chosen Libelle SystemCopy software, a solution distributed on the Italian market by WSS Italia.

Every day, the 36.000 employees of Coca-Cola HBC work tirelessly to refresh 589 million consumers in 28 countries. Coca-Cola HBC is the biggest bottler and vendor of Coca-Cola products in Europe and one of the largest in the world.

With its diverse portfolio of brands, passion for the market and extensive operations across Europe, Coca-Cola HBC is not just a major player in the world of Coca-Cola, but in the alcohol-free drinks industry as a whole. Coca-Cola HBC is headquartered in the Swiss city of Zug, from which provides guidance and support to all of its local operations, while entrusting the day-to-day running of these businesses to the teams who know their own markets, consumers and communities.

In a multinational Company like Coca-Cola HBC the IT infrastructure plays a critical role managing Petabytes of data: in fact, Coca-Cola HBC, has one of the largest SAP landscapes in Europe with 101 TB on the Production system and 292 TB on the support systems.

In this kind of SAP landscape, the system copies/ refreshments are made for several needs: having a “system swap” approach, creation of second set of development and quality assurance systems, building of “Training” and “Business Simulation” systems/landscape, building of “Regression Test” systems, answering to ad-hoc systems landscape requests and system clones.

“The Homogeneous landscape system copy process was a nightmare”, says Miglena Mladenova, Systems Architecture and Administration Services Manager. “SAP system copy is a slow process with a lot of manual tasks. As a result, it is prone to human errors and long-time frames, which leads to poor customer satisfaction. Moreover, the database sizes of our SAP systems increase very quickly, causing a slow SAP systems refreshment service. Finding a solution

that allows us to have a SAP systems refreshment service that is as much automated as possible, while at the same time being able to have control over



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the process, was mandatory for us”, concludes Miglena Mladenova.

This was the reason why Coca-Cola HBC made a software selection in order to find the best-in-class solution for the automation and the optimization of the SAP system copies/refreshments and has selected Libelle: “Libelle System copy obtained the best score on 3 out of 4 evaluation criteria: technical requirements met, POC included, flexibility & ease of use”, highlights Miglena Mladenova, “bringing to our Company cost savings, reduced time frames, improved control and customer satisfaction”.

Today, Coca-Cola HBC spends less than a week during the whole year (5 man-days in total) to manage Libelle solution and is able to perform two systems landscape copies per year for all systems in scope, allowing, in addition, several copies, required for creation of sandbox/training/simulation systems.

According to Mrs. Mladenova, another benefit of the solution is the support provided by the software house Libelle and its authorized business partner WSS Italia before and after the purchasing. “WSS Italia’s attention to detail, supporting and quality of support ensured that the process of selecting and moving to Libelle went smoothly and met all of our internal criteria.” says Miglena Mladenova. “WSS can count on a great customer partnership and Coca-Cola HBC, as a customer, can truly rely on them any time assistance is needed”.

Miglena Mladenova sums it up nicely, “When billions of transactions and deliveries rely on your IT infrastructure, it’s good to know that it is perfor-

ming at its best, avoiding any mistakes and waste of time! Libelle and WSS helped us in the pursuit of this goal”.