

WUG 2016 - How Target Supports a Large Winshuttle Community

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WINSHUTTLE
USER
GROUP CONFERENCE

Agenda

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- About Target Corporation
- Winshuttle at Target
- Technology Support Model
- Winshuttle Case Study
- Summary



About Presenter

Shon Kane

Sr Functional Analyst

Target Corporation - 4.5 years

WinShuttle User since 2006

- Asset Management
- Project Systems
- FI/CO
- REFX

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About Target

Current SAP Modules

BUSINESS

SAP ECC

- General Ledger
- Accounts Payable
- Accounts Receivable
- Treasury
- Fixed Assets
- Project Systems

SAP BPC

- Expense Planning

SAP BW

- Business Data Warehouse

SAP SRM/S2C

- Supplier Relationship Management
- SAP Sourcing

SAP REFx

- Real Estate

SAP CRM

- Customer Relationship Management

IT

SAP GRC

GRC Access Controls

- User Access Monitoring
- SOD's
- Provisioning

GRC Process Controls

- Automated controls monitoring (limited usage)



About Target Winshuttle

Winshuttle Studio – 10.6.1 since October 2014
(Implemented 2011)

SharePoint 2010

- **10 Transaction Developer licenses** (ability to write scripts and run scripts)
- **325 Transaction Runner licenses**
- **10 Studio licenses** (Transaction, Query and Journal Entry Tools)
- **11 Query Developer licenses** (used with standard Transaction licenses)
- **10 Query Runner licenses**
- **1 Direct Developer License**

367 Total Central (V10) licenses



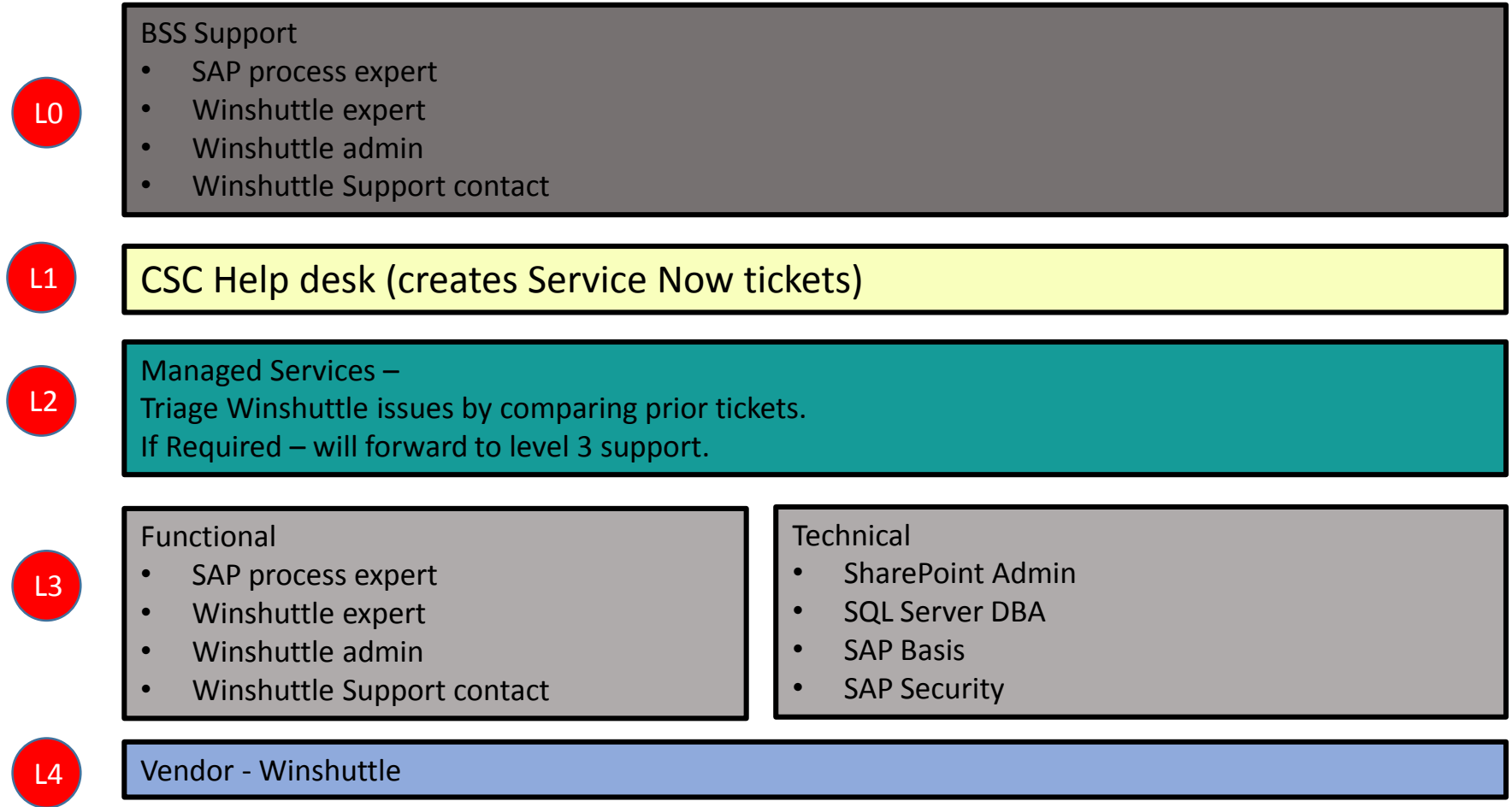
About Target Winshuttle - statistics of usage (production)

February 2014 – January 2015

| SAP Functional Area | Transaction | Number Of Records Uploaded | # of times executed |
|-----------------------------------|-------------------|----------------------------|---------------------|
| Accounts Payable / General Ledger | FB01L | 3,250,073 | 23,213 |
| General Ledger | FB02 | 1,825,213 | 80 |
| General Ledger | FV50 | 20,885 | 18,049 |
| General Ledger | F-05 | 2,150 | 2,150 |
| General Ledger | FBD1 | 501 | 67 |
| Project Accounting | CJ02 | 1,488,349 | 3,646 |
| Project Accounting | CJ01 | 210,833 | 1,349 |
| Project Accounting | CJ40 | 207,187 | 711 |
| Procurement | ME22N | 20,443 | 192 |
| Procurement | MIRO | 16,476 | 1,117 |
| Asset Management | AS02 | 204,693 | 238 |
| Asset Management | ABAVN | 128,536 | 161 |
| Asset Management | ABUMN | 112,117 | 579 |
| Asset Management | ABAA | 13,299 | 68 |
| Asset Management | ABZON | 12,929 | 105 |
| Asset Management | AS01 | 9,297 | 105 |
| Asset Management | ABT1N | 717 | 68 |
| Controlling | KS02 | 8,917 | 187 |
| Real Estate | BAPI_RE_CN_CHANGE | 4,259 | 318 |
| Accounts Receivable | FV70 | 2,570 | 440 |



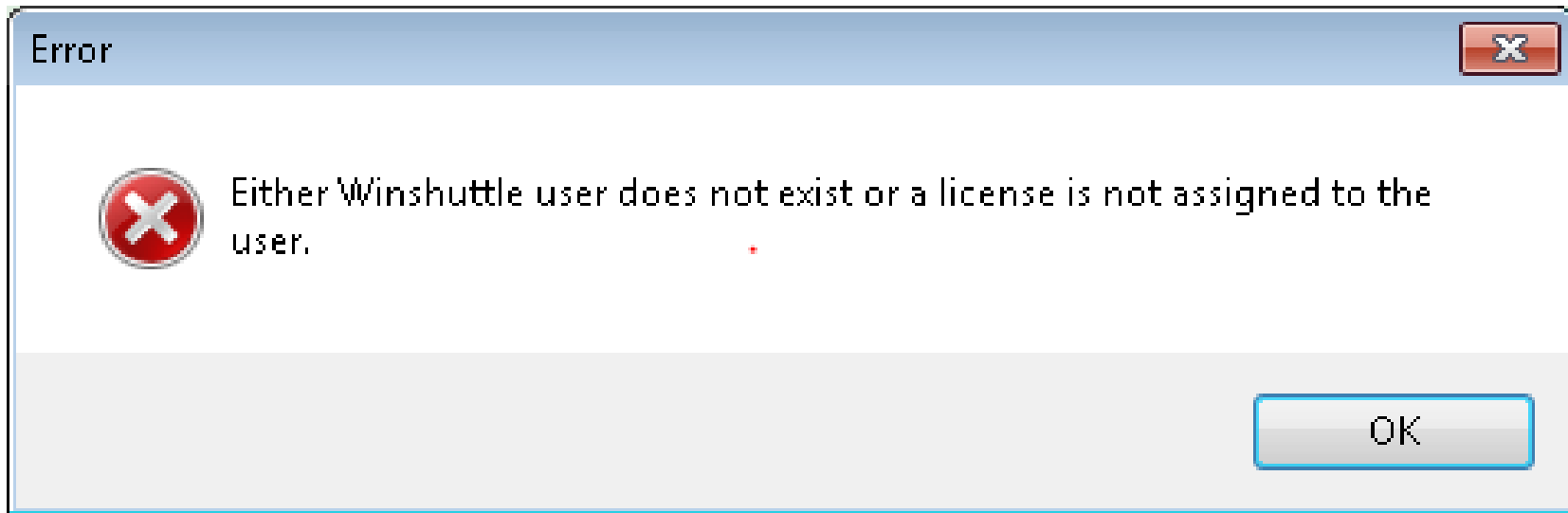
Support Model for Winshuttle at Target



Case Study of issue which included Winshuttle support

Error messages for 2 users – within 2 days.

Low priority – work arounds existed. (other users were able to upload)



Winshuttle Support - Case Study Summary

Summary of Issue Resolution Steps...

- Winshuttle Support initially asked us to check one of the impacted users against the Winshuttle SharePoint site using PowerShell commands
- This validated that user was in the Winshuttle SharePoint site
- Winshuttle support requested we check the Winshuttle SQL database for duplicate users
- We identified duplicate entries for the impacted users
- Winshuttle Support had us update one of the User ID (UID) for each duplicate to rename the user as <name>_DUPLICATE

There has been a incident created at Winshuttle and a solution is being worked into a future hotfix to improve this table to prevent the creation of duplicate.



Summary - Questions

Thank you for your time

Things to take with you.

- Document processes and historical problems
- Don't get complacent (Testing/Licenses/Scripts, etc.)
- Identify and keep connected with all Winshuttle support levels and roles.
- How target contacts Winshuttle support
<https://support.winshuttle.com>

Feedback on the previous support interactions – Very Positive

Not very many issues that crossed into this level, but knowing your internal partners is critical.

Questions???

