

Customer



Industry

Global Shipping

Challenge

Create a realistic and production-like environment for core IT applications without disclosing any potentially competitive information.

Solution



Results

- Able to secure all data while maintaining the high level of flexibility and efficiency
- Able to set up a new training system in time to conduct training for new users
- Improved data optimization process

Full Steam Ahead for Hapag-Lloyd with Compuware's Test Data Management Solution

BUSINESS CHALLENGE

Hapag-Lloyd is a leading global container shipping company with an extensive network of 128 services worldwide. Founded over 165 years ago, Hapag-Lloyd has four regional headquarters in Hamburg, New Jersey, Valparaíso and Singapore and has a fleet of more than 175 container vessels. Operating from over 350 locations in 117 countries around the world, the firm has around 9,500 employees, who are connected through the most advanced IT systems in the shipping industry; with four key applications at their core.

In order to ensure the delivery of high quality IT services, Hapag-Lloyd tests new application functionality using real data, a practice that helps ensure that issues are eliminated before any changes are put into production. To that end, Hapag-Lloyd must use test data that is specific to each application and make sure that the tests are consistent. This is a particularly challenging task due to the high level of integration of Hapag-Lloyd's IT environment, which consists of its mainframe and a range of distributed systems.

A new challenge arose in 2014 when Hapag-Lloyd prepared for a potential merger. This made it necessary to extend existing training materials and create up-to-date live training data. The challenge was to create a realistic and production-like environment for core IT applications without disclosing any potentially competitive information. As a result, Hapag-Lloyd realized it needed a test data privacy/optimization solution that would allow it to securely share this information with a huge number of new employees around the world, while remaining compliant with its high standards of data protection.

The solution needed to not only extract data for testing and training, it also needed to disguise it. Maintaining compliance with current and future data privacy demands, while retaining business efficiency and flexibility were key success criteria for the data creation project.

SOLUTION

Hapag-Lloyd set out to identify companies that could provide a suitable solution in addition to the existing well-running in-house solution. A key requirement was the ability to extract test data from mainframe and distributed systems while safeguarding the data before distribution. It was critical to have the ability to customize the options for data protection so that data sets could be adapted for individual testing and training scenarios,



while applying the same rules for disguising it in all instances. Hapag-Lloyd was also looking for a solution with a user-friendly interface, and a partner that was able to offer project support.

After conducting a thorough analysis of the market, the company identified Compuware and several competitors as having solutions that matched its requirements. From this shortlist, Hapag-Lloyd determined that Compuware and their Test Data Management solution, which leverages data privacy and test data optimization product File-AID, provided the best solution for its needs. Key features and benefits included the ability to:

- Easily and securely create test data sets that are specific to each of its core applications
- Extract data from mainframe and distributed systems in-line with the relationship rules that govern how applications function in the production environment
- Create individual data privacy rules that mean only Hapag-Lloyd can get back to the original production data once it has been disguised
- Create a centralized catalogue of rules that determine how data is automatically disguised to ensure consistency across all systems
- Define all datasets and their relationships, while assigning rules for the extraction of test data samples to ensure consistency across the organization
- Optimize test data to accelerate the testing and development process

RESULTS

The implementation of Compuware's Test Data Management solution enabled Hapag-Lloyd to secure all data while maintaining the high level of flexibility and efficiency it previously enjoyed in its testing and training environments.

The Compuware solution helped Hapag set up a new training system in time to conduct training for new users. It's vital for all users to use disguised real data during the testing process to ensure the same high level of IT service quality Hapag-Lloyd is known for. They needed to use comparable data for training purposes to bring new colleagues up-to-speed on how the internal solutions work. However, the need to protect competitive information, like rates, is Hapag-Lloyd's utmost concern, and it would be far too great a risk to share this information with someone without the ability to mask it.

Hapag-Lloyd is also using Compuware's Test Data Management solution to improve its data optimization process. The large and highly integrated IT landscape, which is definitely needed for companies like Hapag-Lloyd, means that its data set is vast. As such, using the complete data set during the testing process would significantly delay application development and substantially increase costs, making it difficult for Hapag-Lloyd to react to market changes and customer demands quickly. The solution enables the creation of a smaller subset of test data that can be adapted for each application while still ensuring consistency and significantly reducing the costs of the process compared to using the full data set. Ultimately, these capabilities enable Hapag-Lloyd to become much more competitive by developing better quality applications within a much shorter timeframe, and remain compliant with data privacy requirements.

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