The Value of SAP Solution Manager 7.1

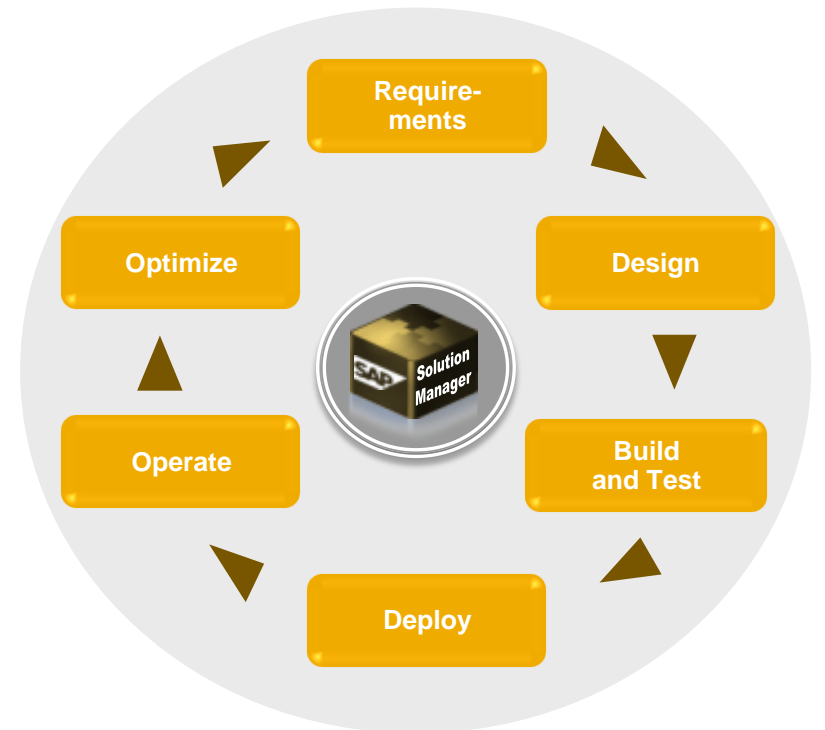Application Lifecycle Management, SAP Active Global Support

SAP

Our customers say:

SAP Solution Manager maps all functions needed

Cut total cost of ownership by more than 30%

30% future savings in implementation projects

50% of time saved in test management

Technical downtime reduced by more than 50%

DOCUMENT
IMPLEMENT
OPERATE

RUN BETTER.

OPTIMIZE
ACT
PLAN
IMPROVE
BUILD
UPGRADE
MEASURE
TEST
DEPLOY

Choithram & Sons:
SAP Solution Manager maps all functions needed

"SAP Solution Manager has mapped all the functionality we needed including the implementation roadmap, solution documentation, best practices, testing, and change management tools. We were able to effectively monitor our SAP project using SAP Solution Manager. We have benefited from the convenience of the solution documentation capability, which enables a global repository of documents easily accessible by our teams, and we have seen a reduction in time spent in monitoring project progress by deploying SAP Solution Manager as the implementation tool. We plan to use SAP Solution Manager more in sustaining and improving our SAP landscape."

Carel Du Plessis
Chief Financial Officer
Choithram & Sons

SAP

SAP Customer Quote Program
powered by SAP Active Global Support

IMPLEMENT
OPERATE
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OPTIMIZE
ACT
PLAN
CHANGE BETTER.
BUILD
UPGRADE
MEASURE
TEST
DEPLOY
SOLVE

CLINIC K

Siriraj Hospital:
Cut total cost of ownership by more than 30%

"With the help of Siemens IT Solutions and Services, and their valuable knowledge of the Run SAP methodology in the area of incident management, change management, and root cause analysis, we were able to cut our total cost of ownership by more than 30% within the last fiscal year, while reducing the change-request backlog by 90% at the same time."

Viroje Chongkolwatana
Deputy Dean of IT
Siriraj Hospital

SAP Customer Quote Program
powered by SAP Active Global Support

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FREUDENBERG IT:
30% future savings in implementation projects

"After the expert guided implementation session for solution documentation, we achieved a clear concept of application lifecycle management on SAP Solution Manager, and learned, in details, how to build our business-process structure, and maintain the relevant documentation. We also learned how to verify and update our business structure with the solution documentation assistant tool. The ASAP roadmap and business process repository guided us how to reuse accelerators and templates. We expect it will save us over 30% on our efforts in our future implementation projects."

Lu Hua
Service Level Manager
Freudenberg IT (Suzhou) Co.

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XinAo Gas Investment LTD.:
50% of time saved in test management

"The business process change analyzer pilot service has been very helpful in our efforts towards implementing business process change analysis and realizing the benefits of SAP Solution Manager. Following the guidance provided during this service, we have been able to document two core business processes in SAP Solution Manager, giving us an opportunity to reuse the documentation in testing and other scenarios. In addition, the analysis results have helped us to identify the test scope more quickly than in the past when we had to figure it out manually. The time required has been reduced by 50%, and so has the time for the testing execution. With this service, we have learnt more about how powerful SAP Solution Manager is!"

Jinbiao Xu
Chief Information Officer
XinAo Gas Investment LTD.

SAP

SAP Customer Quote Program
powered by SAP Active Global Support

Rio Tinto Services Limited:
Technical downtime reduced by more than 50%

"We are running our single instance SAP solution on a global basis and our business departments demand continued operations 24 x 7. As a consequence, we cannot afford large periods for planned downtime. With the help of SAP Active Global Support we have successfully deployed the latest support packages for BI 7.0 with the planned technical downtime being reduced from 18 hours to 8.5 hours compared to the previous support package implementation."

Steve Somerville
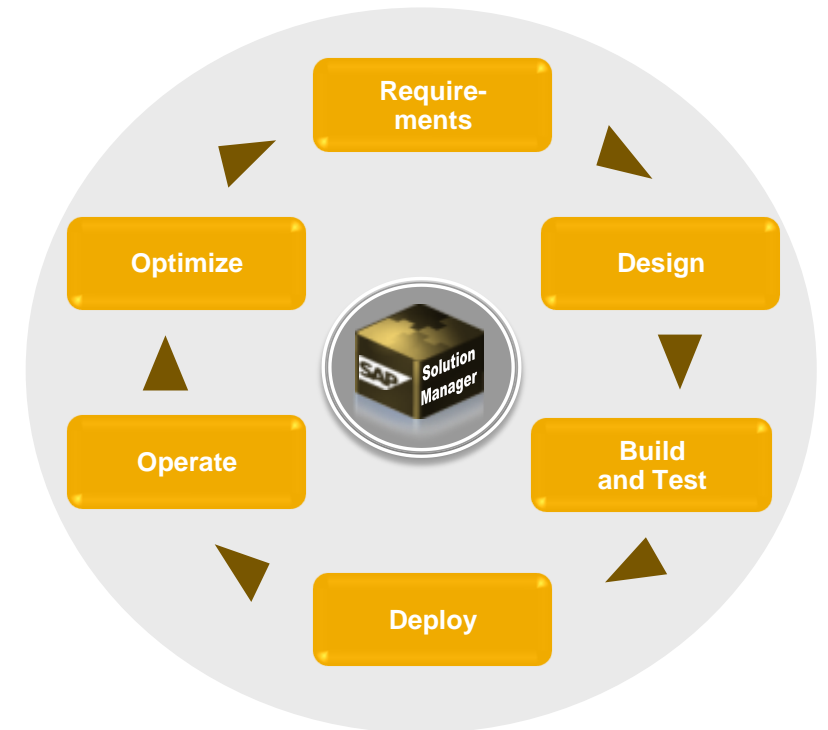Manager Applications Support
Rio Tinto Services Limited

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SAP

SAP Solution Manager - Overview

SAP Solution Manager 7.1 addresses the CIO's challenges

| CIO Value Framework			
Business Continuity	**Efficiency**	**Time to Market**	**Compliance**
Minimize Impact on Business **Optimize Costs** for service delivery	**Deliver more Innovation** with the same project staff **Run More** with the same operations staff	**Deliver faster** from Requirement to Deploy **Run better** in Line of Business	**Improve Audits** ratings significantly

Requirements and Design

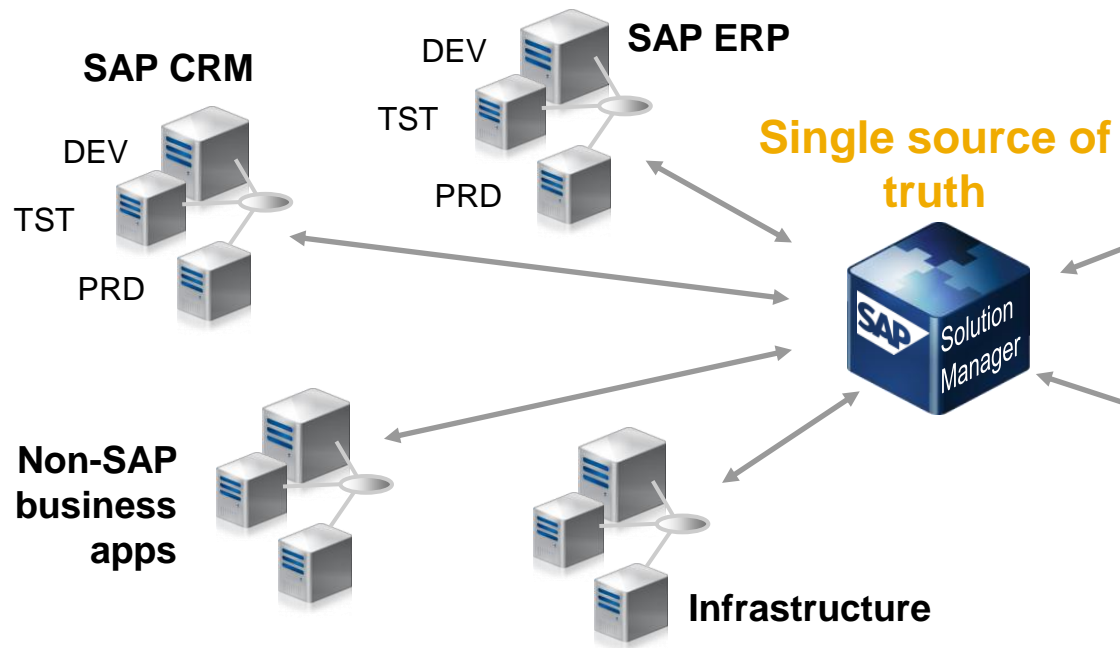Enhanced business blueprint

Reverse Business Process Documentation
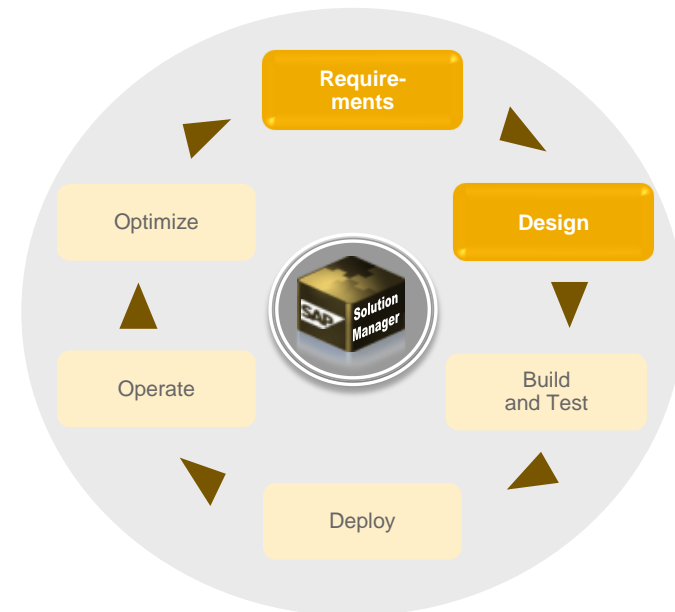
A perfect solution for documentation
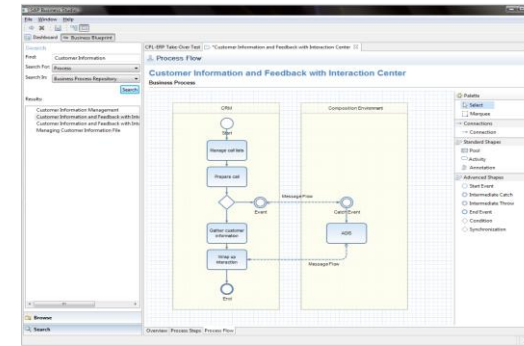## SAP Solution Manager and Infrastructure Management

System landscape and infrastructure documentation

SAP CRM

DEV

TST

PRD

SAP ERP

DEV

TST

PRD

Non-SAP business apps

Infrastructure

Single source of truth

Business process documentation
with enhanced business blueprinting or reverse business process documentation
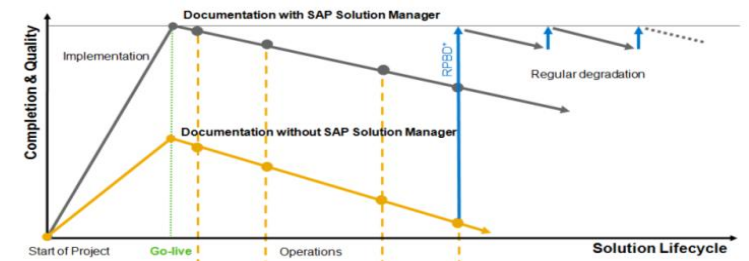
Infrastructure management tools extend SAP Solution Manager into an IT infrastructure.

# SAP Solution Manager 7.1 improves SAP Solutions

| CIO Value Framework				
	Business Continuity	**Efficiency**	**Time to Market**	**Compliance**
Enhanced Business Blueprint		**Deliver More Innovation** through better Business – IT alignment and optimal usage of SAP Solution Manager accelerators **Run More** because EBB usage provides stepping stone for optimized testing	**Deliver Faster** on one platform – no separation between business models and system configuration	**Improve Audits** through comprehensive solution documentation
Reverse Business Process Documentation	**Optimize costs** through usage of RBPD within SAP Enterprise Support	**Deliver More Innovation** through better visibility into as-is processes and easier discovery of SAP delivered innovation **Run More** because RBPD provides stepping stone for optimized testing	**Run Better** through clear visibility of business into actual SAP usage	**Improve Audits** through comprehensive solution documentation

Build and test

SAP Test Management Services
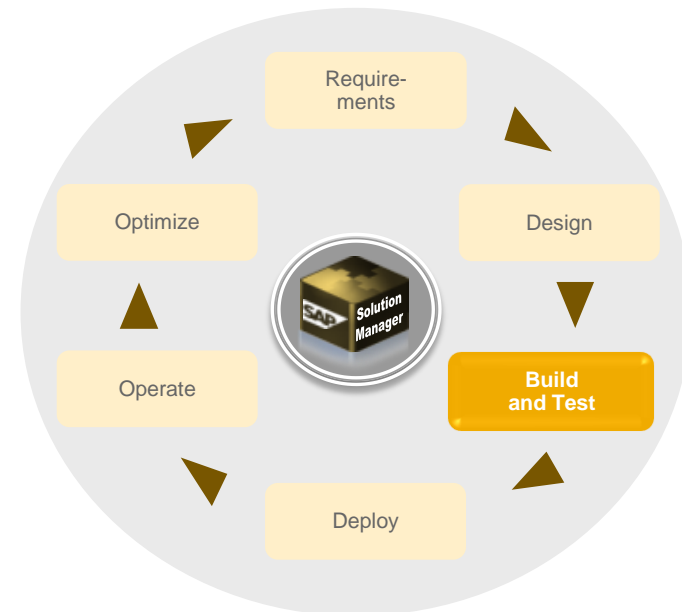
Optimized testing
through scope optimization and test automation

Business process change analyzer

- Test scope reduction of 30%-50% at 100% test coverage
- Accelerated, risk-based test-scope identification for regression tests

Test automation framework

Business Processes
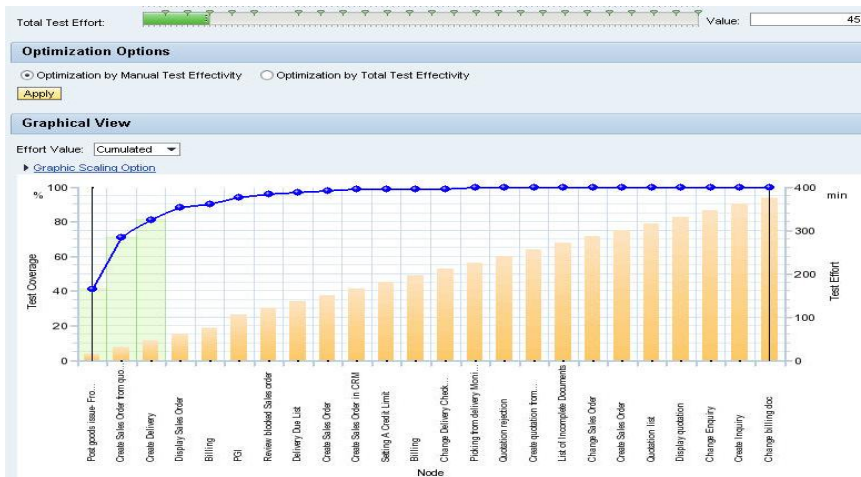
Certified interface

Third-party Test automation tools

- Smooth integration with best-of-breed test tools
- Scheduled execution of unattended automated tests – also for remote locations
- Change impact analysis and work flow to trigger repair activities for damaged test cases

Test capabilities provided by SAP Solution Manager allow you to reduce cost and number of errors in a production system while improving the test coverage.
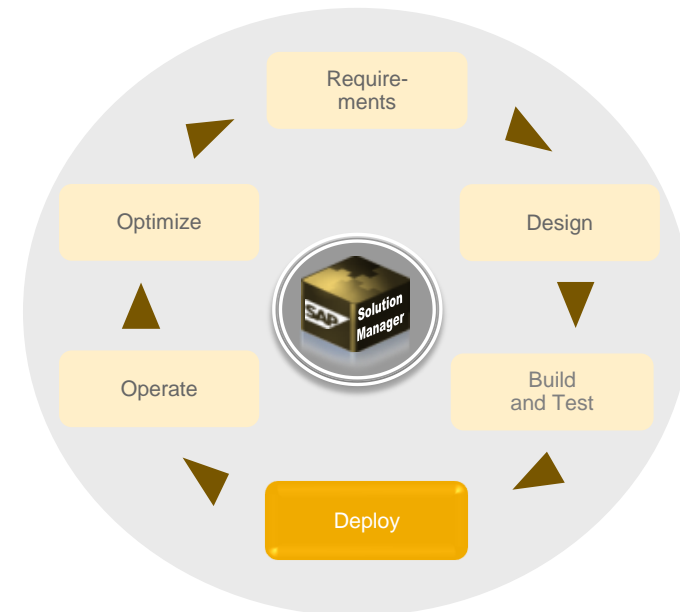
SAP Solution Manager 7.1 improves SAP Solutions

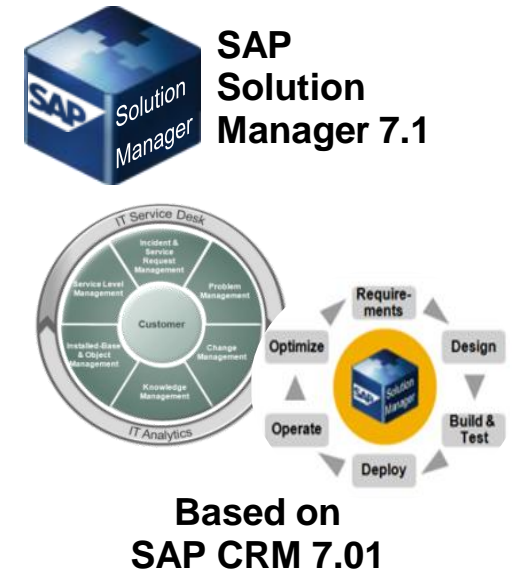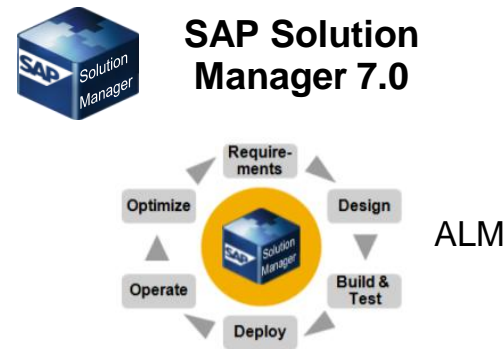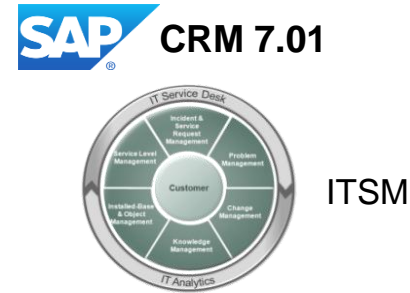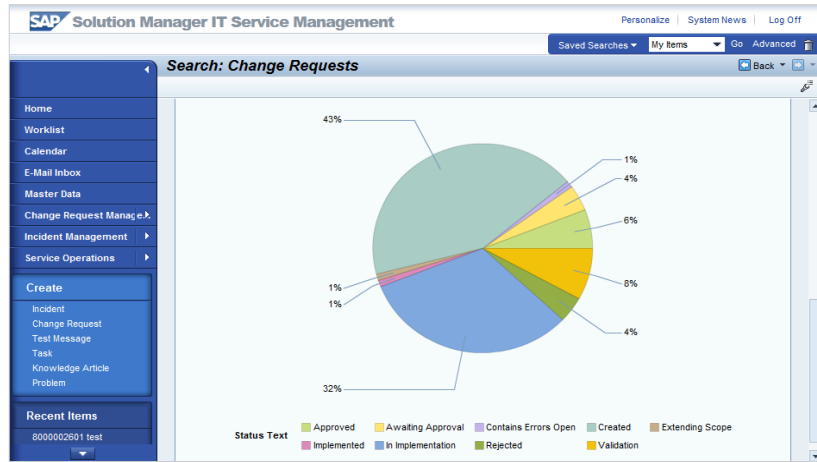| CIO Value Framework				
	Business Continuity	**Efficiency**	**Time to Market**	**Compliance**
Business Process Change Analyzer	**Minimize Impact** through rock solid discovery of testing requirements	**Deliver More Innovation** through better project planning (assessment of testing effort)	**Deliver Faster** through better assessment of testing effort	**Improve Audits** through flawless documentation of testing activities
Test Automation Framework	**Minimize Impact** through better and more comprehensive regression testing **Optimize costs** through usage of HP QTP starter set (no upfront license investment)	**Deliver More Innovation** through better better management of automated testing **Run More** through introduction of automated testing into the organization		**Improve Audits** through flawless documentation of testing activities

IT Service Management

Key steps achieved with SAP Solution Manager 7.1

- State-of-the-art service desk
- Simple but flexible user interface
- Usage rights that cover the complete customer solution
- Extendable to IT service management

CRM 7.01 — ITSM

SAP Solution Manager 7.0 — ALM

SAP Solution Manager 7.1

Based on SAP CRM 7.01

SAP Solution Manager integrates application lifecycle management and IT service management processes on a single platform.

SAP Solution Manager 7.1 provides value to the CIO

| CIO Value Framework				
	Business Continuity	**Efficiency**	**Time to Market**	**Compliance**
Application Incident Management	**Minimize Impact** through state-of-the-art service desk with optimal integration into SAP AGS **Optimize costs** through usage for the whole solution	**Run More** through optimal capturing of specialist knowledge – all service engineers can benefit from gurus		**Improve Audits** through flawless documentation of incident and problem resolution activities – ITIL compliance

Application & Technical Operations
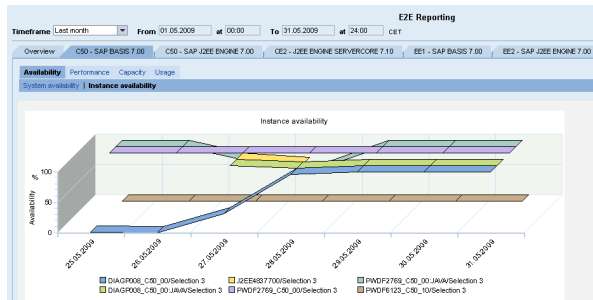
Monitoring and alerting infrastructure

End user experience monitoring
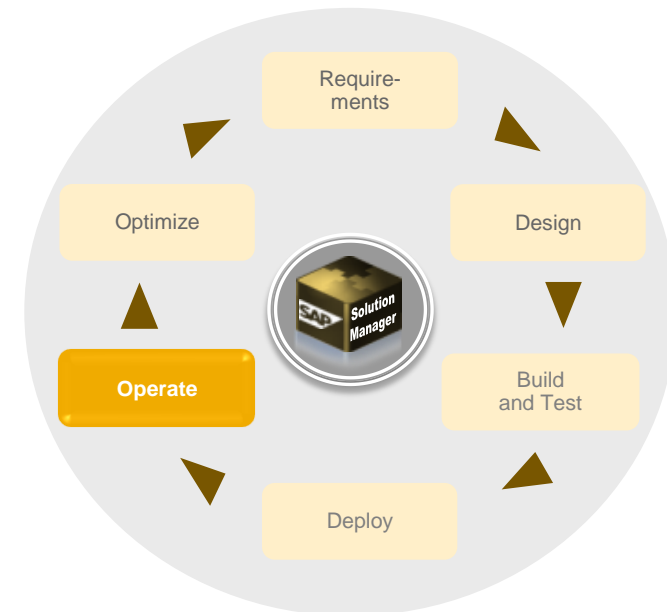
Monitoring and alerting infrastructure
## Coverage and advantages

Monitor

Alert

Unified monitoring infrastructure

- System, DBMS, and host monitoring
- Connection monitoring
- Process integration monitoring

End user experience monitoring

- Automated execution of recorded end user scenarios
- Measurement of availability and response times from end user point of view
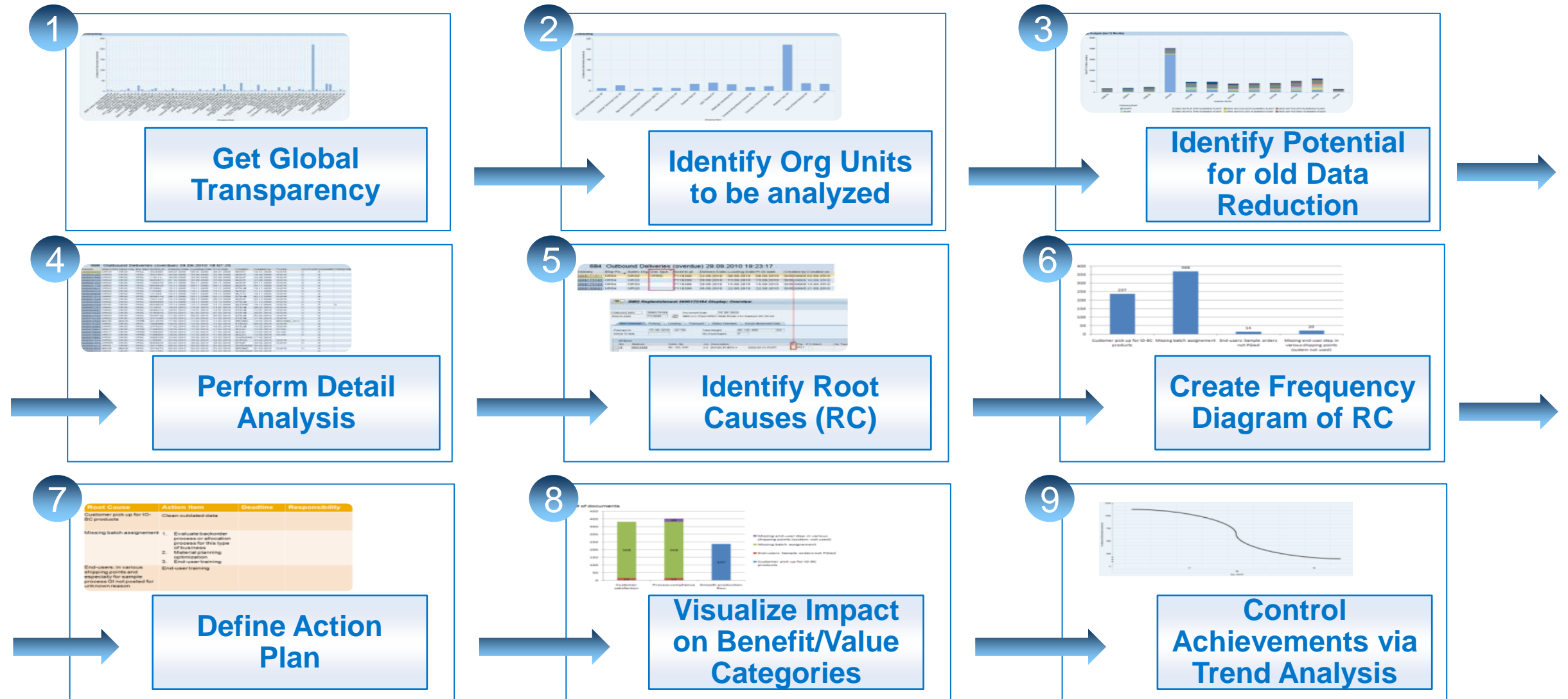- Direct access from monitoring to root-cause analysis (end-to-end trace analysis)
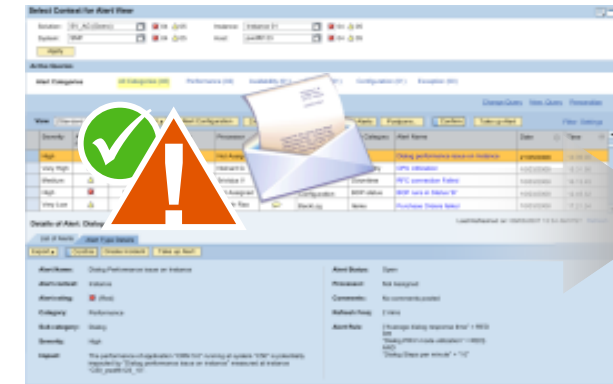
Avoid alert flooding

- Unified alert inbox
- Alert correlation and propagation

Business Process Improvement
Standardized Methodology with Business Process Analytics

1
Get Global Transparency

2
Identify Org Units to be analyzed

3
Identify Potential for old Data Reduction

4
Perform Detail Analysis

5
Identify Root Causes (RC)

6
Create Frequency Diagram of RC

7
Define Action Plan

8
Visualize Impact on Benefit/Value Categories

9
Control Achievements via Trend Analysis

SAP Solution Manager 7.1 provides value to the CIO

CIO Value Framework				
	Business Continuity	**Efficiency**	**Time to Market**	**Compliance**
Technical Operations	**Minimize Impact** through pro-active alerting for the whole solution **Optimize costs** through usage for the whole solution	**Run More** through unified inbox and alert propagation		**Improve Audits** through flawless documentation of system stability
Business Process Operations	**Optimize Costs** through busienss process stabilization (= investment protection) and business process improvement (get the maximum for your SAP investment)		**Run better** through predefined throughput and backlog indicators which allow business to improve the execution of their business processes	

Optimize Usage with Dashboards
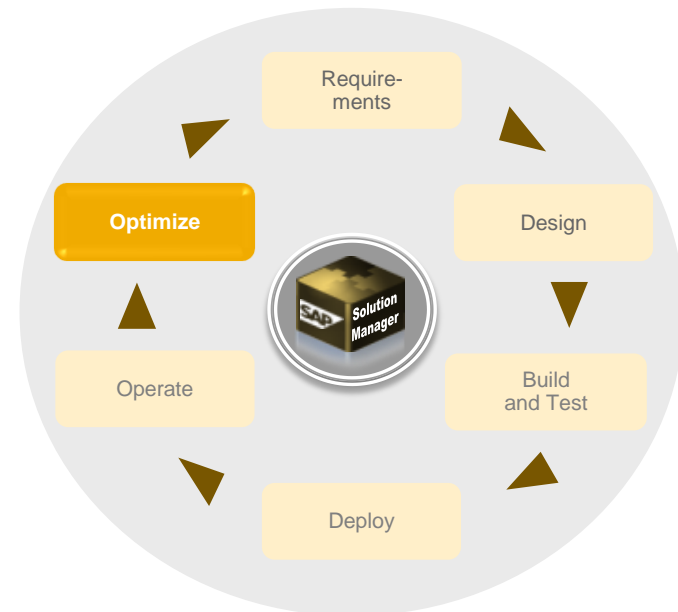
Management dashboard
Examples from the dashboard application library

Existing dashboards included in SAP Enterprise Support

How to Measure the Value of Application Lifecycle Management?

Available Metrics with SAP Solution Manager 7.1

| Score Zones™	Business Continuity	Time to Market	Efficiency	Compliance
Mission	Zero negative service impact by changes	Deliver faster from requirement to deploy	More projects with the same staff	Improve audit ratings
Metrics	■ Time without outage ■ System performance ■ Backlog and throughput ■ Database growth ■ No. of redundant custom code objects ■ No. of open ITSM requests ■ No. of status iterations in ITSM request processing ■ SLA fulfillment ■ Time spent on ITSM request processing ■ No. of emergency changes	■ No. of open test cases ■ No. of open ITSM requests ■ No. of status iterations in ITSM request processing ■ SLA fulfillment ■ Time spent on ITSM request processing ■ No. of redundant custom code objects	■ No. of open test cases ■ No. of open ITSM requests ■ No. of status iterations in ITSM request processing ■ SLA fulfillment ■ Time spent on ITSM request processing ■ Incident effort ■ Maintenance effort ■ No. of redundant custom code objects	■ Non-compliant user authorizations ■ Software status ■ No. of open ITSM requests ■ No. of open test cases ■ SLA fulfillment ■ No. of emergency changes ■ No. of failed changes

*) Planned for SAP Solution Manager 7.1 SP5

SAP Solution Manager 7.1 provides value to the CIO

CIO Value Framework				
	Business Continuity	**Efficiency**	**Time to Market**	**Compliance**
Management Dashboards			**Run better** better through improved visibility into IT's impact on business success	**Improve Audits** through easier reporting on IT's activities

Result: Advantages of SAP Solution Manager 7.1

" "

"SAP Solution Manager 7.1 helps you to manage your entire solution. In fact, it is easy to extend to all of your IT."

Business Continuity

SAP Solution Manager 7.1

SAP Solution Manager 7.0

Compliance

Efficiency

Time to Market
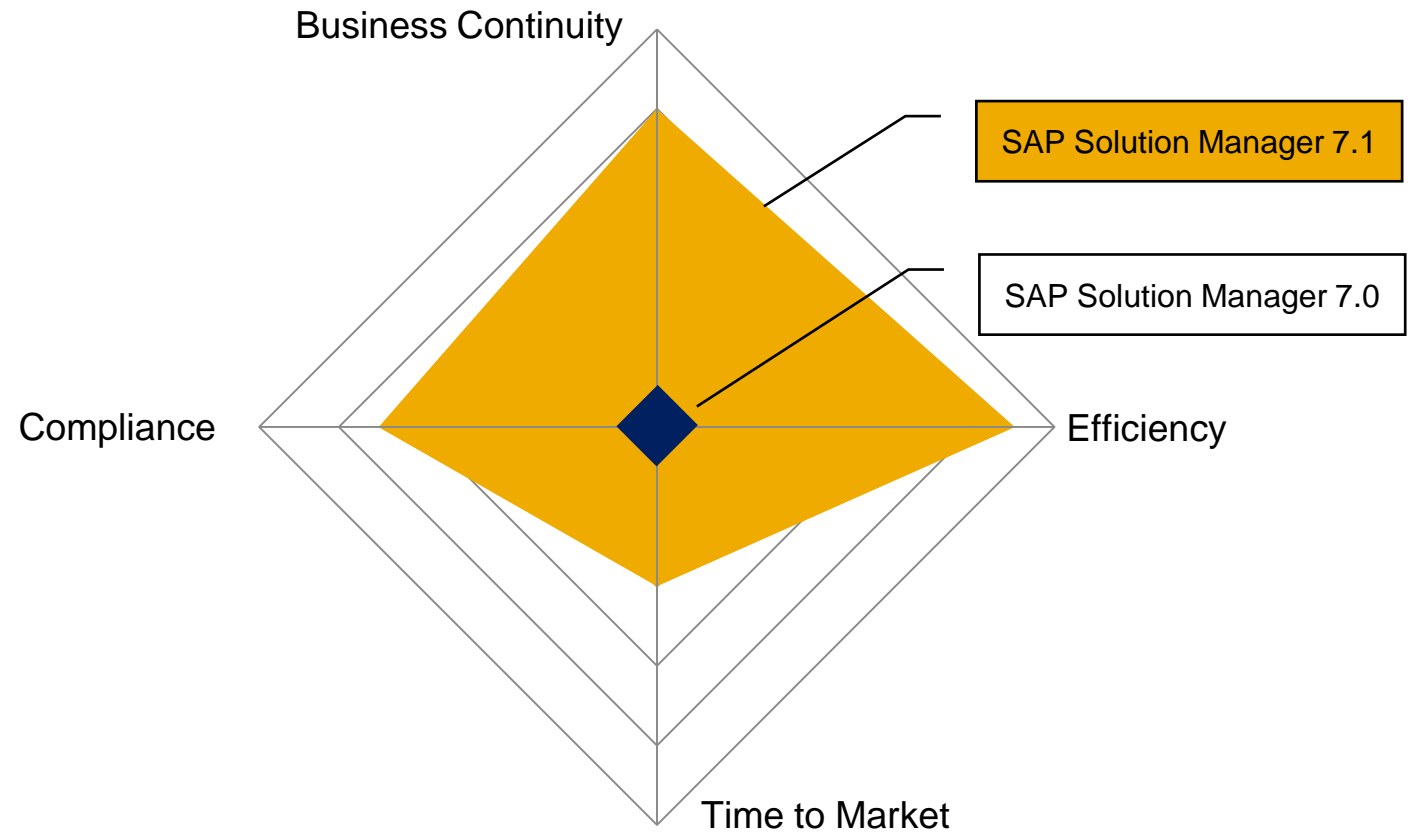
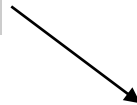**SAP Solution Manager 7.1 scores high in the CIO Value framework**

Knowledge Resources

SAP Solution Manager Road Map Service

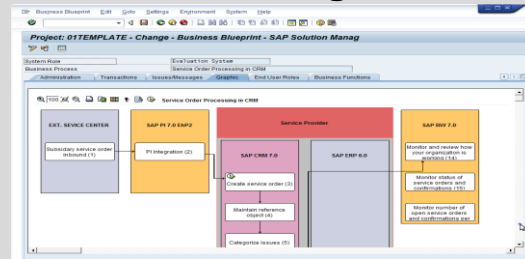**SAP Solution Manager Road Map Onsite Service**

SAP MaxAttention support

SAP Safeguarding services

SAP Solution Manager Road Map

Remote Service

SAP Enterprise Support

SAP Solution Manager Blueprint

SAP Solution Manager Processes

Configuration

SAP Solution Manager Setup

IMG

Expert Guided Implementation

Empowering, Web session, 1–2 hours each morning

SAP expert explains **step-by-step configuration** using **training materials.**

Execution, 2–3 hours on the same day

Participants execute demonstrated steps within their own project, on their **own SAP Solution Manager** software.

Expertise on demand, during execution

Participants have **direct access to an SAP expert** who directly supports them remotely, if necessary, during the execution.

YOU GET FIVE EXPERT GUIDED IMPLEMENTATIONS PER YEAR WITHIN SAP ENTERPRISE SUPPORT

There is a Very High Chance that We Satisfy Your Orchestration Needs - Challenge SAP before Looking Out for 3rd party Offerings

Service Marketplace and SDN

What's New?
- Watch the SAP Solution Manager 7.1 launch video
- Learn how SAP Solution Manager supports your whole solution
- Explore key facts about SAP Solution Manager 7.1
- Discover new features of 7.1
- Read the release notes
- Upgrade to SAP Solution Manager 7.1

The Big Picture
- Watch how customers benefit from SAP Solution Manager
- Read customer quotes
- Realize the value provided by SAP Solution Manager
- Understand your SAP Solution Manager usage rights within your support engagement
- Experience SAP Solution Manager for SAP Business Suite

Nuts & Bolts
- Online learning map
- Online help
- Planning, Installation, and Upgrade Guides
- Expert guided implementation
- SAP Education Services
- Certified Run SAP implementation partners
- Certified Run SAP operation partners

Service Marketplace (SMP):
service.sap.com/solutionmanager

SAP Developer Network (SDN):

www.sdn.sap.com/irj/sdn/alm

Expert Guided Implementations
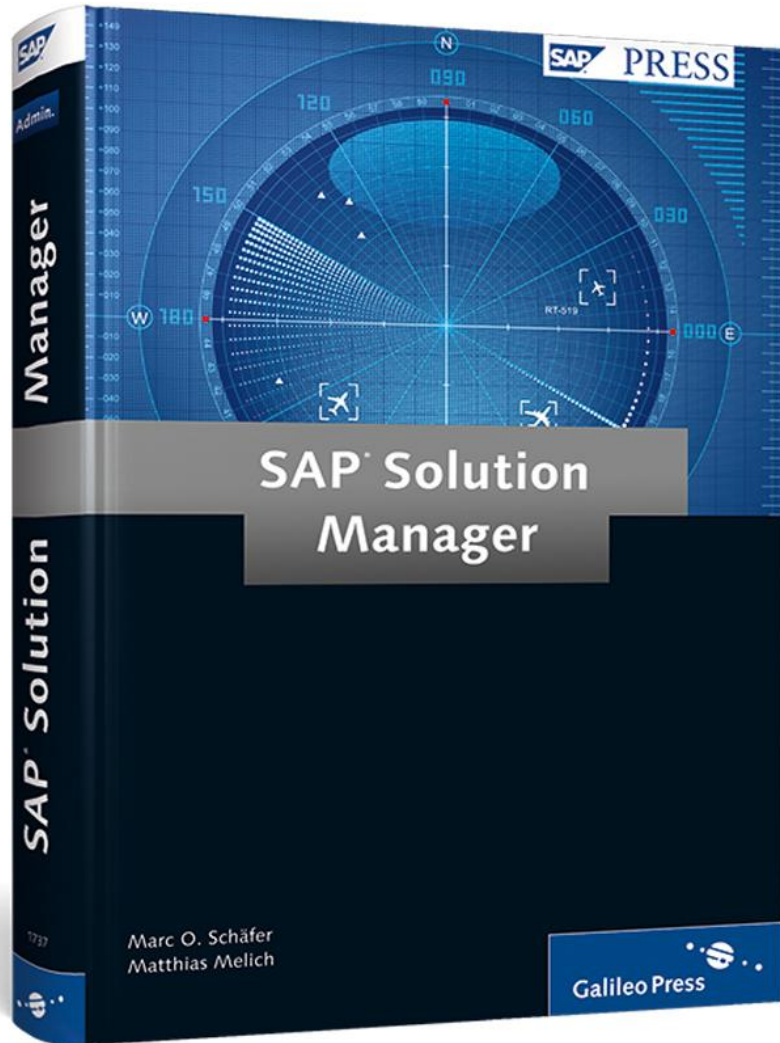
service.sap.com/solutionmanager
=> Services => Expert Guided Implementations

Books

SAP Solution Manager 7.1

http://www.sap-press.de

Revised: SAP Solution Manager Book, 3rd Edition

The complete reference to SAP Solution Manager 7.1

- Concept of SAP Solution Manager 7.1 and its strategic importance for application lifecycle management and efficient operations of customer solutions
- Comprehensive approach to the complete portfolio - all functions, tools and processes, incl. third-party integration and openness to non-SAP
- Explanation of the usage rights under SAP Standard Support and premium engagements
- Detailed customer field-reports deliver insight into first-hand, practical experience with the new release from the ramp-up

Availability

- German Edition (ISBN 978-3-8362-1737-8)
  - October 2011
  - Launch event: annual conference German-speaking User Group, DSAG
- English Edition
  - Planned for November 2011
  - Planned launch event: SAPPHIRE 2011 Madrid