Agenda

Introduction and Overview

Example: SAP Solution Manager Value Report

How to Request the Report

Summary
Introduction

Business demand

The business is requesting more functionalities and new capabilities from IT because of growing or ever changing business requirements. Maintain business continuity and enable innovation.

SAP innovations

To leverage the full potential of your SAP engagement you follow our newest technology in order to speed up processes and stay ahead of competitors.

CIO

To stay agile and competitive you have to meet changing or growing business requirements. SAP Solution Manager is a full software and services management tool that helps you centralize and streamline management of end-to-end business processes.

IT Management

You need to manage a complex and growing or changing IT environment plus leverage best practices for application lifecycle management (ALM).
Key Benefits

**SAP SOLUTION MANAGER BENEFITS:**

**Increase business continuity**
- Reduce very high incidents
- Decrease change related outages
- Increase system performance

**Shorten time to market**
- Deliver faster from requirement to deployment
- Reduce test phase duration
- Manage custom code

**Improve efficiency**
- Deliver more with the same resources
- Reduced test effort

**Ensure compliance**
- Improve audit ratings
- Solution documentation as a “single source of the truth”
Motivation

SAP Solution Manager offers a vast range of functionalities

Typical customer questions:
• How can I identify the functional areas which would benefit my company the most?
• What are the implementation or upgrade efforts?
• What are the expected benefits and the return on my investment?

THE ANSWER: SAP Solution Manager Value Report
• Helping customers to build a business case for SAP Solution Manager
• Details comprise yearly benefits, upgrade and implementation efforts
• Based on provided customer information and best practice experiences from SAP customers and partners
SAP Solution Manager Value Report At A Glance

Easy and Free of Charge

▪ Intuitively build a meaningful business case for SAP Solution Manager

Efficient

▪ You only spend minutes to request a customer-specific SAP Solution Manager value report

Transparent

▪ You’ll get estimations on the benefit potential of key functional areas from SAP Solution Manager, including implementation and upgrade efforts

Order Form: www.sap.com/solman-value
Idea of SAP Solution Manager Value Report

SAP Solution Manager Value Report
Business Case Support for:

Already implemented functional areas on 7.1

- 7.2 upgrade efforts
- Yearly Benefits

Implementation of new functional areas planned

- One-time implementation efforts
- Yearly Benefits
- Amortization

Note: The usage of all SAP Solution Manager functional areas is included in SAP Enterprise Support and SAP Product Support for Large Enterprise.
Introducing the SAP Solution Manager Value Report

Your data provided via order form:

- SAP Solution Manager implementation status and plans
- IT operations information

Best practice experience from other SAP customers and SAP Partners

- Business Case support: Yearly Benefits, implementation or upgrade efforts

Best-practice source for benefit and effort calculation: SAP customers, and SAP Partners. The results are example calculations other customers have reached. It cannot be used as an official offer from SAP – see the legal disclaimer.
Proficiency Corrections

To adopt your SAP Solution Manager experience with the calculated efforts we corrected the best practice-values with an proficiency up-lift factor.

Best Practice efforts for:
- one time implementation
- yearly maintenance and
- yearly operation

\[ \times \]

multiplied by factor

Your proficiency level:

- Very proficient – factor 1,0
- Proficient – factor 1,5
- Average – factor 2,0
- Not proficient – factor 2,5
- Poor – factor 3,0

= Implementation and operations oriented efforts

Best Practice efforts for:
- one time implementation roll-out
- yearly maintenance roll-out

\[ \text{No uplift} \]

= Roll-out efforts
Scope of Report and Limitations

In this report:

☑️ You will find examples for new implementation scenarios and for a 7.2 upgrade in different functional areas of SAP Solution Manager

☑️ These calculations are based on average experiences that other SAP customers and SAP partners have had in these topic areas

☑️ These example calculations which are populated with information you input about the situation you describe

☑️ You will see indicators for a “possible” business case

You will not receive:

☒ The calculated figures in an official offer from SAP

☒ A business case created by SAP

☒ A comprehensive calculation for estimated efforts and benefits

☒ An investment or other professional advice by SAP
**Calculation Basics 1/2**

Effort categories during the Solution Life-Cycle:

- **ONE-TIME IMPLEMENTATION EFFORT**
  A decision for a SAP Solution Manager scenario creates different one-time efforts for business and IT to implement and to roll-out.

- **YEARLY EFFORT**
  Yearly efforts are necessary to keep the solution up-to-date and to operate it in the IT center.

- **7.1 TO 7.2 UPGRADE EFFORTS**
  If you already implemented functional areas from SAP Solution Manager you need to consider the upgrade efforts including roll-out.
After the implementation the solution delivers yearly benefits for business and IT.

Benefit categories during the Solution Life-Cycle:

The effort amortization point is reached when the one time efforts are 'earned' by the yearly benefits. After this point the net value is positive.
# Focus areas of SAP Solution Manager Value Report

## Value Scenario:

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Requirement to Deploy</td>
<td>Test Automation</td>
<td>Project Management</td>
<td></td>
<td></td>
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<td>Detect to Correct</td>
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<tr>
<td>Request to Fulfill</td>
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</tr>
</tbody>
</table>

Legend:  

- = 11 Focus areas of SAP Solution Manager Value Report
Agenda

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Example: SAP Solution Manager Value Report

How to Request the Report

Summary
SAP Solution Manager Value Report

Scope of Value Report

YOUR CURRENT IMPLEMENTATION

Implemented functional areas:
- Scope and Effort Analyzer
- Process Management
- Test Automation
- Business Process Change Analyzer
- Change Control Management
- Custom Code Management
- Data Volume Management
- IT Service Management
- Root Cause Analysis
- Business Process Operations/Monitoring
- Application Monitoring

FUTURE: SAP SOLUTION MANAGER 7.20

Selected functional areas:
- Scope and Effort Analyzer
- Process Management
- Test Automation
- Business Process Change Analyzer
- Change Control Management
- Custom Code Management
- Data Volume Management
- IT Service Management
- Root Cause Analysis
- Business Process Operations/Monitoring
- Application Monitoring

- New
- Upgrade

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# SAP Solution Manager Value Report

## Data Provided

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Risk Scenario:</strong></td>
<td>Realistic</td>
<td></td>
</tr>
<tr>
<td><strong>Implementation and operations experience:</strong></td>
<td>PROFICIENT</td>
<td></td>
</tr>
<tr>
<td><strong>Solution Manager Setup can value rates:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average fully loaded costs per day for benefit calculation</td>
<td>600 $</td>
<td></td>
</tr>
<tr>
<td>Average fully loaded costs per day for effort calculation</td>
<td>800 $</td>
<td></td>
</tr>
<tr>
<td><strong>Roll-out rates:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average fully loaded costs per day for effort calculation</td>
<td>600 $</td>
<td></td>
</tr>
<tr>
<td><strong>Definition and Selection:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of connected production systems:</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Number of main business process chains</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Number of main process chains for testing</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Number of software changes</td>
<td></td>
<td>800</td>
</tr>
<tr>
<td>Number of custom code objects</td>
<td></td>
<td>8,000</td>
</tr>
<tr>
<td>Data base size</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Number of SAP tickets in the service desk</td>
<td></td>
<td>3,000</td>
</tr>
<tr>
<td>Number of key users in the service desk</td>
<td></td>
<td>31</td>
</tr>
<tr>
<td>Yearly number of SAP incident tickets</td>
<td></td>
<td>300</td>
</tr>
<tr>
<td>Yearly project costs</td>
<td></td>
<td>1,000,000</td>
</tr>
</tbody>
</table>
SAP Solution Manager Value Report

**Selected Implementation Scenarios:**

1. Business Process Change Analyzer
   Break-even point: 5 months
2. IT Service Management
   Break-even point: 21 months
## Implementation of SAP Solution Manager at Sample Customer:

<table>
<thead>
<tr>
<th>SAP Solution Manager Functional Area</th>
<th>One-time Efforts</th>
<th>Yearly Efforts (A)</th>
<th>Yearly Benefits (B) ***</th>
<th>Net benefits (B - A)</th>
<th>Break-even Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic setup</td>
<td>22,5 PD</td>
<td>18.000$</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Process Change Analyzer</td>
<td>40 PD</td>
<td>30.000$</td>
<td>8 PD</td>
<td>6.300$</td>
<td>68.700$</td>
</tr>
<tr>
<td>IT Service Management</td>
<td>75 PD</td>
<td>54.000$</td>
<td>20,5 PD</td>
<td>15.600$</td>
<td>30.150$</td>
</tr>
<tr>
<td>Total</td>
<td>137,5 PD</td>
<td>102.000$</td>
<td>28,5 PD</td>
<td>21.900$</td>
<td>98.850$</td>
</tr>
</tbody>
</table>

Note: The usage of all SAP Solution Manager functional areas is included in SAP Enterprise Support and SAP Product Support for Large Enterprise.

* based on 800 $ daily fully loaded costs for implementation  
** based on 600 $ daily fully loaded costs for roll out  
*** based on 600 $ daily fully loaded costs for benefit calculation
Summary: Upgrade of SAP Solution Manager

Customer proficiency level "Proficient"

<table>
<thead>
<tr>
<th>SAP Solution Manager Functional Area</th>
<th>Upgrade * and Rollout ** Efforts</th>
<th>Yearly Benefits ***</th>
<th>Effort Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic setup</td>
<td>22.5 PD</td>
<td>18.000$</td>
<td></td>
</tr>
<tr>
<td>Change Control Management</td>
<td>31.5 PD</td>
<td>23.100$</td>
<td>35.000$</td>
</tr>
<tr>
<td>Custom Code Management</td>
<td>31.5 PD</td>
<td>22.050$</td>
<td>120.000$</td>
</tr>
<tr>
<td>Application Operations » Root Cause Analysis</td>
<td>- PD</td>
<td>-$</td>
<td>36.000$</td>
</tr>
<tr>
<td>Total</td>
<td>85.5 PD</td>
<td>63.150$</td>
<td>191.000$</td>
</tr>
</tbody>
</table>

Sample Customer:
* based on 800 $ daily fully loaded costs for implementation
** based on 600 $ daily fully loaded costs for roll out
*** based on 600 $ daily fully loaded costs for benefit calculation
SAP Solution Manager Value Report

Value Calculation Overview

Click one of the areas to the right to learn about the cost and benefits of implementing SAP Solution Manager.

- Process Management
- Test Automation
- Business Process Operations
- Application Monitoring
- Data Volume Management
- Change Control Management
- IT Service Management
- Custom Code Management
- Break-even point: (upgrade)
- Break-even point: 21 months
- Break-even point: (upgrade)
- Project Management & Landscape Management / Scope and Effort Analyzer
- Business Process Change Analyzer
- Break-even point: 5 months
- Root Cause Analysis
- Break-even point: (upgrade)
SAP Solution Manager Value Report

Test Suite » Business Process Change Analyzer » Introduction

**CHALLENGES**

- Too much effort and time needed for testing?
- Not known the impact of the software changes to the test scope?
- No test focus oriented on the change impacts?
- No systematic planning and handling of tests?

**THE SOLUTION: BUSINESS PROCESS CHANGE ANALYZER**

- **Change impact analysis**
  Impact analysis of software changes. Identify the needed test scope to cover all changed objects.

- **Efficient testing**
  Avoid unnecessary and inefficient testing through test scoping for business and IT.

- **Test cost optimization**
  Less test coordination and synchronization work, less regression tests and less errors with end-user impact.

**YOUR BENEFITS**

Knowing the impact of software changes lowers the efforts for testing.
SAP Solution Manager Value Report

Test Suite » Business Process Change Analyzer » Benefits

**YOUR SITUATION:**
- Project costs are $1,000,000
- 25% of the project costs are planned for testing

**SAP Solution Manager benefits:**
- Impact analysis of software changes to required test cases
- Avoiding of inefficient and unnecessary testing
- Less test coordination and synchronization work, less regression tests and less errors with end-user impact.

**BENEFIT POTENTIAL**

- **75,000 $**
- Monetary Value
  - 60% for IT, 40% for Business
  - Reduction of test efforts in the project

**ADDITIONAL BENEFITS**

- Avoided test costs when using SAP Solution Manager
- Impact on secure go-live, and reliable operations
- Test transparency and automated test documentation for IT audit

**YOUR VALUE OPPORTUNITY:**

- **75,000 $**

*Best-practice experience from SAP customers*
**CURRENT SITUATION:** Customer proficiency level "Proficient"

---

### ONE-TIME (in person days)

- **Implementation effort:**
  - IT (100%): 30
  - Business (0%): 0
  - Total: 30

- **Roll-out effort:**
  - IT (80%): 8
  - Business (20%): 2
  - Total: 10

---

### YEARLY EFFORT (in person days)

- **Solution maintenance:**
  - IT (100%): 1.5
  - Business (0%): 0
  - Total: 1.5

- **Cost of operation:**
  - IT (100%): 6
  - Business (0%): 0
  - Total: 6

- **Roll-out effort:**
  - IT (80%): 0.4
  - Business (20%): 0.1
  - Total: 0.5

---

### EFFORT SUMMARY

- **One time effort:**
  - Implementation *: 30 PD | 24.000$
  - Roll out **: 10 PD | 6.000$
  - Total: 40 PD | 30.000$

- **Yearly effort:**
  - Solution Mtnce. *: 1.5 PD | 1.200$
  - Roll out **: 0.5 PD | 300$
  - Cost of operation *: 6 PD | 4.800$
  - Total: 8 PD | 6.300$

* based on 800 $ daily fully loaded costs for implementation ** based on 600 $ daily fully loaded costs for roll out
**CURRENT SITUATION:** Customer proficiency level "Proficient"

**NET YEARLY BENEFITS**

The break-even point is reached when the one time efforts are ‘earned’ by the yearly benefits. After this point the net value is positive.

- **Initial Set-up Efforts**
  - A: One time efforts: 30,000$

- **Yearly Efforts and Benefits**
  - B: Yearly benefits: 75,000$
  - C: Yearly efforts (solution upgrade + operations): 6,300$

**D - Net yearly benefits*: 68,700$**

**Break-even point**: 5 months

\* = B – C  
\** = A/D

**BREAKEVEN CHART**

- **One time efforts: 30,000$**
- **Break-even point: 5 months**

**Consolidated yearly benefits**

**Time in years**
**CHALLENGES**
- No documentation of custom code objects?
- Custom code causing high maintenance and test efforts?
- Do you still maintain old unused custom code?

**THE SOLUTION: CUSTOM CODE MANAGEMENT**
- **Efficiently manage custom code**
  Identification of used and unused custom code.
- **Implement custom code strategy**
  Custom code strategy to avoid custom code in future or replacement with SAP standard.
- **Improve quality of custom development**
  Software code inspection causes in less end-user business impact.

**YOUR BENEFITS**
- **Less costs for software maintenance. Unused code has not to be maintained any more.**
  - Less Custom Code Maintainability efforts
  - Custom Code Maintainability efforts

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SAP Solution Manager Value Report

Custom Code Management » Benefits

YOUR SITUATION:
- 8,000 custom code objects
- Yearly maintenance efforts per custom code object: 0.5 hour

WITHOUT SAP SOLUTION MANAGER:
- Custom Code Objects: 8,000
- Used Objects: 4,800 (Remaining 60%)

WITH SAP SOLUTION MANAGER:
- 3,200 unused objects (40% Reduction)

SAP Solution Manager benefits:
- No maintenance costs for unused custom code
- Transparency of the custom code areas

BENEFIT POTENTIAL CUSTOM CODE MANAGEMENT

1,600 hours = 3,200 objects x 0.5 hours

= 120,000 $

Monetary Value

80% For IT, 20% For Business

ADDITIONAL BENEFITS
- Avoided effort analysis tool costs when using SAP Solution Manager
- Custom Code replacement
- Impacts from Software Code inspection

YOUR VALUE OPPORTUNITY: 120,000 $

* Best-practice experience from SAP customers
** based on 600 $ daily fully loaded costs
CURRENT SITUATION: Customer proficiency level "Proficient"

7.1 TO 7.2 UPGRADE EFFORTS

Upgrade efforts in person days:

- IT (100%) 15.75
- Business (0%) 0
- Total 15.75

Roll-out effort in person days:

- IT (80%) 12.6
- Business (20%) 3.15
- Total 15.75

Total upgrade efforts:

- Implementation * 15.75 PD 12.600$
- Roll out ** 15.75 PD 9.450$
- Total 31.5 PD 22.050$

* based on 800 $ daily fully loaded costs for implementation  ** based on 600 $ daily fully loaded costs for roll out
You will implement by your own experts using SAP Enterprise Support Academy with proven services:

1. Discover
   Expert sessions give you an introduction into the topic and will give you a first overview

2. Prepare
   Expert-guided implementation: Discover how to prepare the project

3. Realize
   Expert session: Guided Procedures will guide you thru the different implementation steps

Join the SAP Enterprise Support Value Maps »

Involve SAP experts with SAP Active Embedded - Premium Engagements*:
If you want an SAP Premium Engagement in place contact your support advisor to create a service plan for your project. SAP experts will be engaged and will help you to implement and to safeguard your SAP Solution Manager project

Get execution support with SAP Consulting Services*:
With SAP Consulting it’s quick and easy to activate and use all ALM scenarios within SAP Solution Manager. Find out more about our services and enhancements in SAP Support Portal.

* Service offerings, not included in your maintenance agreement
Agenda

Introduction and Overview

Example: SAP Solution Manager Value Report

How to Request the Report

Summary
How to Request the Report

Take just five minutes to register and to define your functional areas or upgrade scenarios. Enter your information – and get your value report by email in approximately 5 days. You will receive your tailored report including efforts and the benefits of your selected functional areas based on other SAP customer’s experience.

This service is free of charge for you.

We also prepared a guide for you, which helps you jump-start the necessary data collection (next slide).

Order Form: www.sap.com/solman-value
Get Ready for Request:  
Guide Helps You To Jump-Start Necessary Data Collection

• For the SAP Solution Manager Value Report you need to share some selected information with SAP

• This information will serve as the foundation for your customer-specific SAP Solution Manager business case

• This information collection guide will help you prepare all required information

• Once all information are available the SAP Solution Manager Value Report should be requested via [www.sap.com/solman-value](http://www.sap.com/solman-value)
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Efficient

- You only spend minutes to request a customer-specific SAP Solution Manager value report

Transparent

- You’ll get estimations on the benefit potential of key functional areas from SAP Solution Manager, including implementation and upgrade efforts

Order Form: www.sap.com/solman-value
Thank you.

Questions:

SolMan-Value@SAP.com
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