SAP Solution Manager
Value Report

Customer Name: Sample Customer
Customer Number: 123456
Date of analysis: 10 Sep, 2018
Country: Switzerland
Benefits of SAP Solution Manager

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
- Reduce test effort

Ensure **compliance**
- Improve audit ratings
- Solution documentation as a “single source of the truth”
Sample Customer
SAP Solution Manager Value Report

Purpose of SAP Solution Manager Value Report

SAP Solution Manager offers a vast range of functionalities

Typical customer questions:
• How can I identify the functional areas which would most benefit my company?
• 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
• Help customers build a business case for SAP Solution Manager
• Show details of yearly financial benefits, upgrade and implementation efforts
• Based on customer input and best practice experiences from SAP customers and partners

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

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.
Focus Areas of SAP Solution Manager Value Report

Value Scenario:

Portfolio to Project
- Project Management
- Scope and Effort Analyzer

Requirement to Deploy
- Process Management
- Test Suite
- Test Automation
- Business Process Change Analyzer
- Business Process Operations
- Application Operations Monitoring
- Root Cause Analysis

Detect to Correct
- Change Control Management
- Data Volume Management
- IT Service Management
- Custom Code Management
- Landscape Management
- Scope and Effort Analyzer

Legend:  = 11 Focus areas of SAP Solution Manager Value Report
### SAP SOLUTION MANAGER Value Summary:

<table>
<thead>
<tr>
<th>Functional Areas</th>
<th>The idea</th>
<th>Value for business and IT</th>
<th>Value indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Management</td>
<td>Transparency of business processes</td>
<td>Less process documentation costs</td>
<td>Number of business process chains</td>
</tr>
<tr>
<td>Test Automation</td>
<td>Automated testing based on eCATTs</td>
<td>Less testing costs</td>
<td>Yearly project costs</td>
</tr>
<tr>
<td>Scope and Effort Analyzer</td>
<td>Scoping of activities for Support Packages</td>
<td>Less project risks, re-work and project delays</td>
<td>Yearly upgrade project costs</td>
</tr>
<tr>
<td>Business Process Change Analyzer</td>
<td>Impact analysis of software changes to test cases</td>
<td>Less testing costs</td>
<td>Yearly project costs</td>
</tr>
<tr>
<td>Change Control Management</td>
<td>Management of solution improvement changes</td>
<td>Less software change costs</td>
<td>Yearly number of software changes</td>
</tr>
<tr>
<td>Custom Code Management</td>
<td>Handling of home grown applications and changes</td>
<td>Less custom code maintainability costs</td>
<td>Number of custom code objects</td>
</tr>
<tr>
<td>Data Volume Management</td>
<td>Data life-cycle management</td>
<td>Less database costs</td>
<td>Database size</td>
</tr>
<tr>
<td>IT Service Management</td>
<td>Handling of Service Messages</td>
<td>Less costs for message handling</td>
<td>Yearly number of customer tickets</td>
</tr>
<tr>
<td>Root Cause Analysis</td>
<td>Deep analysis of incidents</td>
<td>Less costs for incident resolution</td>
<td>Yearly number of incident tickets</td>
</tr>
<tr>
<td>Business Process Operations</td>
<td>Control of Business processes flows</td>
<td>Less costs through business impacts</td>
<td>Yearly business impact costs</td>
</tr>
<tr>
<td>Application Monitoring</td>
<td>Technical monitoring of IT processes</td>
<td>Less downtime costs</td>
<td>Yearly end-user downtime</td>
</tr>
</tbody>
</table>
Sample Customer
SAP Solution Manager Value Report

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
# Sample Customer
SAP Solution Manager Value Report

<table>
<thead>
<tr>
<th>Data Provided from Customer</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Risk Scenario:</strong></td>
<td>Realistic</td>
<td>Currency:</td>
<td>EUR</td>
</tr>
<tr>
<td>Implementation and operations experience:</td>
<td>Proficient</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solution Manager Setup can value rates:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average fully loaded costs per day for benefit calculation</td>
<td>700 EUR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average fully loaded costs per day for effort calculation</td>
<td>500 EUR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roll-out rates:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average fully loaded costs per day for effort calculation</td>
<td>650 EUR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Definition and Selection:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of connected production systems:</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of end-to-end main business process chains</td>
<td>20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of end-to-end main process chains for testing</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yearly number of software changes</td>
<td>975</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of custom code objects</td>
<td>6,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summarized Data base size in GB</td>
<td>1,500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yearly number of SAP tickets in the service desk</td>
<td>30,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of key users in the service desk</td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of yearly SAP incident tickets</td>
<td>600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yearly duration in hours of serious business disruptions</td>
<td>no data</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yearly total SAP project costs</td>
<td>2,000,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yearly SAP upgrade project costs</td>
<td>350,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yearly impact estimate</td>
<td>400,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
To adopt your SAP Solution Manager experience with the calculated efforts, we have corrected the best practice-values with a proficiency up-lift factor.

**Proficiency Corrections**

**Best practice efforts for:**
- One time implementation
- Yearly maintenance and
- Yearly operation

\[ \text{Best practice efforts} \times \text{factor} \]

\[ \text{Very Proficient} - \text{factor 1} \]
\[ \text{Proficient} - \text{factor 1.5} \]
\[ \text{Average} - \text{factor 2} \]
\[ \text{Not Proficient} - \text{factor 2.5} \]
\[ \text{Poor} - \text{factor 3} \]

\[ \text{Implementation and operations efforts} \]

\[ \text{No uplift} \]

\[ \text{Roll-out efforts} \]

*More details on next slide*
Sample Customer
SAP Solution Manager Value Report

Decision Criteria for your Proficiency Definition

All efforts in person days will be multiplied by an uplift factor linked with the proficiency level which you define when requesting a SAP Solution Manager value report.

You have two options:
1. Your team has to be trained in SAP Solution Manager depending on the proficiency level. Time required for this training is considered in the uplift factor.
2. You can decrease the uplifted Person Days by using Solution Manager Experts from SAP or SAP partners.
   ➔ With impact on time and cost.

Very proficient (factor 1):
You have very good experience with SAP Solution Manager. You are using multiple functional areas which were implemented by your own experts. You have very good knowledge on your team to implement new areas and maintain the existing ones.

Proficient (factor 1.5):
You have good experience with SAP Solution Manager. You are using a limited number of functional areas which were implemented by your own experts. With additional research and training, your team will be able to implement new areas and maintain the existing ones.

Average (factor 2):
You are using a limited number of functional areas in SAP Solution Manager. Most of these areas were implemented by external consultants because of lack of experience in your team. With additional research and training, your team will be able to implement new areas and maintain the existing ones.

Not Proficient (factor 2.5):
You are using no functional areas in SAP Solution Manager. Your team has several years experience with SAP solutions. While it can take some time, with additional research and training your team will be able to implement new areas and maintain the existing ones.

Poor (factor 3):
You are using no functional areas in SAP Solution Manager. Your team has just started running SAP solutions. With intense research and training, your team will be able to implement new areas and maintain the existing ones. This will take a longer time to gain experience.

All efforts in person days will be multiplied by an uplift factor linked with the proficiency level which you define when requesting a SAP Solution Manager value report.

You have two options:
1. Your team has to be trained in SAP Solution Manager depending on the proficiency level. Time required for this training is considered in the uplift factor.
2. You can decrease the uplifted Person Days by using Solution Manager Experts from SAP or SAP partners.
   ➔ With impact on time and cost.
Sample Customer
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
- 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
- Application Monitoring

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Selected Implementation Scenarios:

1. IT Service Management
   Break-even point: < 1 month

2. Scope and Effort Analyzer
   Break-even point: 1.00 months

3. Test Automation
   Break-even point: 1.00 months

4. Business Process Change Analyzer
   Break-even point: 1.00 months
### IMPLEMENTATION OF SAP SOLUTION MANAGER AT Sample Customer

<table>
<thead>
<tr>
<th>SAP Solution Manager Functional Area</th>
<th>One-time Efforts Implementation * and Rollout **</th>
<th>Yearly Efforts (A) Maintenance * and Operations **</th>
<th>Yearly Benefits (B) ***</th>
<th>Net benefits (B-A)</th>
<th>Break-even Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basis Efforts</td>
<td>9,00 PD</td>
<td>4,500 €</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT Service Management</td>
<td>60,00 PD</td>
<td>32,250 €</td>
<td>15,50 PD</td>
<td>8,050 €</td>
<td>393,750 €</td>
</tr>
<tr>
<td>Scope and Effort Analyzer</td>
<td>6,00 PD</td>
<td>3,225 €</td>
<td>- PD</td>
<td>- €</td>
<td>35,000 €</td>
</tr>
<tr>
<td>Test Automation</td>
<td>36,00 PD</td>
<td>18,900 €</td>
<td>6,00 PD</td>
<td>3,000 €</td>
<td>150,000 €</td>
</tr>
<tr>
<td>Business Process Change Analyzer</td>
<td>26,80 PD</td>
<td>14,405 €</td>
<td>8,00 PD</td>
<td>4,075 €</td>
<td>100,000 €</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>137,80 PD</strong></td>
<td><strong>73,280 €</strong></td>
<td><strong>29,50 PD</strong></td>
<td><strong>15,125 €</strong></td>
<td><strong>678,750 €</strong></td>
</tr>
</tbody>
</table>

**CURRENT SITUATION:** Customer proficiency level “Proficient”: All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

* based on 500 € daily fully loaded costs for implementation  ** based on 650 € daily fully loaded costs for roll out  *** based on 700 € daily fully loaded costs for benefit calculation
### UPGRADE OF SAP SOLUTION MANAGER AT Sample Customer

<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>Basis Efforts</td>
<td>7,20 PD</td>
<td>3,600 €</td>
<td>Medium efforts</td>
</tr>
<tr>
<td>Change Control Management</td>
<td>26,25 PD</td>
<td>13,913 €</td>
<td>Higher efforts</td>
</tr>
<tr>
<td>Process Management</td>
<td>150,00 PD</td>
<td>79,500 €</td>
<td>Higher efforts</td>
</tr>
<tr>
<td>Custom Code Management</td>
<td>18,00 PD</td>
<td>9,540 €</td>
<td>Medium efforts</td>
</tr>
<tr>
<td>Data Volume Management</td>
<td>- PD</td>
<td>- €</td>
<td>No significant efforts</td>
</tr>
<tr>
<td>Root Cause Analysis</td>
<td>- PD</td>
<td>- €</td>
<td>No significant efforts</td>
</tr>
<tr>
<td>Business Process Operations</td>
<td>22,50 PD</td>
<td>12,375 €</td>
<td>Higher efforts</td>
</tr>
<tr>
<td>Application Monitoring</td>
<td>18,00 PD</td>
<td>9,540 €</td>
<td>Medium efforts</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>241,95 PD</strong></td>
<td><strong>128,468 €</strong></td>
<td></td>
</tr>
</tbody>
</table>

#### CURRENT SITUATION:
Customer proficiency level “Proficient”. All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

* based on 500 € daily fully loaded costs for implementation ** based on 650 € daily fully loaded costs for roll out *** based on 700 € daily fully loaded costs for benefit calculation
Click one of the areas to the right to learn about the cost and benefits of implementing SAP Solution Manager.

- **Process Management**
  - Upgrade

- **Test Suite**
  - Upgrade

- **Business Process Operations**
  - Upgrade

- **Application Operations**
  - Upgrade

- **Data Volume Management**
  - Upgrade

- **Change Control Management**
  - Upgrade

- **IT Service Management**
  - Break-even point: < 1 month

- **Custom Code Management**
  - Upgrade

- **Project Management & Landscape Management: Scope and Effort Analyzer**
  - Break-even point: 1 month

**SAP Solution Manager Value Report**

Sample Customer
Click one of the areas to the right to learn about the cost and benefits of implementing Test Suite functionality in SAP Solution Manager.

**Test Automation**

*Break-even point: 1 month*

**Business Process Change Analyzer**

*Break-even point: 1 month*
Click one of the areas to the right to learn about the cost and benefits of implementing Application Operations functionality in SAP Solution Manager.

- Application Monitoring
- Root Cause Analysis

Upgrade

Upgrade
Process Management » Introduction

CHALLENGES

- How to keep business process documentation current and always be ready for IT audits?
- How can I reduce the cost of keeping documentation up-to-date?
- How to minimize the risk of wrong conclusions for testing, monitoring and change of business processes?

THE SOLUTION: PROCESS MANAGEMENT

- Never have outdated documentation
  You will always have up-to-date business process documentation, easy to understand for business and IT.

- Full transparency and control
  “Single point of truth” for testing, monitoring and change analysis, root cause analysis, and incident management.

- Increase compliance
  End-to-end business processes transparency ensures compliance during IT audits.

YOUR BENEFITS

Lower costs of documentation and integrated usage for implementation and operation activities.
**Sample Customer**

**SAP Solution Manager Value Report**

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**Process Management → Benefits**

### YOUR SITUATION:

- 20 end-to-end process chains in place.

**WITHOUT SAP SOLUTION MANAGER:**

- Documentation effort of 13 PD per process chain *

**WITH SAP SOLUTION MANAGER:**

- 8 PD Reduction per Process Chain (62%)*
- 5 PD efforts per Process Chain (Remaining 38%)

### SAP Solution Manager benefits:

- Lower costs for documentation
- Usage for testing, monitoring and change analysis, root cause analysis, incident management
- No costly alternative 3rd party documentation tools

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**BENEFIT POTENTIAL PROCESS MANAGEMENT**

\[
\text{160 PD} = 8 \text{ PD} \times 20 \text{ Chains} \quad \Rightarrow \quad 112,000 \text{ €}
\]

**Monetary Value **

- 50% for IT, 50% for business
- Reduction of annual documentation efforts

### ADDITIONAL BENEFITS

- Avoided for process management tool costs when using SAP Solution Manager
- Impact on testing, monitoring and change analysis, root cause analysis, Incident Management

No data defined

Additional value not considered in calculation

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**YOUR VALUE OPPORTUNITY:**

112,000 €

* Best-practice experience from SAP customers

** based on 700 EUR daily fully loaded costs for benefit calculation

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Sample Customer
SAP Solution Manager Value Report

Process Management » Upgrade Efforts

CURRENT SITUATION:
Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

7.1 TO 7.2 UPGRADE EFFORTS

Upgrade efforts in person days:

<table>
<thead>
<tr>
<th>Component</th>
<th>Effort in Person Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT (70%)</td>
<td>84.00</td>
</tr>
<tr>
<td>Business (30%)</td>
<td>36.00</td>
</tr>
<tr>
<td>Total</td>
<td>120.00</td>
</tr>
</tbody>
</table>

Roll-out effort in person days:

<table>
<thead>
<tr>
<th>Component</th>
<th>Effort in Person Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT (70%)</td>
<td>21.00</td>
</tr>
<tr>
<td>Business (30%)</td>
<td>9.00</td>
</tr>
<tr>
<td>Total</td>
<td>30.00</td>
</tr>
</tbody>
</table>

UPGRADE SUMMARY

Total upgrade efforts:

<table>
<thead>
<tr>
<th>Component</th>
<th>Effort in Person Days</th>
<th>Cost (€)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation *</td>
<td>120.00 PD</td>
<td>60.000 €</td>
</tr>
<tr>
<td>Roll out **</td>
<td>30.00 PD</td>
<td>19.500 €</td>
</tr>
<tr>
<td>Total</td>
<td>150.00 PD</td>
<td>79.500 €</td>
</tr>
</tbody>
</table>

* based on 500 € daily fully loaded costs for implementation
** based on 650 € daily fully loaded costs for roll out
Sample Customer
SAP Solution Manager Value Report

Test Suite » Test Automation » Introduction

CHALLENGES

Too much effort and time needed for testing?
No automated test tools in use?
Business process disruption because of insufficient testing?
No systematic planning and handling of tests?

THE SOLUTION: TEST AUTOMATION

Automated testing
Test automation supported by integrated test framework and smart tools reduce cost and time needed for testing.

Complete test suite
Test planning, consistent test cases and test guiding are integrated.

Seamlessly integrated with SAP Solution Manager functional areas
Integrated change management for identified defects with integration to IT Service Management and solution documentation.

YOUR BENEFITS

Automating tests saves time required from business experts and reduces testing costs.
Sample Customer
SAP Solution Manager Value Report

Test Suite » Test Automation » Benefits

YOUR SITUATION:
- Project costs are 2,000,000 €
- 25% of the project costs are planned for testing*

WITHOUT SAP SOLUTION MANAGER:
- Testing costs are 25% of project costs: 500,000 €

WITH SAP SOLUTION MANAGER:
- 150,000 € Testing cost reduction (30%)*
- Testing costs: 350,000 € (Remaining 70%)

SAP Solution Manager benefits:
- Less test efforts and shorter testing time with better test transparency for business and IT
- High quality in testing avoids unnecessary regression tests and lowers the overall project costs
- Business and IT experts are not blocked by testing efforts

BENEFIT POTENTIAL TEST AUTOMATION

150,000 €
Monetary Value
- 60% for IT, 40% for Business
- Reduction of test efforts in the project

ADDITIONAL BENEFITS
- Avoided for test automation tool 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: 150,000 €

* Best-practice experience from SAP customers

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**CURRENT SITUATION:**
Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

### ONE-TIME (in person days)

<table>
<thead>
<tr>
<th></th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation effort:</td>
<td>30,00 PD</td>
<td>0,00</td>
<td>30,00</td>
</tr>
<tr>
<td>Roll-out effort:</td>
<td>4,80 PD</td>
<td>1,20</td>
<td>6,00</td>
</tr>
</tbody>
</table>

### YEARLY EFFORT (in person days)

<table>
<thead>
<tr>
<th></th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution maintenance:</td>
<td>0,00</td>
<td>0,00</td>
<td>0,00</td>
</tr>
<tr>
<td>Roll-out effort:</td>
<td>0,00</td>
<td>0,00</td>
<td>0,00</td>
</tr>
</tbody>
</table>

### COST OF OPERATION

<table>
<thead>
<tr>
<th></th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation</td>
<td>6,00</td>
<td>0,00</td>
<td>6,00</td>
</tr>
<tr>
<td>Roll-out</td>
<td>0,00</td>
<td>0,00</td>
<td>0,00</td>
</tr>
</tbody>
</table>

### EFFORT SUMMARY

**One time effort:**

<table>
<thead>
<tr>
<th></th>
<th>Implementation</th>
<th>Roll out</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business (20%)</td>
<td>0,00 PD</td>
<td>0,00 PD</td>
<td>0,00</td>
</tr>
<tr>
<td>IT (80%)</td>
<td>30,00 PD</td>
<td>6,00 PD</td>
<td>36,00 PD</td>
</tr>
<tr>
<td>Total</td>
<td>36,00 PD</td>
<td>6,00 PD</td>
<td>42,00 PD</td>
</tr>
</tbody>
</table>

**Yearly effort:**

<table>
<thead>
<tr>
<th></th>
<th>Solution Mnce.</th>
<th>Roll out</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business (0%)</td>
<td>0,00 PD</td>
<td>0,00</td>
<td>0,00</td>
</tr>
<tr>
<td>IT (100%)</td>
<td>0,00 PD</td>
<td>0,00 PD</td>
<td>0,00</td>
</tr>
<tr>
<td>Total</td>
<td>0,00 PD</td>
<td>0,00 PD</td>
<td>0,00</td>
</tr>
</tbody>
</table>

* based on 500 € daily fully loaded costs for implementation  ** based on 650 € daily fully loaded costs for roll out
CURRENT SITUATION: Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

**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.

<table>
<thead>
<tr>
<th>Initial Set-up Efforts</th>
</tr>
</thead>
<tbody>
<tr>
<td>A One time efforts</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yearly Efforts and Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Yearly benefits</td>
</tr>
<tr>
<td>C Yearly efforts (solution upgrade + operations)</td>
</tr>
</tbody>
</table>

D - Net yearly benefits *: 147,000 €

Break-even point in months **: 1 month

* = B – C  
** = A/D

**BREAKEVEN CHART**

Time in years

Consolidated yearly benefits

One time efforts: 18,900 €  
Break-even point: 1 month
### CHALLENGES

- Unstable business processes and interfaces with errors or standstills?
- No or insufficient root cause because no overview about the situation?
- High business damages due to downtimes with high end-user impact?

### THE SOLUTION: BUSINESS PROCESS OPERATIONS

#### Transparency and control
Control of business processes helps to identify possible business damages and improvement potentials.

#### Complete monitoring solution
Ongoing monitoring of technical and business process situations using over 1,000 business key figures.

#### Reduce business process disruptions
Pro-active control of monitoring areas, like applications, background jobs, data consistency, performance, interfaces, and business process chains.

### YOUR BENEFITS

**Avoiding of process interruptions can reduce process costs and avoid significant damages.**
**YOUR SITUATION:**
- 400,000 € Costs through business impacts or inconsistent business processes

**WITHOUT SAP SOLUTION MANAGER:**
- Business impacts: 400,000 €

**WITH SAP SOLUTION MANAGER:**
- 280,000 € avoided impacts (70% Reduction) *
- Impact: 120,000 € Remaining (30%)

**SAP Solution Manager benefits:**
- Early identification of inconsistencies before a damage occurs
- Control of end-to-end business processes
- Increase of customer satisfaction

---

**BENEFIT POTENTIAL BUSINESS PROCESS OPERATIONS**

**280,000 €**

Monetary Value

- 10% for IT, 90% for Business
- Reduction of annual business process damages

**ADDITIONAL BENEFITS**

- Avoided for business process operations tool costs when using SAP Solution Manager
- Increase of customer satisfaction

---

**YOUR VALUE OPPORTUNITY:** 280,000 €

* Best-practice experience from SAP customers

---

* No data defined

Additional value not considered in calculation

---

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CURRENT SITUATION: Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

**7.1 TO 7.2 UPGRADE EFFORTS**

Upgrade efforts in person days:

<table>
<thead>
<tr>
<th></th>
<th>IT (90%)</th>
<th>Business (10%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13,50</td>
<td>1,50</td>
<td>15,00</td>
</tr>
</tbody>
</table>

Roll-out effort in person days:

<table>
<thead>
<tr>
<th></th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7,50</td>
<td>0,00</td>
<td>7,50</td>
</tr>
</tbody>
</table>

**UPGRADE SUMMARY**

Total upgrade efforts:

<table>
<thead>
<tr>
<th></th>
<th>Implementation *</th>
<th>Roll out **</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person days</td>
<td>15,00 PD</td>
<td>7,50 PD</td>
<td>22,50 PD</td>
</tr>
<tr>
<td>Costs</td>
<td>7.500 €</td>
<td>4.875 €</td>
<td>12.375 €</td>
</tr>
</tbody>
</table>

* based on 500 € daily fully loaded costs for implementation
** based on 650 € daily fully loaded costs for roll out
### CHALLENGES

- Unstable applications, interfaces with errors or standstills?
- No or insufficient overview about the current situation?
- High business damages due to downtimes with high end-user impact?

### THE SOLUTION: APPLICATION MONITORING

#### Best-run IT
Technical monitoring of the most important (or "critical") IT processes with notification if there are any problems today or which could arise in the future.

#### Control of technical processes
Application monitoring allows you to monitor the most important or critical IT processes to identify possible damages and improvement potentials.

#### Transparency
Pro-active control of monitoring areas, like applications, background jobs, data consistency, performance, interfaces, and business process chains.

### YOUR BENEFITS

More stable IT processes reduce end-user downtimes and downtime costs.
Sample Customer
SAP Solution Manager Value Report

Application Operations » Application Monitoring » Benefits

**YOUR SITUATION:**
- 0 Hours yearly end-user downtime
- 45,000 € Downtime cost per hour *

**WITHOUT SAP SOLUTION MANAGER:**
Yearly end-user Downtime: 0 hours

**WITH SAP SOLUTION MANAGER:**
- Less downtime: 0.0 hours (20% Reduction) *
- Downtime: 0.0 hours Remaining 80%

SAP Solution Manager benefits:
- More stable technical processes cause less end-user downtimes, less business disruptions, avoid of lost revenue, higher IT productivity and costly recovery work
- Increase of customer satisfaction

**BENEFIT POTENTIAL APPLICATION MONITORING**

\[
0.0 \text{ hours} = 0.0 \text{ hours} \times 45,000 \text{ €} = 0 \text{ €}
\]

- 40% for IT, 60% for Business
- Reduction of annual database efforts

**ADDITIONAL BENEFITS**
- Avoided for monitoring tool costs when using SAP Solution Manager
- Increase of customer satisfaction

**YOUR VALUE OPPORTUNITY:**
0 €

* Best-practice experience from SAP customers
** based on 700 EUR daily fully loaded costs for benefit calculation
CURRENT SITUATION:
Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

7.1 TO 7.2 UPGRADE EFFORTS

Upgrade efforts in person days:

<table>
<thead>
<tr>
<th></th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14,40 PD</td>
<td>0,00 PD</td>
<td>14,40 PD</td>
</tr>
</tbody>
</table>

Roll-out effort in person days:

<table>
<thead>
<tr>
<th></th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3,60 PD</td>
<td>0,00 PD</td>
<td>3,60 PD</td>
</tr>
</tbody>
</table>

UPGRADE SUMMARY

Total upgrade efforts:

<table>
<thead>
<tr>
<th></th>
<th>Implementation *</th>
<th>Roll out **</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14,40 PD</td>
<td>3,60 PD</td>
<td>18,00 PD</td>
</tr>
<tr>
<td></td>
<td>7.200 €</td>
<td>2.340 €</td>
<td>9.540 €</td>
</tr>
</tbody>
</table>

* based on 500 € daily fully loaded costs for implementation
** based on 650 € daily fully loaded costs for roll out
Data Volume Management » Introduction

CHALLENGES

End-users complain about decreasing SAP performance?

Fast growing databases?

Complex system management?

High costs for data maintenance?

THE SOLUTION: DATA VOLUME MANAGEMENT

Efficiently manage the data volume throughout your SAP landscape

Data volume management provides transparency on existing data, automates trend analysis and provides tools for reducing data.

Seamless data management from strategy to execution

Support of data management strategy with data avoidance, data summarization, data deletion and data archiving.

Ensure compliance

Tools cover all aspects in the life-cycle for managing and controlling data helping you stay compliant.

YOUR BENEFITS

Active management of data volume through data avoidance, summarization, deletion and archiving.
### Sample Customer
SAP Solution Manager Value Report

#### Data Volume Management » Benefits

**YOUR SITUATION:**
- 1500GB is the summarized database size
- 30% reduction potential *
- 0.8 hours yearly database maintenance efforts per GB *

**WITHOUT SAP SOLUTION MANAGER:**
- Data Base size 1500 GB

**WITH SAP SOLUTION MANAGER:**
- Optimization: 450 GB Reduction (30%) *
- Data Base size 1050 GB (Remaining 70%)

**SAP Solution Manager benefits:**
- Better database performance and faster database result in less database bottlenecks and less database standstills
- Data storage reduction, less data growth, Data avoidance, summarization, deletion and archiving
- Reduced efforts for database management

**BENEFIT POTENTIAL DATA VOLUME MANAGEMENT**

**45 days**

\[
= 0.8 \text{ hours} \times 450 \text{ GB} / 8
\]

= 31,500 €

Money Value **

- 100% for IT
- Reduction of annual database efforts

**ADDITIONAL BENEFITS**

- Avoided for data volume management tool costs when using SAP Solution Manager
- Performance increase, higher system and business process availability, decreased legal risks

**YOUR VALUE OPPORTUNITY:**

31,500 €

* Best-practice experience from SAP customers
** based on 700 EUR daily fully loaded costs for benefit calculation
CURRENT SITUATION: Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

7.1 TO 7.2 UPGRADE EFFORTS

- No to minimal training and configuration efforts, almost a non-event
- Can be treated as a small change with low efforts

UPGRADE SUMMARY

Total upgrade efforts based on best practices*:

- Almost a non-event

* Best-practice experience from SAP customers
Sample Customer
SAP Solution Manager Value Report

Change Control Management » Introduction

CHALLENGES

- How can we centrally administer and efficiently manage changes?
- How can we reduce the number of unnecessary changes?
- How can we harmonize processes for SAP and non-SAP solutions?

THE SOLUTION: CHANGE CONTROL MANAGEMENT

- Consistent workflow and user interfaces
  Efficient operations for end-users through the usage of one tool and one experience.
- Change control management across the entire landscape
  Integration of SAP and non-SAP applications, saving costs by avoiding synchronization steps.
- Faster realization of move to productive systems
  Manual efforts will be limited through highly automated software changes.

YOUR BENEFITS

Less effort for software changes and faster promotion to productive systems.

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**YOUR SITUATION:**
- 975 software changes per year

**WITHOUT SAP SOLUTION MANAGER:**
- Duration for one software change handling: *40 Minutes*

**WITH SAP SOLUTION MANAGER:**
- 35 min. less change handling costs (87.50% Reduction) *
- 1 change duration: 5 min. (Remaining 12.50%)

**SAP Solution Manager benefits:**
- Automated and audit documented handling of SAP software changes
- Controlled sequences and distribution of software changes to the system landscape
- Authorized software change handling

**BENEFIT POTENTIAL CHANGE CONTROL MANAGEMENT**

- **569 hours**
  - = 35 min. x 975 software changes / 60
- **= 49.766 €**
  - Monetary Value **

- 100 % for IT
- Reduction of annual software change efforts

**ADDITIONAL BENEFITS**

- Avoided for change control management tool costs when using SAP Solution Manager.

**YOUR VALUE OPPORTUNITY:**

- **49.766 €**

* Best-practice experience from SAP customers  ** based on 700 EUR daily fully loaded costs for benefit calculation
Change Control Management » Upgrade Efforts

**CURRENT SITUATION:**
Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1,5.

### 7.1 TO 7.2 UPGRADE EFFORTS

**Upgrade efforts in person days:**

<table>
<thead>
<tr>
<th></th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Upgrade</td>
<td>21.00</td>
<td>0.00</td>
<td>21.00</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>21.00</strong></td>
<td></td>
<td><strong>21.00</strong></td>
</tr>
</tbody>
</table>

**Roll-out effort in person days:**

<table>
<thead>
<tr>
<th></th>
<th>IT (80%)</th>
<th>Business (20%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation *</td>
<td>4.20</td>
<td>1.05</td>
<td>5.25</td>
</tr>
<tr>
<td>Roll out **</td>
<td>5.25</td>
<td></td>
<td>5.25</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5.25</strong></td>
<td></td>
<td><strong>5.25</strong></td>
</tr>
</tbody>
</table>

### UPGRADE SUMMARY

**Total upgrade efforts:**

<table>
<thead>
<tr>
<th></th>
<th>Implementation *</th>
<th>Roll out **</th>
<th><strong>Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>21.00 PD</strong></td>
<td><strong>21.00 PD</strong></td>
<td><strong>5.25 PD</strong></td>
<td><strong>26.25 PD</strong></td>
</tr>
<tr>
<td><strong>10.500 €</strong></td>
<td><strong>3.413 €</strong></td>
<td><strong>13.913 €</strong></td>
<td></td>
</tr>
</tbody>
</table>

---

* based on 500 € daily fully loaded costs for implementation ** based on 650 € daily fully loaded costs for roll out

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**CHALLENGES**

- No or different message handling systems in place with high routing and reconciliation efforts?
- How to reduce long message resolution times for my end-users?
- No overview and transparency about service costs and statistics?

**THE SOLUTION: IT SERVICE MANAGEMENT**

- **Complete IT service management solution**
  Guided procedures with automated ticket opening and avoidance of ticket flooding.
- **Service desk ensures consistent handling of all messages**
  Automated and audit documented handling of software changes.
- **A centralized management of incidents across the entire IT landscape**
  The integrated SAP CRM delivers transparency and enables getting in contact with all involved parties. Non-SAP systems can be integrated.

**YOUR BENEFITS**

Streamlining of message handling optimizes the costs of service desk and improves end-user acceptance.
SAP Solution Manager benefits:
- A centralized management of incidents across the entire IT landscape
- Automated and audit documented handling of software changes
- Elimination of double efforts, lack of oversight and elimination of inconsistency avoids double work with cost optimization and improves end-user acceptance

**YOUR SITUATION:**
- 30,000 Customer tickets per year

**WITHOUT SAP SOLUTION MANAGER:**
- Duration for one ticket handling: 10 minutes

**WITH SAP SOLUTION MANAGER:**
- 9 min. less ticket handling costs (90% Reduction) *
- One ticket handling duration: 1 min. (Remaining 10%)

**BENEFIT POTENTIAL IT SERVICE MANAGEMENT**

4.500 hours = 9 min. x 30,000 tickets / 60

= 393.750 €

- 70% for IT, 30% for Business
- Reduction of annual ticket handling efforts
- Avoided for IT service management tool costs when using SAP Solution Manager
- Ticket documentation for audit
- Faster move to productive systems

**ADDITIONAL BENEFITS**
- No data defined
- Additional value not considered in calculation

**YOUR VALUE OPPORTUNITY:**
393.750 €

* Best-practice experience from SAP customers
** based on 700 EUR daily fully loaded costs for benefit calculation
**CURRENT SITUATION:** Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

### ONE-TIME (in person days)

<table>
<thead>
<tr>
<th></th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation effort:</td>
<td>45.00 PD</td>
<td>0.00 PD</td>
<td>45.00 PD</td>
</tr>
<tr>
<td>Roll-out effort:</td>
<td>9.00 PD</td>
<td>6.00 PD</td>
<td>15.00 PD</td>
</tr>
</tbody>
</table>

### YEARLY EFFORT (in person days)

<table>
<thead>
<tr>
<th></th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution maintenance:</td>
<td>6.00 PD</td>
<td>0.00 PD</td>
<td>6.00 PD</td>
</tr>
<tr>
<td>Roll-out effort:</td>
<td>1.20 PD</td>
<td>0.80 PD</td>
<td>2.00 PD</td>
</tr>
</tbody>
</table>

### EFFORT SUMMARY

<table>
<thead>
<tr>
<th></th>
<th>Implementation *</th>
<th>Roll out **</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT (100%)</td>
<td>6.00 PD</td>
<td>2.00 PD</td>
<td>8.00 PD</td>
</tr>
<tr>
<td>Business (0%)</td>
<td>3.000 €</td>
<td>1.300 €</td>
<td>4.300 €</td>
</tr>
<tr>
<td>Total</td>
<td>9.00 PD</td>
<td>3.300 €</td>
<td>12.300 €</td>
</tr>
</tbody>
</table>

* based on 500 € daily fully loaded costs for implementation  ** based on 650 € daily fully loaded costs for roll out
CURRENT SITUATION: Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

**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.

<table>
<thead>
<tr>
<th>Initial Set-up Efforts</th>
<th>One time efforts</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>32.250 €</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yearly Efforts and Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Yearly benefits</td>
</tr>
<tr>
<td>C Yearly efforts (solution upgrade + operations)</td>
</tr>
</tbody>
</table>

** = B – C
** = A/D

**D - Net yearly benefits**: 385.700 €

Break-even point in months **: < 1 month

**BREAKEVEN CHART**

One time efforts: 32.250 €
Break-even point: < 1 month
Sample Customer
SAP Solution Manager Value Report

Custom Code Management » Introduction

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 improves transparency.

Implement custom code strategy
Custom code strategy to avoid custom code in the future or replacement with SAP standard.

Improve quality of custom development
Software code inspection causes less end-user business impact.

YOUR BENEFITS

Less costs for software maintenance. Unused code does not have to be maintained any more.
**YOUR SITUATION:**
- 6,000 custom code objects
- Yearly maintenance efforts per custom code object: 0.5 hours

**WITHOUT SAP SOLUTION MANAGER:**
- Custom Code Objects: 6,000
- Used Objects: 3,600 (Remaining 60%)

**WITH SAP SOLUTION MANAGER:**
- 2,400 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**

1,200 hours
= 2,400 objects x 0.5 hours

= 105,000 €
Monetary Value **

- 80% for IT, 20% for Business

**ADDITIONAL BENEFITS**
- Avoided for custom code management tool costs when using SAP Solution Manager
- Custom Code replacement
- Impacts from Software Code inspection

- No data defined
- Additional value not considered in calculation

**YOUR VALUE OPPORTUNITY:**

105,000 €

* Best-practice experience from SAP customers
** based on 700 EUR daily fully loaded costs for benefit calculation
Sample Customer
SAP Solution Manager Value Report

Custom Code Management » Upgrade Efforts

**CURRENT SITUATION:**
Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

### 7.1 TO 7.2 UPGRADE EFFORTS

#### Upgrade efforts in person days:

- **IT (100%)**
  - 14.40 PD

- **Business (0%)**
  - 0.00 PD

- **Total**
  - 14.40 PD

#### Roll-out effort in person days:

- **IT (80%)**
  - 2.88 PD

- **Business (20%)**
  - 0.72 PD

- **Total**
  - 3.60 PD

### UPGRADE SUMMARY

**Total upgrade efforts:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Person Days</th>
<th>Cost (€)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation *</td>
<td>14.40</td>
<td>7.200</td>
</tr>
<tr>
<td>Roll-out **</td>
<td>3.60</td>
<td>2.340</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>18.00</td>
<td>9.540</td>
</tr>
</tbody>
</table>

* based on 500 € daily fully loaded costs for implementation
** based on 650 € daily fully loaded costs for roll out
**CHALLENGES**

- How much effort is needed for my next enhancement or support package project?
- What’s the impact on my custom coding?
- How can I reduce the time and effort needed for my next update or upgrade project?

**THE SOLUTION: SCOPE AND EFFORT ANALYZER**

- **Reliable project effort estimation**
  Activity analysis and effort estimation during the project planning phase.

- **Transparency for custom code**
  Identification of affected custom code as cost driver during the project.

- **Mitigate project risks**
  Identification of the required test scope with impact on test planning, test cases.

**YOUR BENEFITS**

Knowing the efforts before project start enables project risk mitigation with on time go-lives.
Sample Customer
SAP Solution Manager Value Report

Project Management & Landscape Management » Scope and Effort Analyzer » Benefits

YOUR SITUATION:
• 350,000 € is the planned upgrade project
• 25% of the project is in danger with project rework or other project deficiencies *

WITHOUT SAP SOLUTION MANAGER:
• 25% for project rework or other project risks: 87,500 €

WITH SAP SOLUTION MANAGER:
• 40% reduction of project risks * (35,000 €)
• Remaining 60% project risks (52,500 €)

SAP Solution Manager benefits:
• On time and in budget go-lives
• Less project rework and project delays which avoids additional project costs

BENEFIT POTENTIAL SCOPE AND EFFORT ANALYZER

35,000 €
• 80% for IT, 20% for Business
• Saving of unplanned project costs

ADDITIONAL BENEFITS
• Avoided for scope and effort analyzer costs when using SAP Solution Manager
• Faster solution provisioning for business and IT

YOUR VALUE OPPORTUNITY: 35,000 €

* Best-practice experience from SAP customers
CURRENT SITUATION:
Customer proficiency level "Proficient"
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

Effort Summary

One time effort:
- Implementation effort:
  - IT (100%): 4.5 PD (2,250 €)
  - Business (0%): 0.00 PD (0 €)
  - Total: 4.5 PD (2,250 €)

- Roll-out effort:
  - IT (100%): 1.50 PD (975 €)
  - Business (0%): 0.00 PD (0 €)
  - Total: 1.50 PD (975 €)

Yearly effort:
- Solution maintenance:
  - IT (100%): 0.00 PD (0 €)
  - Business (0%): 0.00 PD (0 €)
  - Total: 0.00 PD (0 €)

- Cost of operation:
  - IT (100%): 0.00 PD (0 €)
  - Business (0%): 0.00 PD (0 €)
  - Total: 0.00 PD (0 €)

- Solution Mtnce.:
  - 0.00 PD (0 €)

- Roll out:
  - 1.50 PD (975 €)

- Cost of operation:
  - 0.00 PD (0 €)

- Total:
  - 0.00 PD (0 €)

* based on 500 € daily fully loaded costs for implementation  ** based on 650 € daily fully loaded costs for roll out
**CURRENT SITUATION:**
Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

---

**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.

<table>
<thead>
<tr>
<th>Initial Set-up Efforts</th>
<th>One time efforts</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>3.225 €</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yearly Efforts and Benefits</th>
<th>Yearly Benefits</th>
<th>Yearly efforts (solution upgrade + operations)</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>35.000 €</td>
<td>0 €</td>
</tr>
</tbody>
</table>

D - Net yearly benefits *: 35.000 €

Break-even point in months **: 1 month

* = B – C  ** = A/D

---

**BREAKEVEN CHART**

- One time efforts: 3.225 €
- Break-even point: 1 month
- Consolidated yearly benefits

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Sample Customer
SAP Solution Manager Value Report

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CHALLENGES

- Too much effort and time needed for testing?
- Not knowing 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.

- Less Testing costs
- Testing Costs
- Testing Costs

Knowing the impact of software changes lowers the efforts for testing.
**YOUR SITUATION:**
- Project costs are 2,000,000 €
- 25% of the project costs are planned for testing*

**WITHOUT SAP SOLUTION MANAGER:**
- Testing costs are 25% of project costs: 500,000 €

**WITH SAP SOLUTION MANAGER:**
- 100,000 € Testing cost reduction (20%)*
- Testing costs: 400,000 € (Remaining 80%)

**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 BUSINESS PROCESS CHANGE ANALYZER**
- **100,000 €** Monetary Value
- 60% for IT, 40% for Business
- Reduction of test efforts in the project

**ADDITIONAL BENEFITS**
- Avoided for business process analyzer costs when using SAP Solution Manager
- Impact on secure go-live, and reliable operations
- Test transparency and automated test documentation for IT audit
- No data defined
- Additional value not considered in calculation

**YOUR VALUE OPPORTUNITY:**
- 100,000 €

* Best-practice experience from SAP customers
## CURRENT SITUATION:
Customer proficiency level **"Proficient"**
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

### ONE-TIME (in person days)

<table>
<thead>
<tr>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>20,10 PD</td>
<td>0.00</td>
<td>20,10</td>
</tr>
</tbody>
</table>

### Yearly Effort (in person days)

<table>
<thead>
<tr>
<th>Solution maintenance:</th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.50 PD</td>
<td>0.00</td>
<td>1.50</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cost of operation:</th>
<th>IT (100%)</th>
<th>Business (0%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.00 PD</td>
<td>0.00</td>
<td>6.00</td>
<td></td>
</tr>
</tbody>
</table>

### Roll-out effort:

<table>
<thead>
<tr>
<th>IT (80%)</th>
<th>Business (20%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.36 PD</td>
<td>1.34</td>
<td>6.70</td>
</tr>
</tbody>
</table>

### Value Calculation

**One time effort:**

- Implementation: 20,10 PD, 10,050 €
- Roll out: 6,70 PD, 4,355 €
- Solution maintenance: 6,00 PD, 3,000 €
- Total: 26,80 PD, 14,405 €

**Yearly effort:**

- Solution Mntce.: 1.50 PD, 750 €
- Roll out: 0.50 PD, 325 €
- Cost of operation: 6.00 PD, 3,000 €
- Total: 8.00 PD, 4,075 €

* based on 500 € daily fully loaded costs for implementation  ** based on 650 € daily fully loaded costs for roll out
CURRENT SITUATION:
Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

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.

<table>
<thead>
<tr>
<th>Initial Set-up Efforts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A  One time efforts</td>
<td>14,405 €</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yearly Efforts and Benefits</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>B  Yearly benefits</td>
<td>100,000 €</td>
</tr>
<tr>
<td>C  Yearly efforts</td>
<td>4,075 €</td>
</tr>
</tbody>
</table>

(yearly efforts: solution upgrade + operations)

- Net yearly benefits **: 95,925 €
- Break-even point in months **: 1 month

\[ D = B - C \]
\[ \text{Break-even point: } \frac{A}{D} \]

BREAKEVEN CHART

Time in years

Break-even point: 1 month
One time efforts: 14,405 €
### Challenges

- Too much time needed for problem resolution?
- Lack of visibility of the data coming from different systems?
- Too much cost in license and support expertise?
- Too much reliance on SAP support expertise?

### The Solution: Root Cause Analysis

- **End-to-end incident analysis**
  Integrated systematic approach for root cause analysis to identify the source of error.
- **Deep dive of surrounding areas**
  Analysis of the surrounding interfaces, databases and applications.
- **Fully integrated**
  Integrated change management for identified defects with integration to IT service management and solution documentation.

### Your Benefits

- Faster incident resolution times create shorter defect times for business with no/lower impact on cost and revenue.
Sample Customer
SAP Solution Manager Value Report

Application Operations » Root Cause Analysis » Benefits

YOUR SITUATION:
- 600 customer tickets per year where incident root cause analysis is necessary

WITHOUT SAP SOLUTION MANAGER:
- Duration for one ticket with root cause analysis: *0.6 PD

WITH SAP SOLUTION MANAGER:
- 0.15 PD efforts (25% Reduction) *
- Root cause: 0.45 PD (Remaining 75%)

SAP Solution Manager benefits:
- Reduction time for incident analysis
- Faster overall incident resolution times
- Shorter defect times for business with impact on business cost and revenue

BENEFIT POTENTIAL ROOT CAUSE ANALYSIS

90 PD
= 0.15 PD x 600 tickets

= 63.000 €

- 80% for IT, 20% for Business
- Reduction of annual root cause analysis efforts

ADDITIONAL BENEFITS

• Avoided for root cause analysis tool 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: 63.000 €

* Best-practice experience from SAP customers
** based on 700 EUR daily fully loaded costs for benefit calculation
Sample Customer
SAP Solution Manager Value Report

Application Operations » Root Cause Analysis » Upgrade Efforts

CURRENT SITUATION: Customer proficiency level “Proficient”
All implementation, yearly maintenance and yearly operation efforts are multiplied by factor 1.5.

7.1 TO 7.2 UPGRADE EFFORTS

• No to minimal training and configuration efforts, almost a non-event
• Can be treated as a small change with low efforts

EXECUTIVE SUMMARY

Total upgrade efforts based on best practices*:

• Almost a non-event

* Best-practice experience from SAP customers
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*:
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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
Sample Customer
SAP Solution Manager Value Report

.execution summary

Customer Value Experience
SAP Digital Business Services

Mail: CVE@SAP.com

Recommendation:
Read the new SAP Solution Manager 7.2 whitepaper.

Next Step: SAP Innovation and Optimization Pathfinder for SAP ERP
Discover how SAP can help you to optimize and innovate your existing SAP ERP system. Take a few minutes to share your company information and receive your personalized, free report within five business days.

More information: www.sap.com/pathfinder
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SAP Solution Manager Value Report

Motivation

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.

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).
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

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.

• Business Case support: Yearly Benefits, implementation or upgrade efforts
Effort categories during the Solution Life-Cycle:

**ONE-TIME IMPLEMENTATION EFFORT**

A decision for an 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.
Benefit categories during the Solution Life-Cycle:

- **YEARLY BENEFITS**
  - After the implementation, the solution delivers yearly benefits for business and IT.
  - PD, Money

- **AMORTIZATION**
  - 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.

- **Benefit categories during the Solution Life-Cycle:**
  - Yearly benefits: IT, Business, Yearly benefit
  - PD: Business
  - Money: Business

- **Consolidated Yearly Benefit**
  - Efforts amortization point
  - Time in years: 1, 2, 3, 4, 5
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