

SAP Solution Manager Value Report Information Collection Guide

Which information are required for a value report request?

PUBLIC

Introduction



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

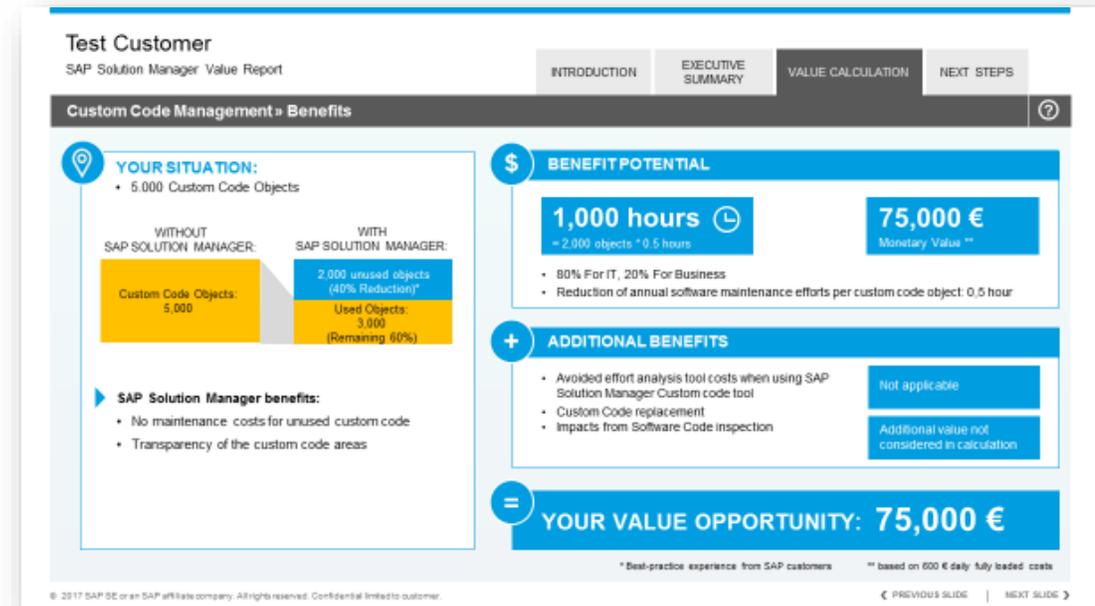
- Intuitively build a meaningful business case for SAP Solution Manager

Efficient

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

Transparent

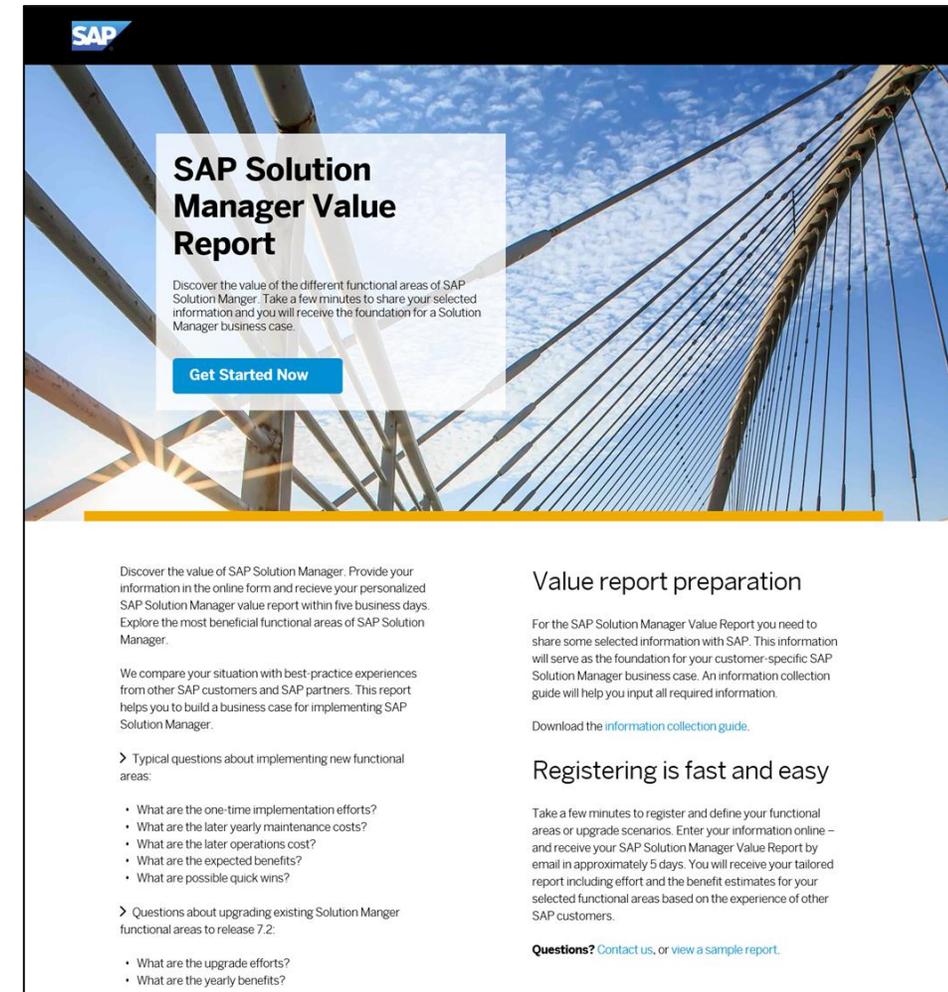
- You'll get estimations on the benefit potential of key functional areas from SAP Solution Manager, including implementation and upgrade efforts



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

This 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



The image shows a landing page for the SAP Solution Manager Value Report. The background is a photograph of a cable-stayed bridge with a blue sky and sun rays. The SAP logo is in the top left corner. A white box in the center contains the title 'SAP Solution Manager Value Report' and a sub-headline: 'Discover the value of the different functional areas of SAP Solution Manager. Take a few minutes to share your selected information and you will receive the foundation for a Solution Manager business case.' Below this is a blue button that says 'Get Started Now'. The page is divided into two columns of text. The left column contains three sections: 'Discover the value of SAP Solution Manager...', 'We compare your situation with best-practice experiences...', and 'Typical questions about implementing new functional areas:'. The right column contains two sections: 'Value report preparation' and 'Registering is fast and easy'. At the bottom of the right column, there is a 'Questions?' section with links to 'Contact us' and 'view a sample report'.

SAP

SAP Solution Manager Value Report

Discover the value of the different functional areas of SAP Solution Manager. Take a few minutes to share your selected information and you will receive the foundation for a Solution Manager business case.

[Get Started Now](#)

Discover the value of SAP Solution Manager. Provide your information in the online form and receive your personalized SAP Solution Manager value report within five business days. Explore the most beneficial functional areas of SAP Solution Manager.

We compare your situation with best-practice experiences from other SAP customers and SAP partners. This report helps you to build a business case for implementing SAP Solution Manager.

> Typical questions about implementing new functional areas:

- What are the one-time implementation efforts?
- What are the later yearly maintenance costs?
- What are the later operations cost?
- What are the expected benefits?
- What are possible quick wins?

> Questions about upgrading existing Solution Manager functional areas to release 7.2:

- What are the upgrade efforts?
- What are the yearly benefits?

Value report preparation

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. An information collection guide will help you input all required information.

Download the [information collection guide](#).

Registering is fast and easy

Take a few minutes to register and define your functional areas or upgrade scenarios. Enter your information online – and receive your SAP Solution Manager Value Report by email in approximately 5 days. You will receive your tailored report including effort and the benefit estimates for your selected functional areas based on the experience of other SAP customers.

Questions? [Contact us](#), or [view a sample report](#).

Information Collection Guide

Step 1: Select the scenario you are interested in

Step 2: Define the scenario independent values

Step 3: Define the scenario specific values

Step 1: Select the scenario you are interested in (1/3)

Scenario:	The Solution:	Values for Business and IT:	Your Interest please select one option	
			New setup?	7.1 to 7.2 upgrade
Process Management	Usage analysis of business processes to document and optimize the business processes.	Multi hierarchical documentation of business processes enables business and IT business process optimization based on real business process usage.	<input type="checkbox"/>	<input type="checkbox"/>
Test Suite: Business Process Change Analyzer	Impact analysis of software changes to test cases. Determine of the test scope to cover all changed objects.	Less test efforts and inefficient testing thru test scoping for business and IT. Less test coordination and synchronization work, less regression tests and less errors with end-user impact.	<input type="checkbox"/>	<input type="checkbox"/>
Test Automation	It allows an automated testing based thru complementing eCATTs and facilitates functions such as creating test configurations, test and system data containers.	Less test efforts and shorter testing time with better test transparency for business and IT. Higher test quality ensures secure go-lives and later smooth operations.	<input type="checkbox"/>	<input type="checkbox"/>

Step 1: Select the scenario you are interested in (2/3)

Scenario:	The Solution:	Values for Business and IT:	Your Interest please select one option	
			New setup?	7.1 to 7.2 upgrade
Project and Landscape Management: Scope and Effort Analyzer	Analyzes the scope of activities and efforts before the start of physical deployment of Enhancement Packages (EHP) and Support Packages (SP).	Less project re-work and project delays which avoids additional project costs. On-time and in budget go-lives. Faster solution provisioning for business and IT.	<input type="checkbox"/>	<input type="checkbox"/>
Business Process Operations	Identification of E2E business process interruptions and yearly impact estimate can reduce process costs and can avoid monetary losses.	Identification of E2E business process interruptions and impacts can reduce process costs and can avoid monetary losses.	<input type="checkbox"/>	<input type="checkbox"/>
Application Operations: Application Monitoring	Technical monitoring of the most important (or "critical") IT processes with notification if there are any problems even today or could arise in future.	More stable technical processes causes in less end-user downtimes, less business disruptions, avoid of lost revenue, higher IT productivity and costly recovery work. Increase of end-user satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>
Root Cause Analysis	End-to-end root cause analysis offers systematic analysis and resolution of incidents for a distributed mission critical customer environment.	Reduction of time for incident analysis. Faster incident resolution times create shorter defect times for business with impact on cost and revenue.	<input type="checkbox"/>	<input type="checkbox"/>

Step 1: Select the scenario you are interested in (3/3)

Scenario:	The Solution:	Values for Business and IT:	Your Interest please select one option	
			New setup?	7.1 to 7.2 upgrade
Data Volume Management	Describes a process and provides tools to ensure that all aspects in the life-cycle for managing and controlling data are covered.	Less investments in data storage. Higher system performance and system availability will shrink data maintenance efforts during daily operations.	<input type="checkbox"/>	<input type="checkbox"/>
Change Control Management	Workflow-based management of solution improvement changes to best manage the risks associated with the implementation of the solution.	Less efforts for coordination, cost control, change impact analysis and synchronization work. Faster move to productive systems.	<input type="checkbox"/>	<input type="checkbox"/>
IT Service Management	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.	Less efforts for coordination, cost control and reporting of user tickets. Faster end-to-end ticket handling. Transparency to all involved support levels.	<input type="checkbox"/>	<input type="checkbox"/>
Custom Code Management	Offers a comprehensive end-to-end view on the challenge how to deal with home grown applications, modifications or enhancements in an SAP application.	Less costs for software maintenance. Unused code has not to be maintained any more. Software code inspection causes in less end-user business impacts.	<input type="checkbox"/>	<input type="checkbox"/>

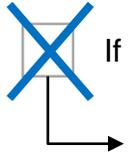
Information Collection Guide

Step 1: Select the scenario you are interested in

Step 2: Define the scenario independent values

Step 3: Define the scenario specific values

Step 2: Define The Scenario Independent Values (1/2)



If in minimum one scenario is selected some generic data are required:

Solution Manager setup and value rates

Reporting Currency *

Please define the currency in which the monetary values should be calculated
Possible Values: EUR or USD

Daily rate for benefit calculation *

Please define the daily rate in reporting currency to be used for benefit calculations. The rate should include the average fully loaded costs for one person including all pensions and insurances.

Daily rate for Implementation and upgrade efforts calculation *

Please define the daily rate in reporting currency to be used in the efforts area. The rate should include the average fully loaded costs for one person including all pensions and insurances.

Daily rate for roll out efforts calculation *

Please define the daily rate in reporting currency to be used for your roll out efforts. The rate should include the average fully loaded costs for one person including all pensions and insurances.

Your Value:

How to define the different daily rates?

Very often the internal daily rate is available in your controlling department because the rate is based on the cost of employees.

If not, here an example to calculate e.g. for benefit calculation:

Take the average monthly salary of your business colleagues where SAP is been used e.g. in Financials

Add additional indirect costs e.g. pension costs or insurance per months your company is paying for the colleague

Divide the total by the average number of working days per months (excluding vacations)

The result is your internal daily rate for benefit calculation

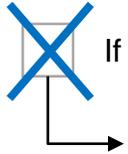
In similar way you can use the monthly salary for IT colleagues who are doing implementation projects which ends in the daily rate for implementation and upgrade efforts.

For the roll-out rate very often it is a mixture between business and IT depending on the relation of IT and business in the roll-out project.

If external consultants are involved it can be a mixture as well depending on the relation of internal and external staff in the project.

* = mandatory field

Step 2: Define The Scenario Independent Values (2/2)



If in minimum one scenario is selected some generic data are required:

Implementation and operations experience

Your SAP Solution Manager proficiency *

Please define your proficiency you have with SAP Solution Manager. Depending on your experience all implementation and operation efforts will be uplifted.

- Very proficient – multiplied by factor 1,0 (no change)
- Proficient – multiplied by factor 1,5
- Average – multiplied by factor 2.0
- Not proficient – multiplied by factor 2,5
- Poor – multiplied by factor 3,0

→ [Further explanations: see next slide](#)

Your Value:

Number of Systems & Chains

Connected systems *

Please define the number of **productive SAP systems** which are linked to SAP Solution Manager

* = mandatory field

Details explains for the 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 trainings, your team will be able** to implement new areas and maintain the existing ones. **This It will take a longer time to gain experience.**

Information Collection Guide

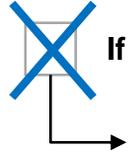
Step 1: Select the scenario you are interested in

Step 2: Define the scenario independent values

Step 3: Define the scenario specific values

Step 3: Define The Scenario Specific Values (1/6)

Dependent from your scenario selection specific data are required:



If selected: **Process Management**

Number of end-to-end Main Process chains in the productive systems *

Please define the end-to-end Process Chains used in the different SAP applications across the entire landscape e.g. Procure to pay, Order to cash, Hire to Retire (HR) ...
If the same main processes are used in different productive systems count them only once.
Best-practice numbers are in the one digit or in the lower two digit range.

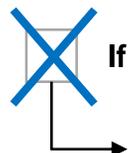
Your Value:

Non-SAP tool currently used for Process Management

With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.

Yearly costs of the Non-SAP tool

Yearly costs for your Process Management tool



If selected: **Business Process Change Analyzer**

Yearly SAP Project costs *

Please define the summarized total project costs in reporting currency for implementation and upgrade projects during one year

Your Value:

Non-SAP tool currently used for Business Process Change Analyzer

With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.

Yearly costs of the Non-SAP tool

Yearly costs for your Business Process Change Analyzer tool

* = mandatory field

Step 3: Define The Scenario Specific Values (2/6)

Dependent from your scenario selection specific data are required:



If selected: **Test Automation**

Number of end-to-end Main Process chains used for testing *

Please define the affected main business process chains which are or will be used in Test Automation. This number should not be higher than the overall number of end-to-end main business process chains

Your Value:

Non-SAP tool currently used for Test Automation

With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.

Yearly costs of the Non-SAP tool

Yearly costs for your Test Automation tool



If selected: **Scope and Effort Analyzer**

Yearly SAP upgrade project costs *

Please define the average cost in reporting currency for your SAP upgrade projects in one year.

Your Value:

Non-SAP tool currently used for Scope and Effort Analyzer

With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.

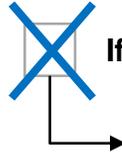
Yearly costs of the Non-SAP tool

Yearly costs for your Scope and Effort Analyzer tool

* = mandatory field

Step 3: Define The Scenario Specific Values (3/6)

Dependent from your scenario selection specific data are required:

 If selected: **Business Process Operations**

		Your Value:
Yearly impact estimate *	Please define the yearly impact estimate in reporting currency per year impacted thru inconsistent technical and business processes.	<input type="text"/>
Non-SAP tool currently used for Business Process Operations	With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.	<input type="text"/>
Yearly costs of the Non-SAP tool	Yearly costs for your Business Process Operations tool	<input type="text"/>

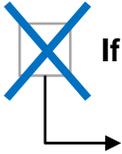
 If selected: **Application Monitoring**

		Your Value:
Yearly duration of serious business and IT disruptions in hours *	Please define the yearly summarized duration of all serious business and IT disruptions in hours of your SAP landscape .	<input type="text"/>
Non-SAP tool currently used for Application Monitoring	With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.	<input type="text"/>
Yearly costs of the Non-SAP tool	Yearly costs for your Application Monitoring tool	<input type="text"/>

* = mandatory field

Step 3: Define The Scenario Specific Values (4/6)

Dependent from your scenario selection specific data are required:

 If selected: **Root Cause Analysis**

Yearly number of SAP incident tickets *

Please define the number of SAP incident tickets per year.

Your Value:

Non-SAP tool currently used for Root Cause Analysis

With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.

Yearly costs of the Non-SAP tool

Yearly costs for your Root Cause Analysis tool

 If selected: **Data Volume Management**

Summarized database size in GB *

Please define the summarized database size in GB across all productive SAP systems.

Your Value:

Non-SAP tool currently used for Data Volume Management

With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.

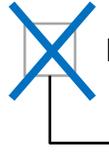
Yearly costs of the Non-SAP tool

Yearly costs for your Data Volume Management tool

* = mandatory field

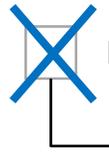
Step 3: Define The Scenario Specific Values (5/6)

Dependent from your scenario selection specific data are required:



If selected: **Change Control Management**

		Your Value:
Yearly number of Software changes *	Please define the number of software changes per year.	<input type="text"/>
Non-SAP tool currently used for Change Control Management	With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.	<input type="text"/>
Yearly costs of the Non-SAP tool	Yearly costs for your Change Control Management tool	<input type="text"/>



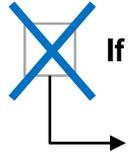
If selected: **IT Service Management**

		Your Value:
Yearly number of tickets in the service desk *	Please define the yearly number of tickets (SAP and Non-SAP tickets) processed in the service desk.	<input type="text"/>
Number of key users in the service desk *	Please define the number of key users as contact points to other service desk users	<input type="text"/>
Non-SAP tool currently used for IT Service Management	With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.	<input type="text"/>
Yearly costs of the Non-SAP tool	Yearly costs for your IT Service Management tool	<input type="text"/>

* = mandatory field

Step 3: Define The Scenario Specific Values (6/6)

Dependent from your scenario selection specific data are required:



If selected: **Custom Code Management**

		Your Value:
Number of custom code objects *	Please define the number of custom code objects. If you do not know the number of custom code object please see the description below 'How to get the number of custom code objects?'	<input type="text"/>
Non-SAP tool currently used for Custom Code Management	With SAP Solution Manager tools in use with similar functionality can be substituted. Please name the Non-SAP Tool.	<input type="text"/>
Yearly costs of the Non-SAP tool	Yearly costs for your Custom Code Management tool	<input type="text"/>

How to get the number of Custom Code Objects?

Please execute the following function module `/SDF/CMO_GET_CUST_OBJ` in every production system. It should be available in every system. No further entries (Input parameters) are required.

As an example please see the screen shot on the right. Of interest is the object `EV_OBJ_COUNT` the number of custom objects in the system. Summarize the identified custom code entries across all SAP productive systems.

```
Test for function group      /SDF/CMO_COMP_REPOS
Function module             /SDF/CMO_GET_CUST_OBJ
Uppercase/Lowercase        

Runtime:                    21.940.573 Microseconds

RFC target sys:
```

Import parameters	Value
IT_OBJECT_TYPES	0 Entries
IT_DEVCLASS	0 Entries
IV_MODE	

Export parameters	Value
EV_OBJ_COUNT	25.659

* = mandatory field

Thank you.

Questions:

CVE@SAP.com

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