SAP Solution Manager

Realize Optimal Value from All Your Solutions and Support Engagements

SAP

The Best-Run Businesses Run SAP
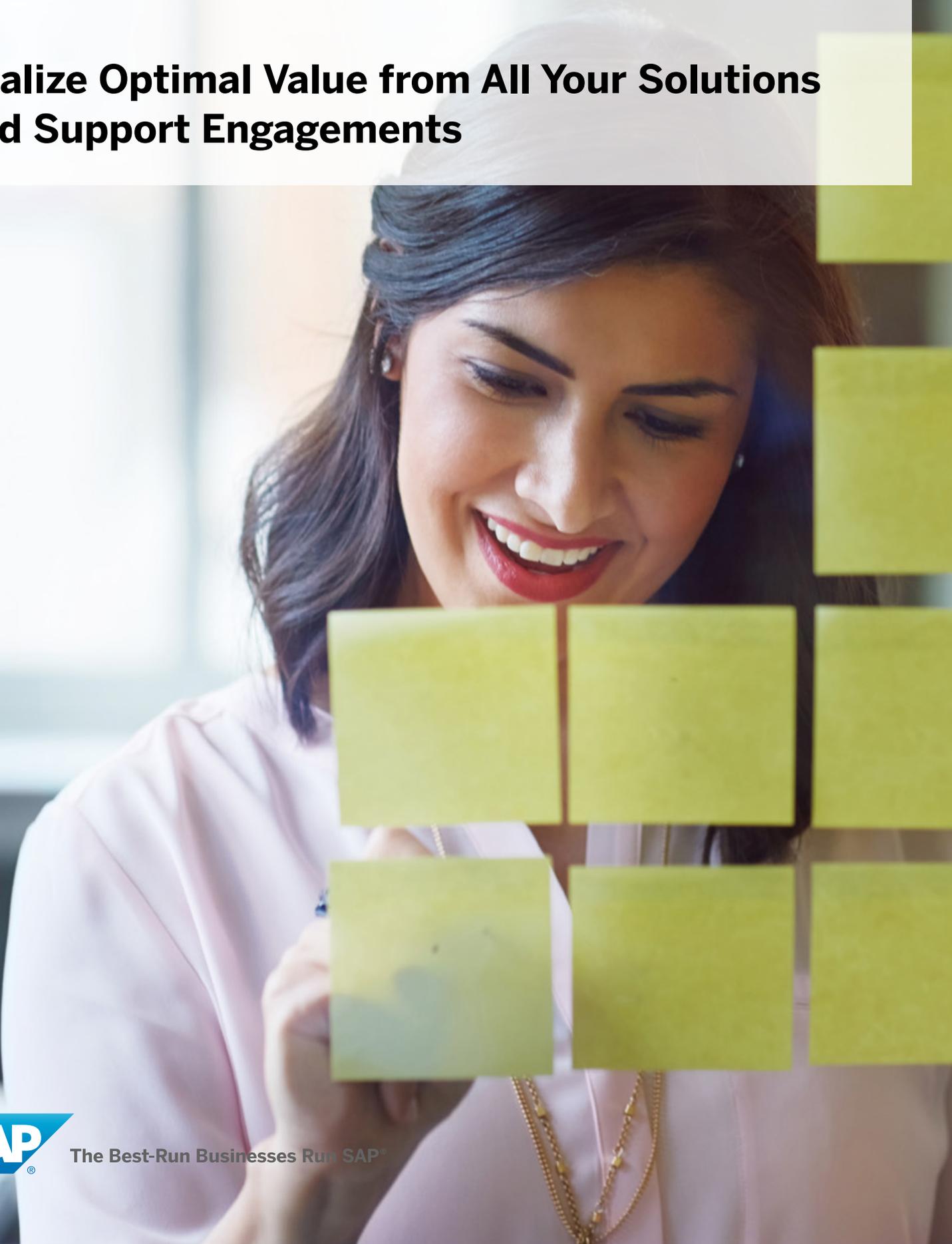
Protecting Continuity and Fostering Innovation

The Digital Business Services organization at SAP aims to help maximize the value of all your enterprise software, whether on premise, in the cloud, or in a hybrid landscape. For today's hyperconnected world, our flagship application management tool, SAP® Solution Manager – included in your support fees – features openness and integration. You can lay the groundwork for business innovation, improve IT management, and gain immediate access to SAP experts and support services when you need them.

As the pace of business continues to accelerate in our digital world, IT departments must stay agile to meet changing and growing business requirements. Besides keeping back-office systems running, you must plan on investing IT resources to harness new functionalities and innovative technologies. Your central objectives have become predicting and measuring business value, developing one up-to-date source of the truth for use by all stakeholders, and building what the business needs when it needs it – which today is usually very quickly.

To match these requirements, SAP Solution Manager has evolved into a full software and services management tool. It helps you centralize and streamline management of end-to-end business processes, even in hybrid cloud and on-premise landscapes and environments with a high number of installed SAP and non-SAP software systems. You can rely on SAP Solution Manager for proactive system and application monitoring, and you can manage innovation projects from start to finish, from gathering requirements to deploying the solution. You keep landscape and process performance transparent to all stakeholders, providing a single source of the truth that improves decision making.
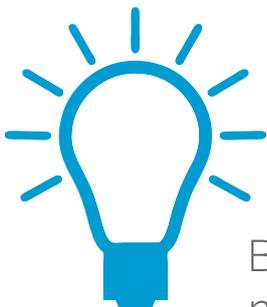
Besides keeping back-office systems running, you must plan on investing IT resources to harness new functionalities and innovative technologies.

Using SAP Solution Manager also integrates your company into the SAP support infrastructure, with its nearly 8,000 experts. The solution helps SAP and its partners collaborate quickly and effectively with your staff to enhance the value of all your software, regardless of vendor.

As the pressure to turn IT into a strategic value realization center intensifies, the Digital Business Services organization can help. Our vision for support, illustrated in the figure, includes SAP Solution Manager at the center of a matrix of services that help you move beyond reactively resolving shortfalls in operational performance to proactively identifying opportunities for process improvement.

Figure: The Centerpiece of Your Support Engagement

Portfolio to project

Requirement to deploy

SAP® Solution Manager

Detect to correct

Request to fulfill
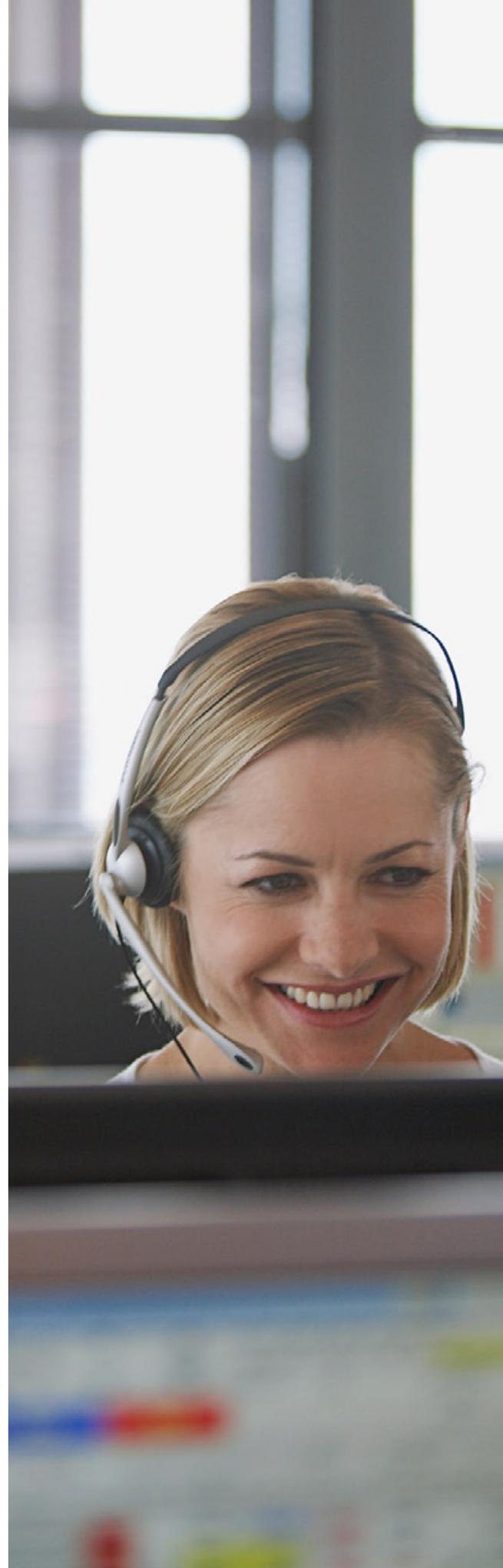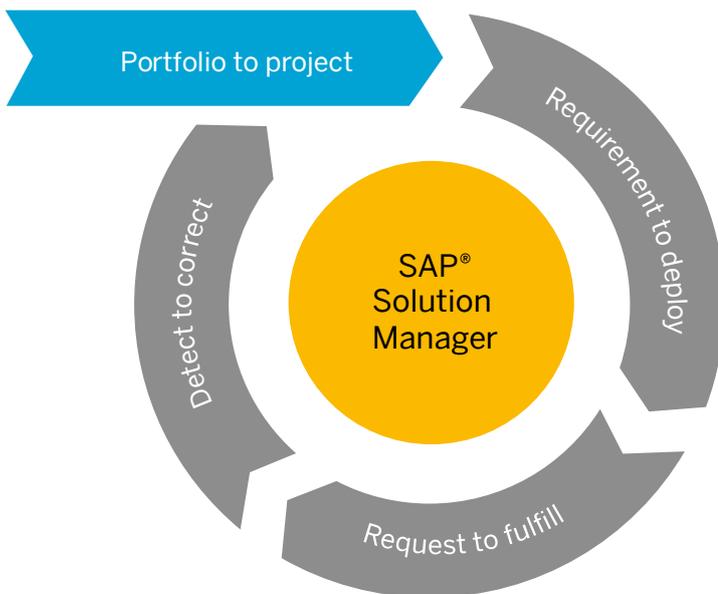
Facilitating Business Innovation

Companies in all industries and across the globe are learning that they must innovate to succeed. SAP Solution Manager helps you analyze the way your business uses all your SAP and non-SAP software, letting you review comprehensive metrics to identify potential improvement opportunities. You can become a full partner in strategizing for business innovation and can keep project progress visible to all stakeholders to identify schedule or budget risks early.

ORCHESTRATING ONGOING PROJECTS
Project management functionality in SAP Solution Manager provides storage for project documents and promotes full visibility into and control over all project phases, including planning, execution, reporting, and quality gate management. Project management is tightly integrated with requirements management, process management, and change control management.

SAP Solution Manager supports agile project methodologies and tools. It makes sure that you build what business users need, when they need it. Instead of lengthy blueprinting exercises, you build the solution iteratively with continuous feedback loops with business stakeholders. An agile release train allows continuous delivery into production, based on solid quality gate and release management procedures.

MANAGING PROCESSES END TO END
SAP Solution Manager helps you create a single integrated process landscape for both business and IT, avoiding the pitfalls of duplicate documentation. Solution documentation is delivered online, has a multilevel hierarchy, and includes a process editor that supports business process management notation. You can continuously validate and optimize integrated processes based on actual usage, and assemble cross-functional processes from reuse libraries to eliminate redundant documentation.

SAP® Solution Manager harnesses all the best practices and agile methodologies developed through more than 40 years of experience helping customers succeed. And in a single interface it offers all the tools you need to define requirements, track projects, manage testing, control change, and orchestrate services. You can facilitate the delivery and adoption of breakthrough innovations and accelerate time to market while increasing the efficiency – and reducing the cost – of operations.

Using SAP Solution Manager for Cloud, with Cloud, and on Cloud

We say SAP Solution Manager is "for cloud" because you can use it to improve IT management and support business innovation as you build, deploy, and run any SAP solution in the cloud. And we apply the same high standards of reliability and cost-effectiveness to cloud operations that you've come to expect in traditional on-premise operations.

SAP Solution Manager works "with cloud" to help you evaluate conversion from on-premise operations using such features as the maintenance planner, the road map viewer, and the readiness check for SAP S/4HANA®. SAP-supported best practices guide you throughout the deployment phase of your cloud solution. And you can choose from a growing catalog of nearly 700 key performance indicators to format your monitoring screens.

SAP Solution Manager works "on cloud" through the robust SAP Cloud Appliance Library tool, an online repository of latest preconfigured SAP solutions ready to be consumed in the cloud. The library offers a simple and appealing user experience that gets you up and running with test, demo, trial, and development systems within minutes. In keeping with the industry trend toward software as a service, SAP Solution Manager is also available as a service in the cloud.
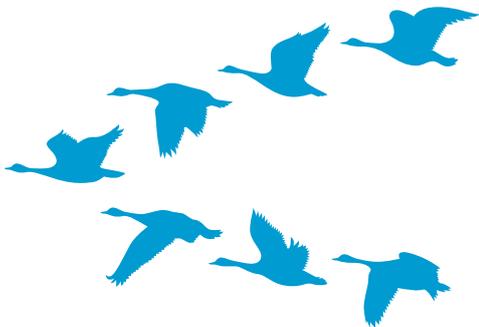
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CUSTOMERS DRIVE SUCCESS WITH SAP® SOLUTION MANAGER

- Cardinal Health used the business process analytics in SAP® Solution Manager to identify continuous-improvement opportunities in the order-to-cash process, identifying recovery opportunities worth tens of millions of dollars.
- Dansk Supermarked A/S uses the SAP IT Service Management application to cover its SAP and non-SAP software systems, cutting issue escalation by 30%.

Improving IT Management

Facilitating business innovation is not the only task you have as an IT manager. You must simultaneously oversee a heterogeneous and evolving IT environment to ensure business continuity. SAP Solution Manager addresses this goal as well with efficient operational support.

SAVING TIME AND MONEY IN TESTING

The test suite tool in SAP Solution Manager helps ensure successful go-live and stable production operations without jeopardizing time to value for innovations. This tool makes your testing both thorough and cost-effective, taking advantage of component-based test automation and applying smart filtering to identify relevant test cases.

SAP Solution Manager includes a business process change analyzer that helps you identify critical business processes affected by planned changes. You can develop impact analyses for changes resulting from new or updated customizations or planned business function activation, focusing on the key processes and avoiding unnecessary testing activities.

Using the robust testing engine, you can execute thousands of tests with consistent efficiency. You can also integrate partner testing mechanisms into your testing plan, consolidating results into a single comprehensive report.

The test suite covers all business processes in all solutions, minimizing the risk of errors. You can continually maintain and share a holistic overview of your deployment readiness. The suite also includes test scripting functionality for the latest software and technologies, including SAP Fiori® apps. And for SAP S/4HANA software running on premise, in the cloud, or in hybrid environments, SAP Solution Manager provides predefined best-practice content for testing, saving additional time and effort. You can quickly identify and define a streamlined test scope for all pending SAP S/4HANA changes.

CONTROLLING CHANGES IN YOUR LANDSCAPE AND ITS PROCESSES

Change management functionality in SAP Solution Manager maintains consistent high-quality control of change, from ad hoc deployments to full-blown new releases, in on-premise, cloud, and hybrid environments, across all groups in your entire organization. One central change management tool covers all development systems and technologies and orchestrates implementation and tracking of changes in full compliance with the rules of the Information Technology Infrastructure Library (ITIL). The tool also automatically notifies affected users and updates your existing solution documentation in production after you apply changes.

SAP Solution Manager sits at the center of a matrix of services that help you move beyond reactively resolving shortfalls in operational performance to proactively identifying opportunities for process improvement.

SOLVING ISSUES AT THE SOURCE WITH ROOT CAUSE ANALYSIS

SAP Solution Manager also includes root cause analysis and capacity analysis functionality and presents detailed error statistics about issues. Even in distributed environments, the solution helps you quickly locate and resolve problems, because all parties are working with the same tools.

## IMPROVING OPERATIONAL QUALITY WITH GUIDED PROCEDURES

SAP Solution Manager gives operators central access to critical system management functions. It simplifies their tasks through guided procedures that describe each activity in detail, providing automated steps where possible and step-by-step instructions where necessary. This readily available expert guidance increases the quality of your operations and decreases your total cost of ownership.

USING IT SERVICE MANAGEMENT TO CENTRALIZE MESSAGING

The IT service management application in SAP Solution Manager helps you manage incidents, issues, and IT services for your IT landscape. It integrates fully with existing SAP solutions to shrink time lost to system disruption and service interruption. And it provides easy access to support experts when you need them. The consistent handling of all messages in one tool maximizes the availability of business processes and reduces IT costs. Using this tool spares you the cost of third-party service-desk functionality and raises end-user satisfaction levels.

PLANNING MAINTENANCE

The maintenance planner in SAP Solution Manager supports all aspects of maintenance in one tool. You can define product maintenance dependencies and system tracks and use a state-of-the-art graphical user interface to plan regular maintenance, updates, upgrades, or new installations. And you can also plan for the maintenance of SAP Fiori apps or your conversion to SAP S/4HANA.
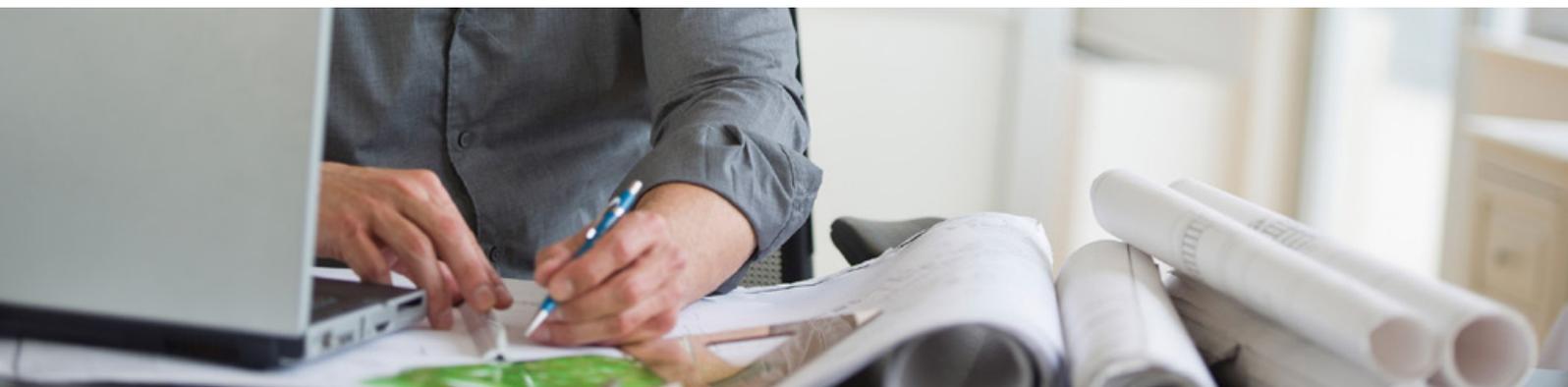
Maximizing Value

SAP Solution Manager helps align business and IT in a single business process landscape, forming the core of a matrix of support services for improving IT management, realizing business strategy, and leveraging SAP innovations. It supports all your SAP and non-SAP software in on-premise, cloud, and hybrid implementations, helping you optimize the value of applications throughout their entire lifecycle. And it integrates you into the full support structure at SAP, where you can always reach any additional expert help you need when you need it.

SAP Solution Manager offers a robust tool set for moving even large projects from requirements definition through design and testing to operation and optimization. As a central source of the truth, SAP Solution Manager contains information about SAP solutions vital for IT executives, team leads, architects, and subject-matter experts. It also provides a flexible dashboarding functionality that offers role-specific access through an attractive interface with drill-down capability.

Even beginners can manage the wealth of features step by step, experimenting with the easiest and most relevant first. As you maximize business continuity and reduce operational costs, you can introduce and implement even game-changing innovations with minimal disruption and get the most from your ongoing partnership with SAP.

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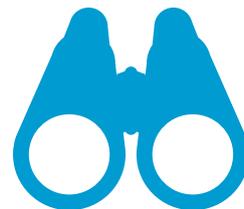
LEARN MORE

Training and enablement offerings are available through the **SAP Enterprise Support Academy program**.

For more information on SAP Solution Manager, call your SAP representative or visit us **online**.

SAP Solution Manager integrates you into the full support structure at SAP, where you can always reach any additional expert help you need when you need it.

The Best-Run Businesses Run SAP®