

What's New in SAP Solution Manager 7.2 - Resume

SAP Solution Manager 7.2

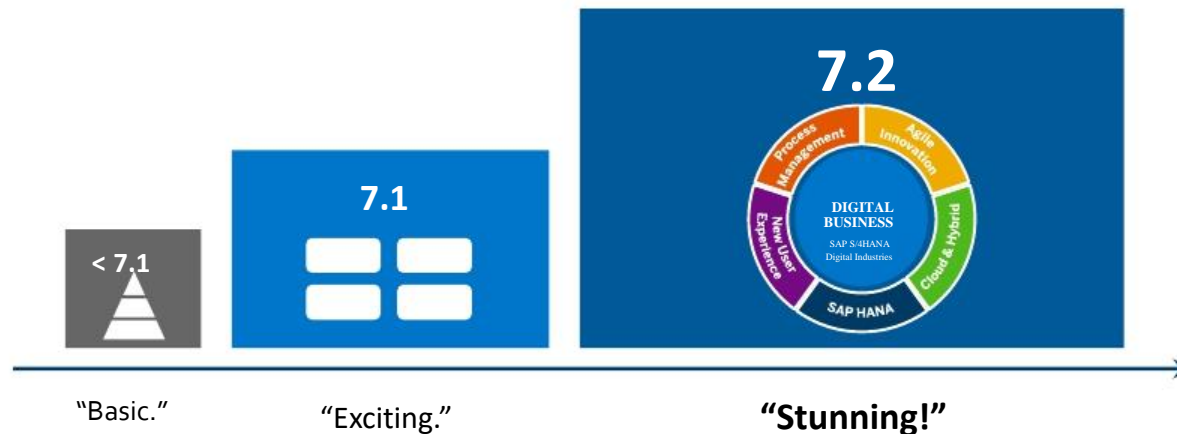
Product Evolution – From Must to Trust

From SAP-Support-Line Tool to Corporate Usage.

Top-rated by analysts.

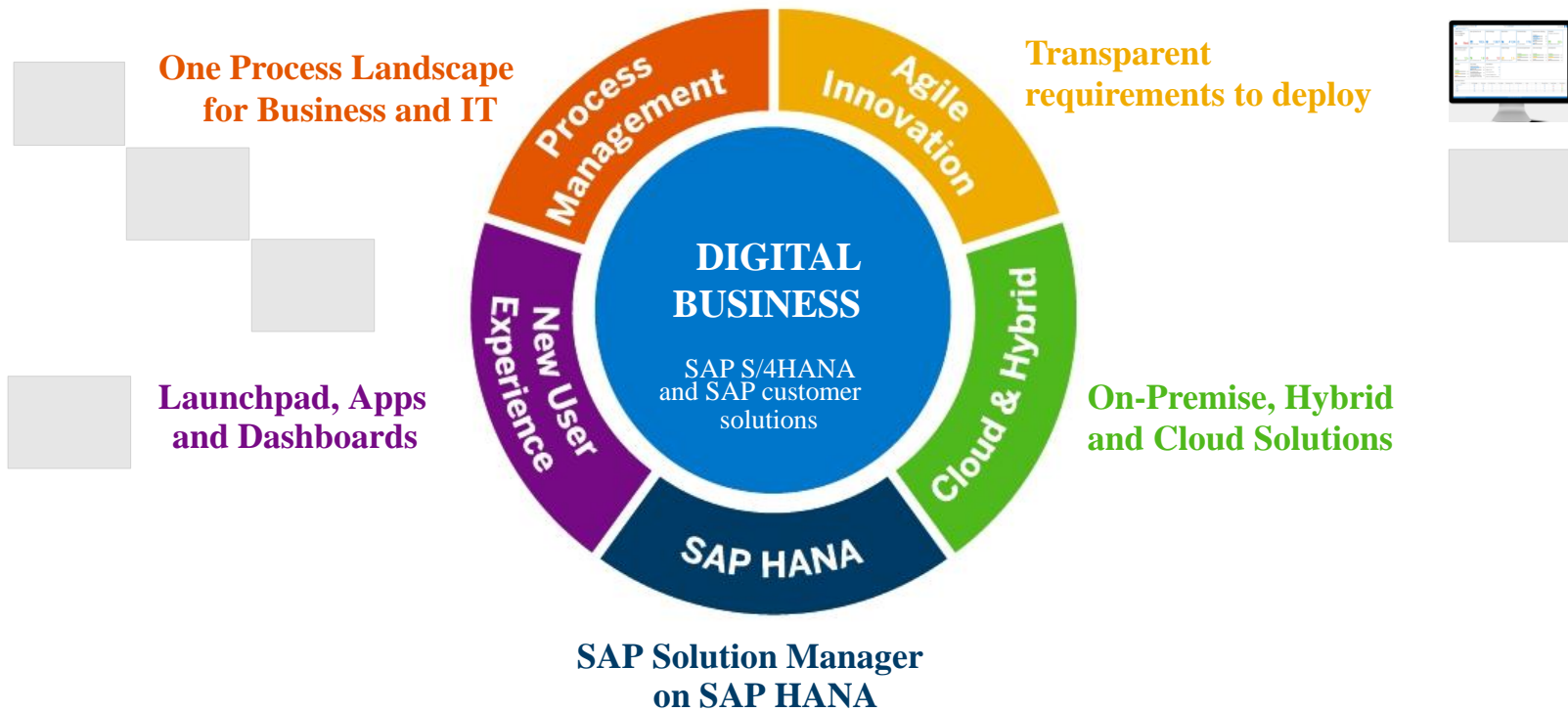
State-of-the-art user experience.

Integrated & scalable. Market-leader with 15,000+ productive customers.



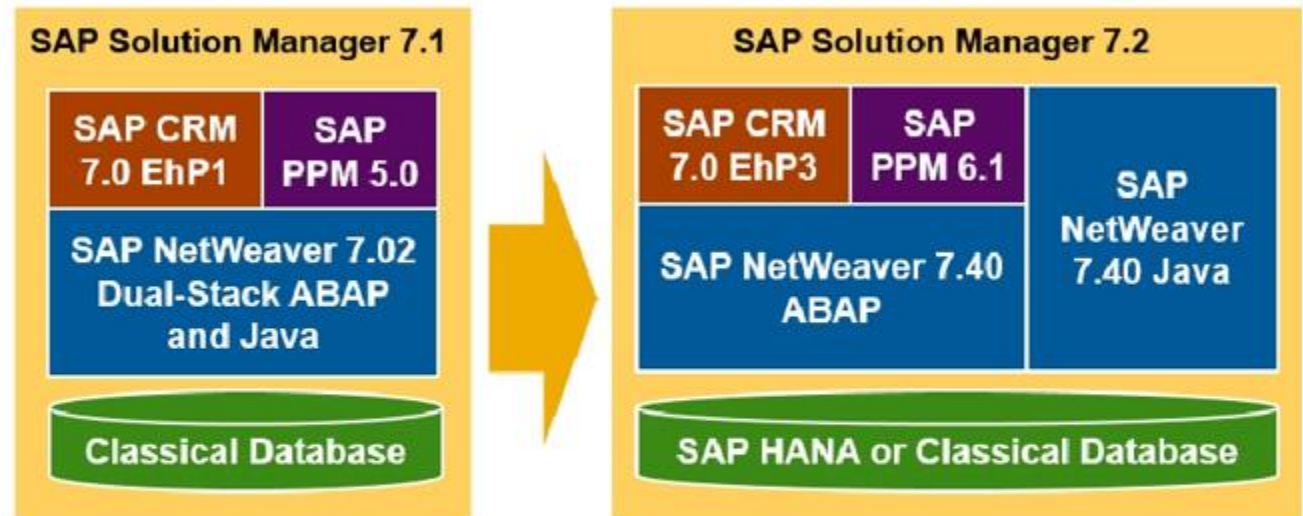
SAP Solution Manager 7.2

Optimal for Your Digital Business Transformation



Stack Split

- SAP Solution Manager 7.2 runs 2 single stacks
- Split is done after upgrade

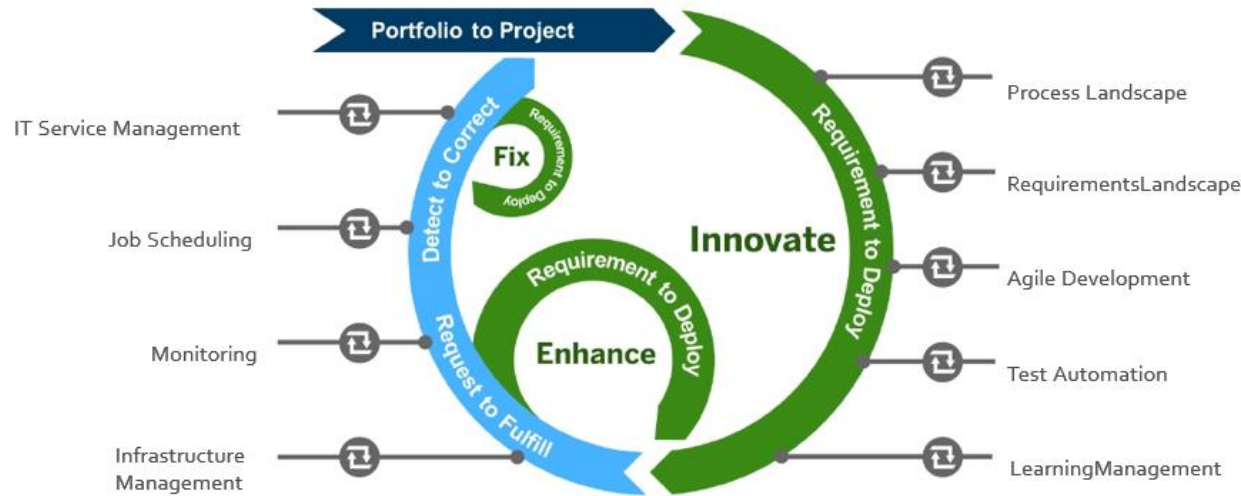


The upgrade from SAP Solution Manager 7.1 to 7.2 is a *standard procedure*

The screenshot displays the SAP Solution Manager 7.2 user interface. At the top, there is a navigation bar with a home icon, the SAP logo, a search icon, and the user name 'Mauro Pozzan'. Below this is a secondary navigation bar with tabs for 'ent', 'Project and Process Management', 'IT Service Management', 'Test Suite', 'Job Management', and 'SAP Engagement and Service D...'. The main content area is a grid of tiles:

- My Business Requirements:** Shows 0 items with the status 'Not Closed'.
- Solution Documentation:** Represented by a document icon.
- Solution Administration:** Represented by a gear icon.
- Scope and Effort Analyzer:** Shows 'Upgrade Planning' with a bar chart icon.
- Requirements Management:** Represented by a document with a magnifying glass icon.
- My Projects Project Management:** Shows a status of 'Error' with a bar chart icon.
- My Tasks Project Management:** Shows a status of 'Error' with a person icon.
- IT Service Management Section:**
 - My Incidents IT Service Managem...:** Shows a status of 'Error' with a question mark icon.
 - IT Service Management Requester:** Represented by a person icon.
 - IT Service Management Dispatcher:** Represented by a group of people icon.
 - IT Service Management Professional:** Represented by a person with a document icon.
 - IT Service Management Call Center Agent:** Represented by a calculator icon.
 - IT Service Management Analytics:** Represented by a bar chart icon.
 - IT Service and Change Dashboard:** Located in the bottom left corner.
 - Create Incident IT Service Managem...:** Located in the bottom middle.

A small edit icon is visible in the bottom right corner of the dashboard area.



Why SAP Solution Manager?



How to start



Functional Overview



The SAP Solution Manager Value Report

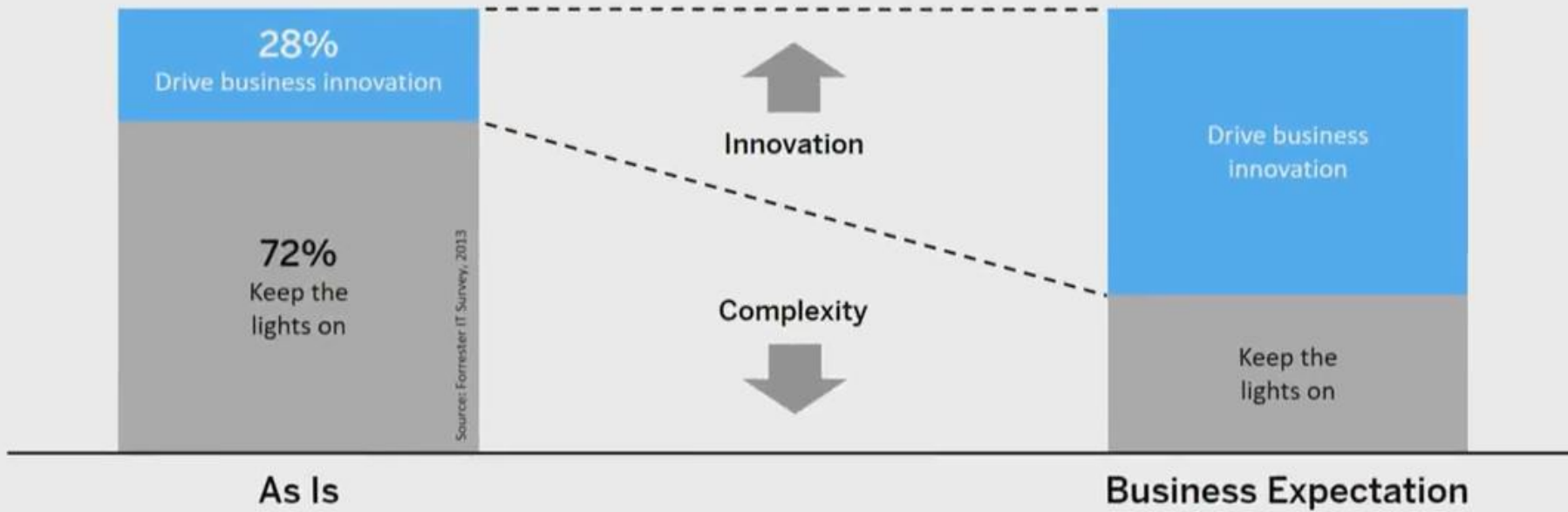


Upgrade to SAP Solution Manager 7.2

Strategy: **Why SAP Solution Manager?**



Complexity is a barrier to simplification, innovation, and the transition to digital – how SAP helps



51%

of CIOs cannot respond in a timely manner to digital opportunities.

Gartner, 2016

Business challenges on IT

IT must prioritize investment to accelerate & maximize business value



Global Economic Climate

- *"give me more bang for buck"*
Business needs increased impact from money
- *"do it better"*
Technology project budget moving from IT to Business
- *"more for less"*
Tightening budget scrutiny & limitations
- *"do it faster"*
Business needs more velocity from IT

Business Criticality of IT

- *"don't drop the ball"*
Availability and performance drives Business Revenue
- *"anywhere, anytime utility"*
Business Service Global 24/7/365 any channel
- *"faster decisions"*
Big Data Insights to drive competitive advantage

Rising Costs

- *"change faster"*
"Keep Lights on" still takes majority of budget
- *"avoid the icebergs"*
Proactively reduce and avoid costs
- *"time is money"*
Skilled people are expensive

Building your Foundation for Innovation



Create Confidence from ...

- Transforming operations to be proactive and continually improving
- Increase solution transparency, availability & performance
- Showing increased business satisfaction & reduced disruption

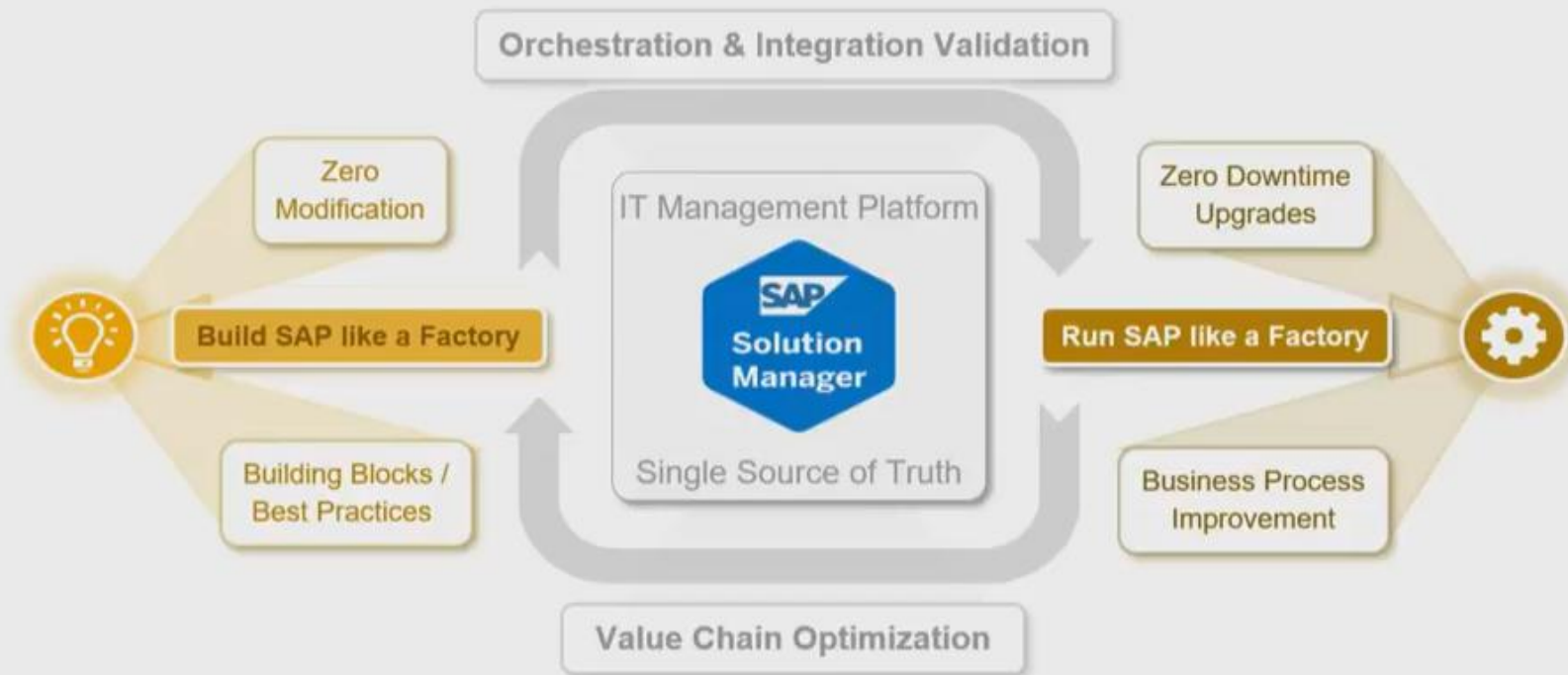
Deliver Capability by ...

- Building a lean, collaborative “requirements-to-deploy” process & platform
- Deploying tested solutions with minimal disruption
- Focusing on staying live rather than just merely going live

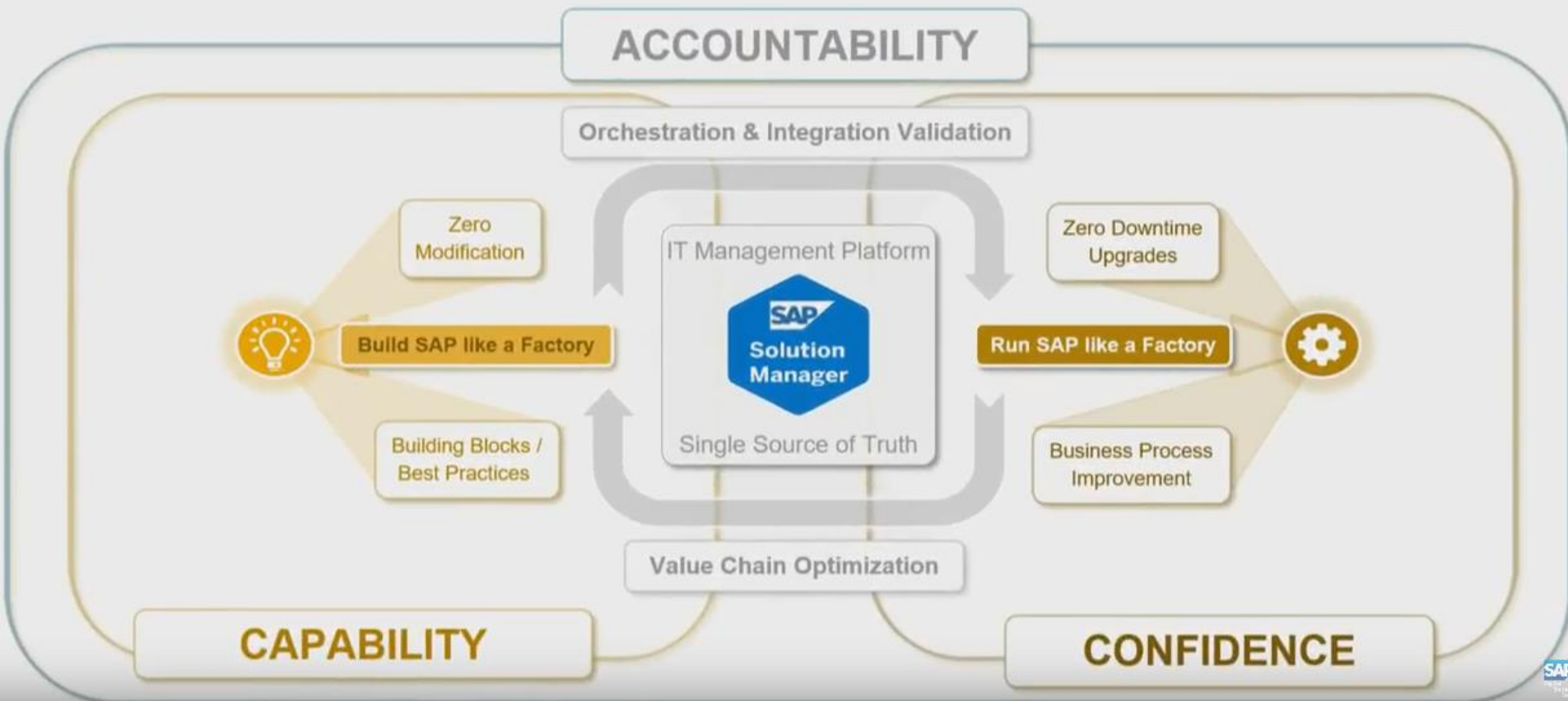
Retain Accountability by ...

- Taking ownership of building & running your solution
- Creating a consistent build & run model across all key stakeholders
- Building collaborative relationships with business & partners

Create Confidence, Capability & Accountability to Innovate



Create Confidence, Capability & Accountability to Innovate



SAP Solution Manager

The centerpiece of your support engagement



Maximize the value of your support engagement with SAP Solution Manager.

Enable Business Innovation

Detect and realize improvement potentials of your business processes and implement new business models to gain competitive advantage.

Access to SAP experts...



...and support services.

Improve IT Management

ITIL-aligned IT Service Management and ALM Processes to manage SAP and non-SAP components plus proven methodologies.

SAP Solution Manager

Leverage SAP Innovations

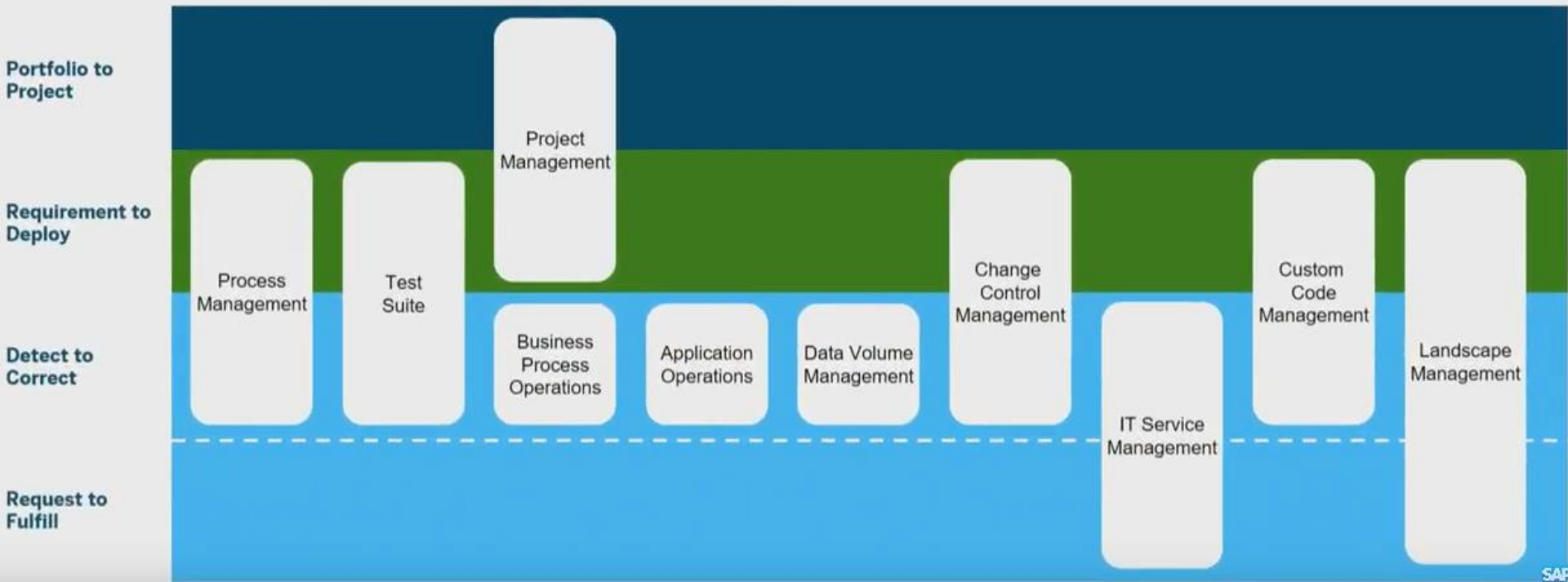
Implement and manage SAP innovations like SAP HANA, mobile solutions or hybrid IT landscapes and leverage the full potential of your SAP partnership.

SAP Solution Manager: **How to start?**



SAP Solution Manager 7.2

Functional areas



SAP Solution Manager 7.2

Benefits



Portfolio to Project

Requirement to Deploy

Detect to Correct

Request to Fulfill

Increase business continuity



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

Improve efficiency



- Deliver more with the same resources
- Reduced test effort

Shorten time to market



- Deliver faster from requirement to deployment
- Reduce test phase duration
- Manage custom code

Ensure compliance



- Improve audit ratings
- Solution documentation as a "single source of the truth"



Example: Change Control Management

Change control management ensures a consistent quality process for all operational units across all organizations including also hybrid solutions

- One central change management tool covering all development platforms and technologies
- Improved quality of changes through fully ITIL-certified processes
- Reduced efforts through automation and notification
- Tracking of all changes
- Automatic updates of solution documentation in production after applying changes
- Whole spectrum of deployment variants supported, from ad hoc deployments to a full-blown release management



Change Control Management

Transport control

Change and Transport Management

- One Transport Tool for Multiple Content Types
- Integrates several development environments
- Open API's to integrate customer specific applications

Transport Analytics / Change Diagnostics

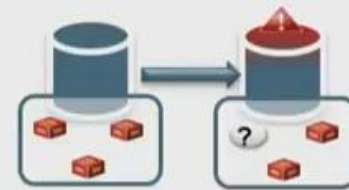
- Guided Self Service analyses the transport process to improve quality, reliability and throughput
- Change Diagnostics and Configuration Validation reduce the manual work of regular Transport Execution Reporting

Build

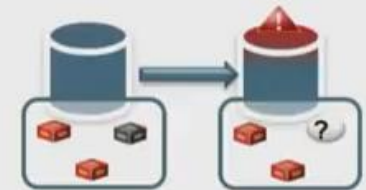
Test

Deploy

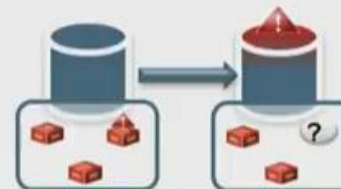
Transport Risks



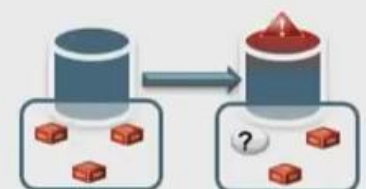
Missing Synchronization



Open Transports



Transport Errors



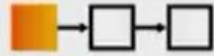
Missing Transports

Change Control Management

Value and effort (step 1)



Benefit



Adoption Steps



Zero import errors



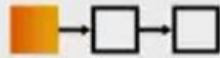
Capability	Set-Up Effort	Org. Alignment and Rollout
Change Diagnostics	3 hours	1 hour
Transport Execution Analysis	3 hours	1 hour
CTS+	8 hours per landscape	4 hours

Change Control Management

Value and effort (step 2)



Benefit



Adoption Steps



Zero downgrades

Deployment Control

Capability	Set-Up Effort	Org. Alignment and Rollout
Quality Gate Management	3 days	+ onboarding of change manager
Retrofit	3 days	+ onboarding of developers
Change Diagnostics	3 hours	1 hour
Transport Execution Analysis	3 hours	1 hour
CTS+	8 hours per landscape	4 hours

Zero import errors

Transport Control

Change Control Management

Change Control Management

Change process control



Change Request Management

- Predefined change management workflows and processes
- Provides link between requirement and implementation with full traceability
- Highly integrated in other SAP Solution Manager functionalities

Release Management

- Release schedule for Major and Minor releases including version history
- Assign development activities to the planned release, unfinished development activities will be taken over automatically

Create request for change

Approve request for change

Handover to execution

Manage change execution

Coordinate Release & Deployment

Close Change

Change Control Management

Value and effort (step 3)



Benefit

Zero audit surprises

Zero downgrades

Zero import errors



Adoption Steps

Change Process Control

Deployment Control

Transport Control

Change Control Management



Capability	Set-Up Effort	Org. Alignment and Rollout
Release Management	1 week	+ Org. Change Management
Change Request Management	1 week	+ Org. Change Management
Quality Gate Management	3 days	+ onboarding of change manager
Retrofit	3 days	+ onboarding of developers
Change Diagnostics	3 hours	1 hour
Transport Execution Analysis	3 hours	1 hour
CTS+	8 hours per landscape	4 hours



Build Up Trust and Friends Adoption Framework

Cross-Project Management	Design-driven Process Management	Test Automation	Change Process Control	Corporate ITSM	Complete Project Tracking	Landscape Provisioning Automation	End-to-end Process Operations	Custom Code Lifecycle Management	End-to-end Application operations
Financial Project Management	Business-oriented Process Management	Test Scope Optimization	Deployment Control	Service Request & Fulfilment	In-depth Analysis	Landscape Planning	Business Process Improvement	Custom Code Optimization	Application Monitoring and Guided Procedures
Build Project Management	IT-driven Process Management	Manual Testing	Transport Control	Incident & Problem Management for SAP	Simple Setup	Landscape Transparency	Business Process Stabilization	Custom Code Transparency	System Management
Project Management	Process Management	Test Suite	Change Control Management	IT Service Management	Data Volume Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations

Portfolio-to-Project

Requirement-to-Deploy

Request-to-Fulfil

Detect-to-Correct

SAP Solution Manager 7.2 – Adoption Framework Whitepaper

Explain the value of the different functional areas
of SAP Solution Manager 7.2

Explore the required efforts for adopting
individual functional areas

Enable you to detect promising next steps on
your path to SAP Solution Manager

Guide to relevant services



Whitepaper

SAP Solution Manager 7.2 Adoption Framework

Version 1.0 (May 2017)

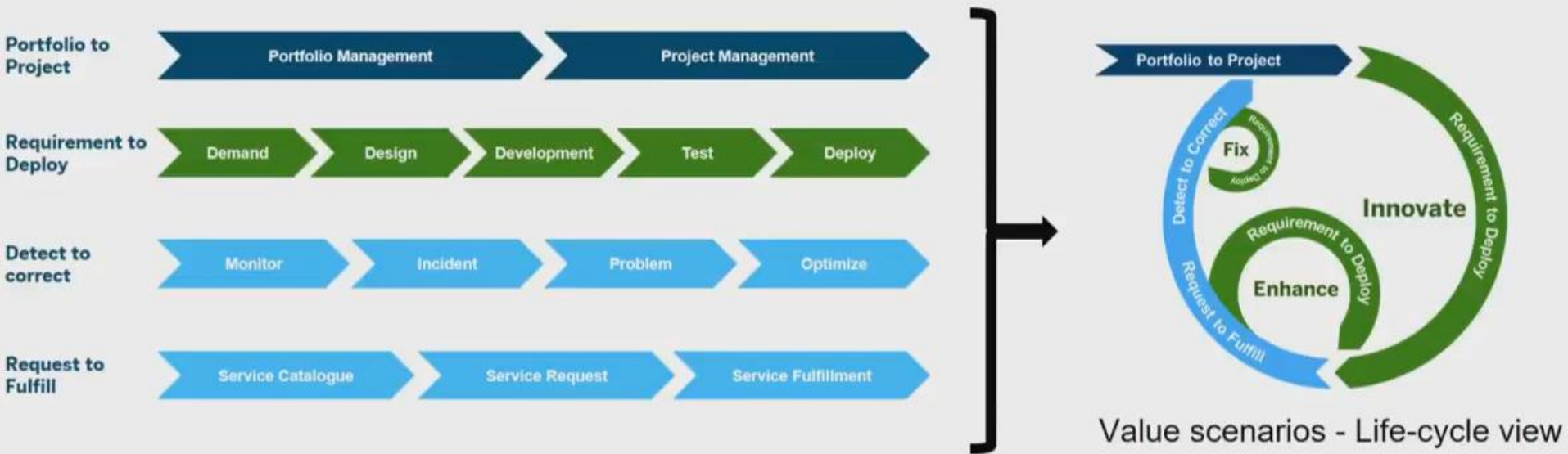


SAP Run Simple

SAP Solution Manager: Functional overview

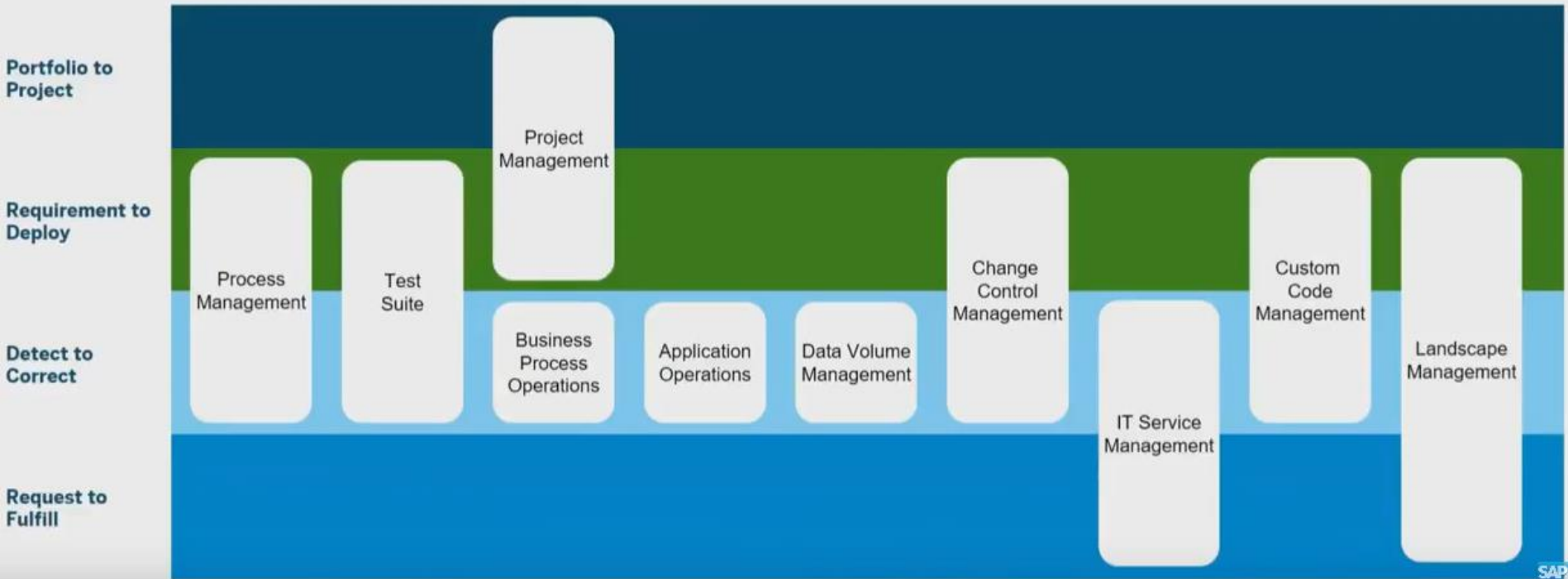


SAP Solution Manager 7.2 in a nutshell



SAP Solution Manager 7.2

Functional Areas



Project Management – related functions

Roadmap



SAP Best Practices



Solution
Documentation



Staffing



Project Scope



Scope Reporting



Time Recording

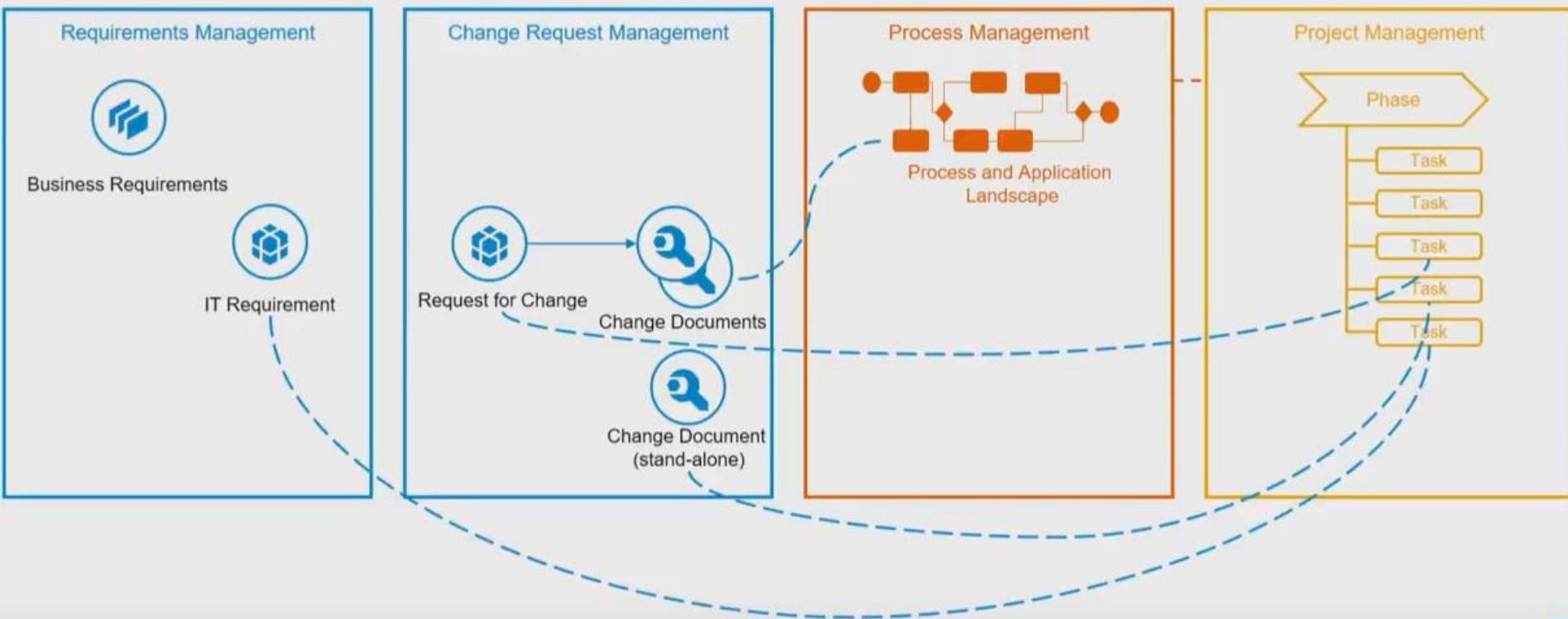


Project Analysis



Project Management

Integration into standard Solution Manager capabilities



Process Management

Project Management	Process Management	Test Suite	Change Control Management	IT Service Management	Data Volume Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations
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SAP Solution Manager Process Management

One Process Landscape for Business and IT

With SAP Solution Manager Process Management business and IT plan, manage, and operate processes in one common process landscape.

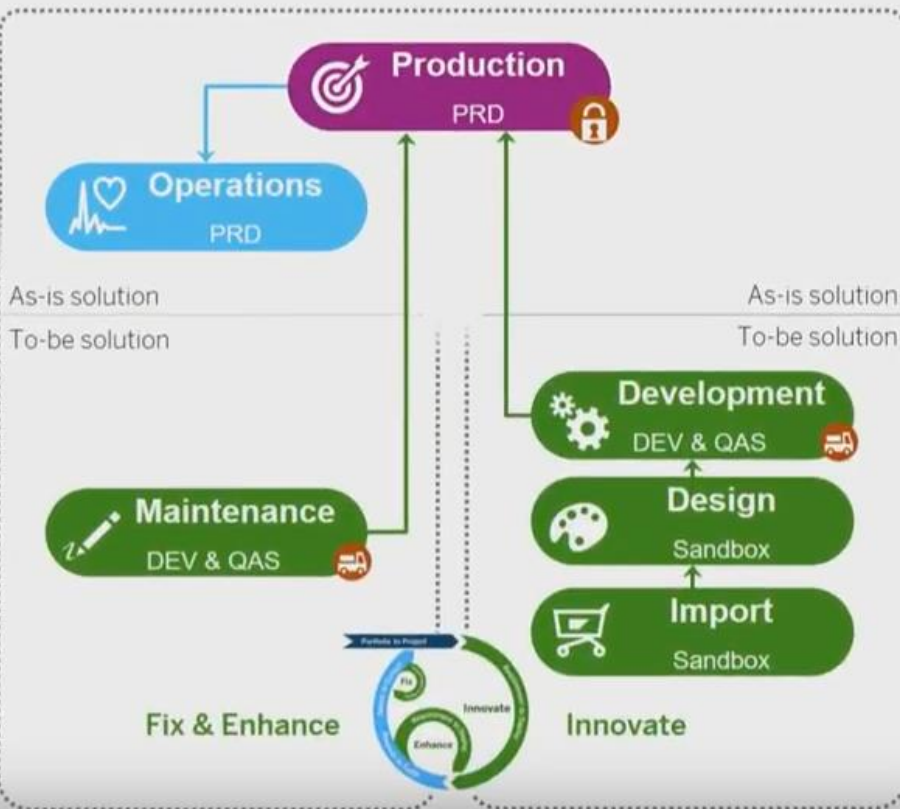
■ Process Management

- Web-based documentation experience
- Multi-level process hierarchies
- Integrated graphical process editor
- Processes assembled from re-use libraries
- Processes are tied, validated, and optimized continuously based on real usage

■ Integrated Process Experience

- Requirements Management integration
- Change Management integration
- IT Project and Portfolio Management integration
- Test Suite integration
- Business Process Monitoring integration

SAP Solution Manager Best-Practice Approach for Branch Setup



- Production branch**
 - Production branch represents the productive solution
- Operations branch**
 - Operations branch to apply monitoring instrumentation
- Maintenance branch**
 - Maintenance branch to change the productive solution
- Innovation branches**
 - Import branch to import new best-practice processes
 - Design branch to design customer target operating model
 - Development branch to build the actual operating model

Test Suite

Project Management	Process Management	Test Suite	Change Control Management	IT Service Management	Dev. Release Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations
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SAP Solution Manager - Test Suite

A full-blown application for manual / automated testing and change impact analysis

Functional Scope

- Manual and automated functional tests
- Automated change impact analysis of maintenance activities for test scope optimization of regression tests
- New requirements triggering semi-automated test planning for user acceptance tests and functional integration tests
- High degree of test automation possible
- Supports agile development approach within requirements-to-deploy process through Focused Build for SAP Solution Manager
- Seamlessly integrated with SAP Solution Manager Process Management, Solution Documentation, ChaRM, ITSM, ...

SAP and non-SAP Solutions

- SAP Business Suite
- SAP S/4HANA (On-Premise, Cloud Edition)
- Non-SAP applications (On-Premise, Cloud)



Integration

- Test system refresh and test data provisioning
- 3rd party test automation tools



Single Source of Truth

- All related information in one central SAP Solution Manager system
- No complex data replications



SAP Solution Manager Test Suite is the default Test Suite for all SAP customers,
except for customers with a strategic decision for a partner test suite.

SAP Solution Manager – Test Suite Capabilities

Solution Documentation

Change Impact Analysis

Test Planning

Test Execution and Analytics

Solution Documentation

- Executable Library
- Process Step Library
- Business Processes



Test Cases

- Manual Tests
- Automated Tests

Test Plan Management

- Test Plan
- Test Packages
- Test Sequences
- Tester assignment

Test Execution

- Manual Test Execution
- Automated Test Execution
- Defect Management

Test Suite Analytics

- Gap reports
- Status reports
- Progress reports
- Dashboard

Change Impact Analysis

Test scope *estimation* before upgrade

Scope and Effort Analyzer (SEA)

Test scope *optimization* during upgrade

Business Process Change Analyzer (BPCA)

Test Data

SAP TDMS

- Lean test system setup and refresh

Test Data Container (TDC)

- Test data provisioning for manual and automated tests

Test Automation Framework

CBTA (Component Based Test Automation)

HP UFT

WS Certify

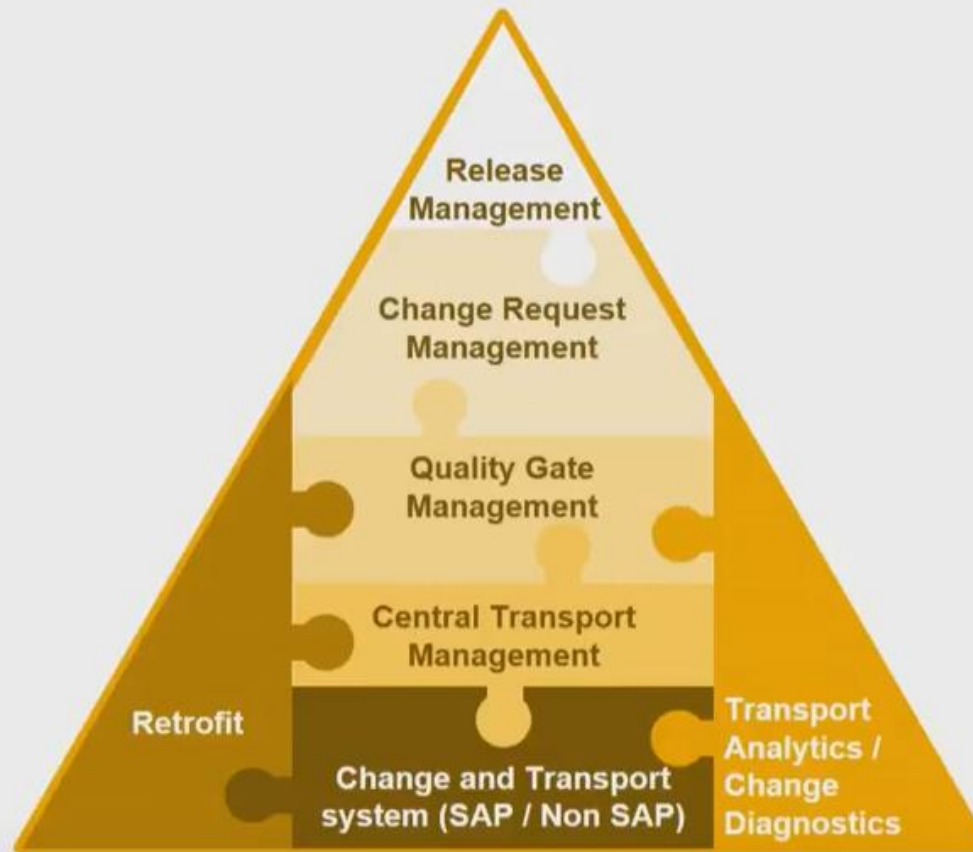
other 3rd party test automation tools

Supported UI technologies by SAP test tools: SAPGUI, WD-ABAP, CRM Web-Client, SAPUI5, Fiori, ...
Partner test tools: all other UI technologies

Change Control Management

Project Management	Process Management	Test Suits	Change Control Management	IT Service Management	Deal Volume Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations
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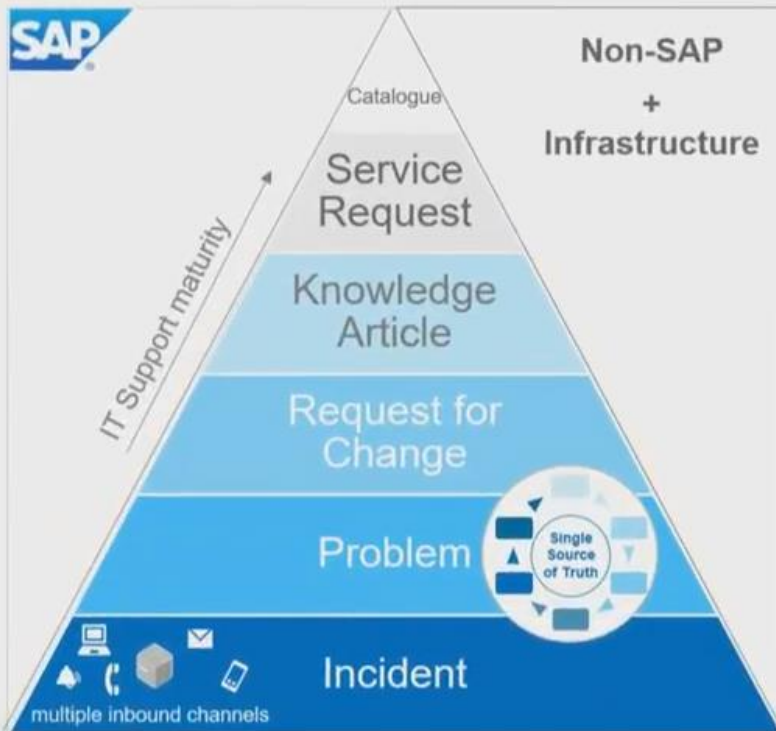
Change control management Overview



IT Service Management

Project Management	Process Management	Test Suite	Change Control Management	IT Service Management	Data Volume Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations
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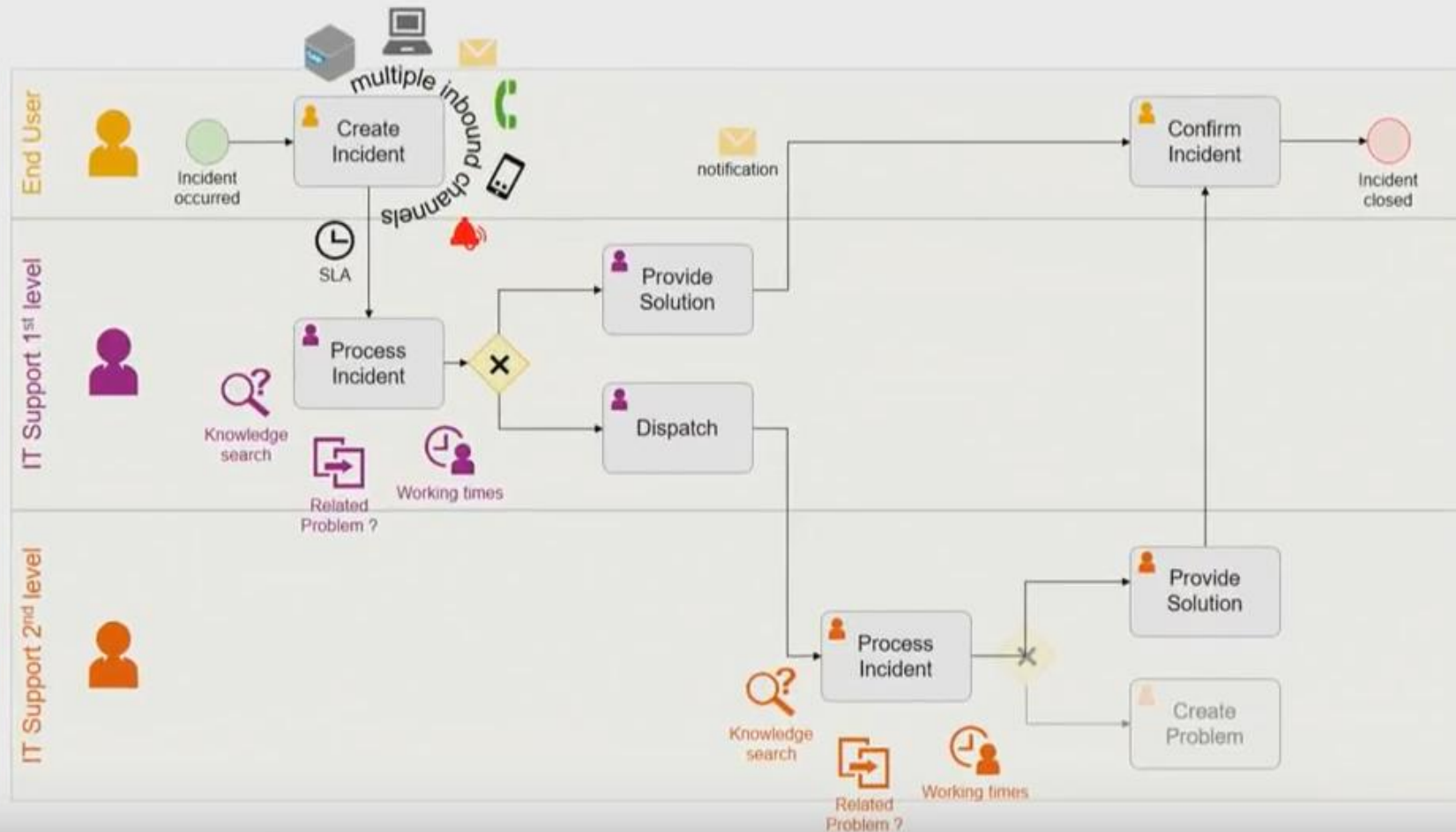
IT Service Management



- **ITIL based IT Service Management** with integration in SAP ERP for **business process automation**
- **Service Request fulfillment process** based on **service products** and **predefined activities** how to deliver these **IT services**
- Incident-, Problem-, Change, Knowledge Management for the **entire IT** together with **SAP IT Infrastructure Management**
- Incident-, Problem-, Change Management **integrated to further SAP Solution Manager scenarios** e.g. test defects, project issues, alert processing, etc.
- Incident-, Problem- Change Management to manage the SAP IT more efficient and secure
- Incident Management for **SAP landscapes** with **integration in SAP frontends** and **SAP support backbone**

IT Service Management

Incident Management – Best Practice Process



Data Volume Management

Project Management	Process Management	Test Suite	Change Control Management	IT Service Management	Data Volume Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations
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Data Volume Management The Process

Monitor

Proactive monitoring of data distribution, growth rates and saving potential



Notify

Reactive handling of deviations from DVM compliance



Analyze

Evaluate origin of data, data quality, data reduction possibilities



Optimize

Optimize storage costs and data lifecycle



Report

Prove value to business



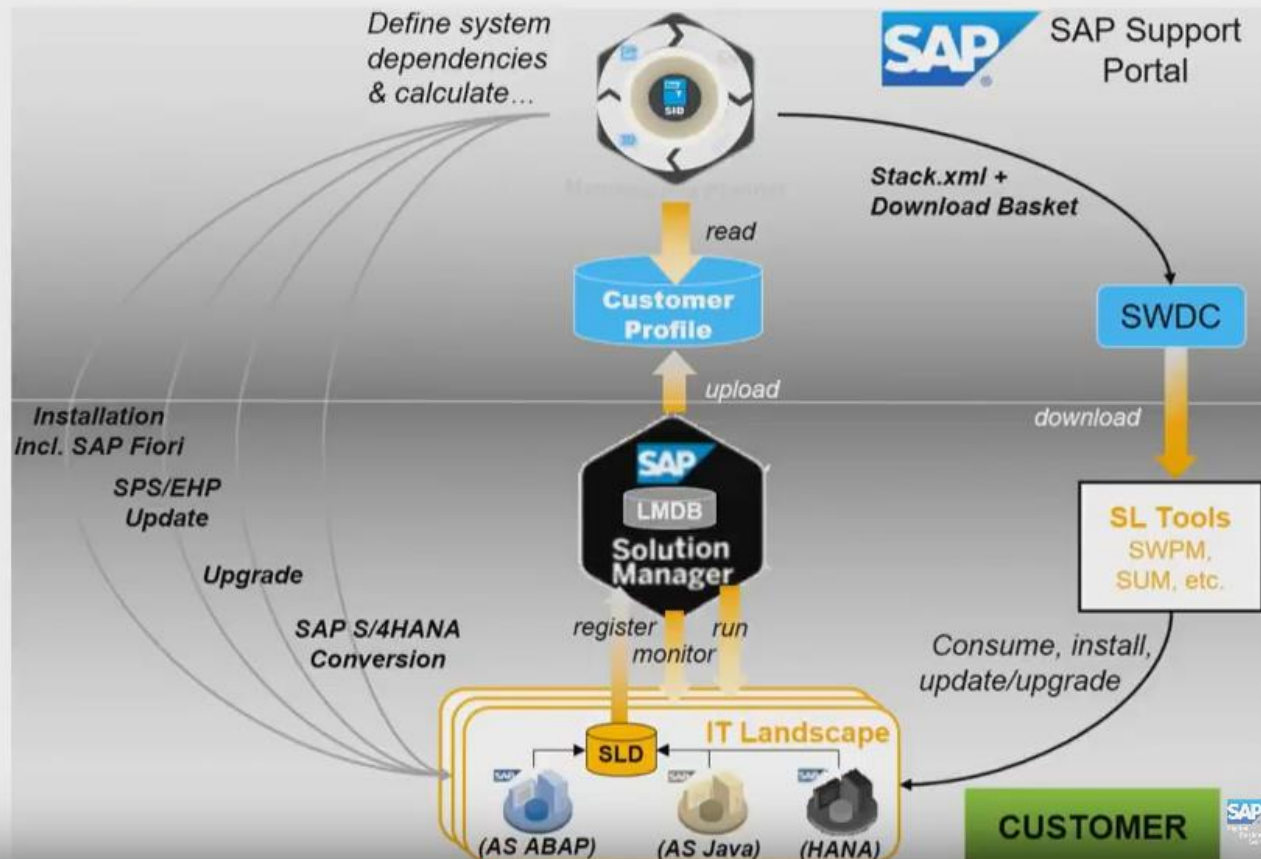
Landscape Management

Project Management	Process Management	Test Suite	Change Control Management	IT Service Management	Data Center Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations
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Maintenance process with the Maintenance Planner

Change options and related tools

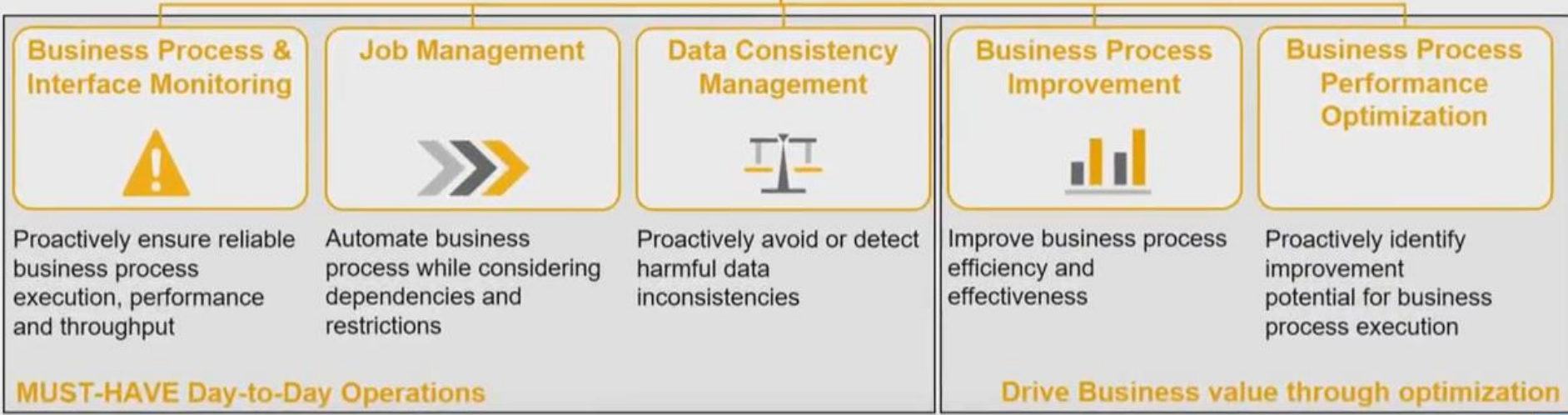
- In the Maintenance Planner changes are defined and stack.xml and download basket are prepared.
- Consuming tools are Software Provisioning Manager Software (SWPM), Update Manager (SUM) etc.
- The customer profile is updated based on SAP Solution Manager. It is re-used by SAP Readiness Check for SAP S/4HANA and by SAP Transformation Navigator.



Business Process Operations

Project Management	Process Management	Test Suite	Change Control Management	IT Service Management	Data Volume Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations
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Content of Business Process Operations



Content of Business Process Operations



Business Process & Interface Monitoring



Proactively ensure reliable business process execution, performance and throughput

Job Management



Automate business process while considering dependencies and restrictions

Data Consistency Management



Proactively avoid or detect harmful data inconsistencies

Business Process Improvement



Improve business process efficiency and effectiveness

Business Process Performance Optimization

Proactively identify improvement potential for business process execution

MUST-HAVE Day-to-Day Operations

Drive Business value through optimization

Custom Code Management

Project Management	Process Management	Test Suite	Change Control Management	IT Service Management	Risk Analysis Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations
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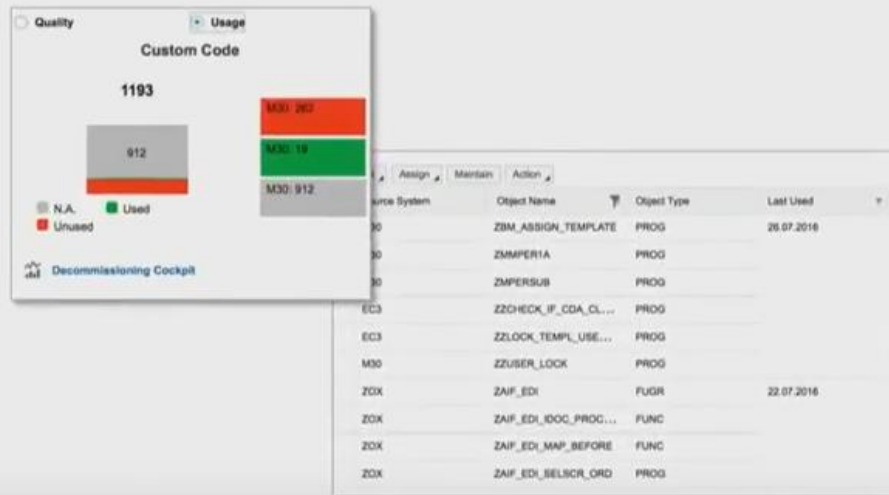
Reality of custom code impact

Experience from typical customer systems*

Number of objects: average number of custom code objects in on system 15000 – 20000 objects

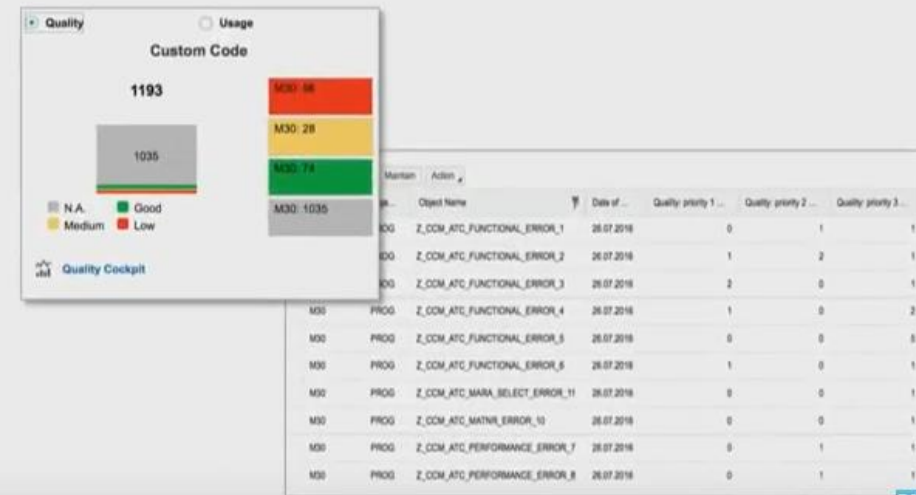
Usage

- 65% of the custom code objects have not been used within the last months



Quality

- 60% of all custom code objects contain code inspection messages



* Based on SAP (CQC) Solution Transition Assessment and Custom Code services

Application Operations

Project Management	Process Management	Test Suite	Change Control Management	IT Service Management	User Volume Management	Landscape Management	Business Process Operations	Custom Code Management	Application Operations
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Monitoring and Alerting Overview

Monitoring

System Monitoring

User Experience Monitoring

Integration Monitoring

Job Monitoring

HANA and BI Monitoring



Alerting

Alert Inbox

Alert Name	Component	Severity	Alert Type	Alert Description	Current	Priority	Alert To Party	Time	Changes	Problem	Message
ABAP Central Service not available	S00-ABAP-ABAP75_01	375	ABAP	ABAP75_01_01	Very High	High	0000	0	0	0	
ABAP Central Service not available	S70-ABAP-ABAP75_11	470	ABAP	ABAP75_11	Very High	High	0010	02	0	0	
ABAP System not available	S00-ABAP	000	ABAP		Very High	High	00	1	0	0	
JAVA System not available	S70-JAVA	074	JAVA		Very High	High	0000	04	0	0	
Database Connection	S00	804			Very High	High	0000	04	0	0	
JAVA System not available	P00-JAVA	010	JAVA		Very High	High	0010	04	0	0	
Workload Controller not available	AWP	040			High	High					
Workload Controller not available	AWP	407			High	High					
Workload Controller not available	AWP	631			High	High					
AWP Runtime error	AWP	083			High	High					

Email/Ticket

Alert Details

Alert Name: High ABAP System Error
 Start Date: 08.04.2012 14:01:11 CEST
 End Date: 08.04.2012 14:08:28 CEST
 Message: High ABAP System Error (SAP_01)
 Steward (Start Time - End Date):
 Severity: High
 Category: Performance
 Status: Open

Alert Description

A high priority notification has been detected on the ABAP instance s0010101 (SAP_01).

Action Task

- Check for system errors on the instance with [transaction ST02](#)

[Link to Alert Inbox](#)

Alert Details

Alert Processing and Global Procedures

Alert Description and Analysis

Alert Details





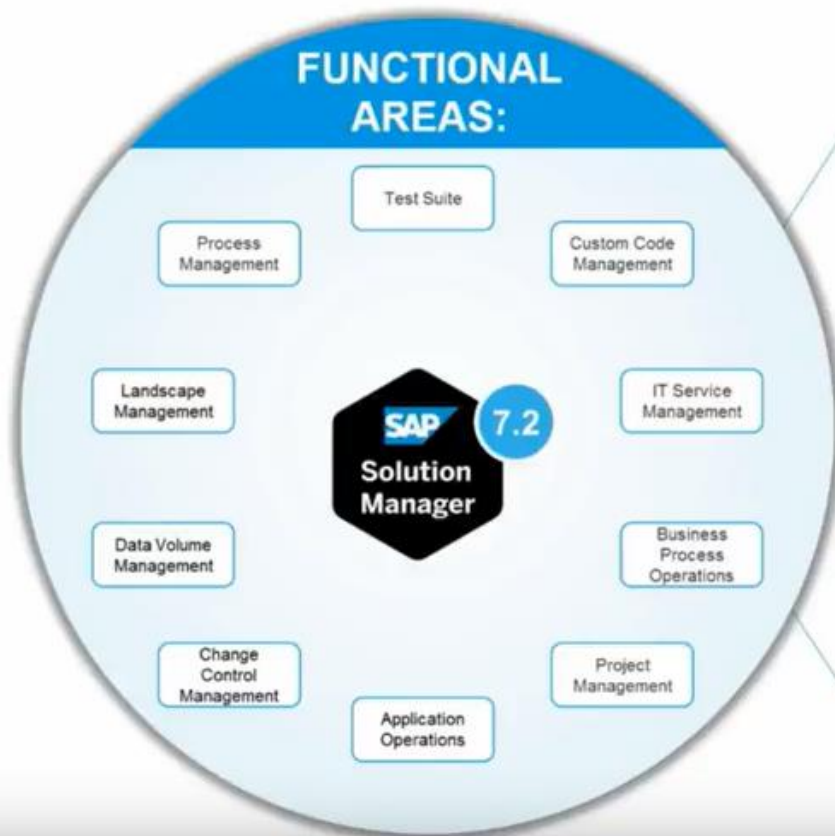
SAP Solution Manager Value Report Overview Presentation

Customer Value Experience – Digital Business Services
December, 2017

PUBLIC



Key Benefits



SAP SOLUTION MANAGER BENEFITS:



Increase business continuity

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



Shorten time to market

- Deliver faster from requirement to deployment
- Reduce test phase duration
- Manage custom code



Improve efficiency

- Deliver more with the same resources
- Reduced test effort



Ensure compliance

- Improve audit ratings
- Solution documentation as a "single source of the truth"

Motivation

? SAP Solution Manager offers a vast range of functionalities

Typical customer questions:

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



THE ANSWER: SAP Solution Manager Value Report

- Helping customers to build a business case for SAP Solution Manager
- Details comprise yearly benefits, upgrade and implementation efforts
- Based on provided customer information and best practice experiences from SAP customers and partners



SAP Solution Manager Value Report **At A Glance**

Easy and Free of Charge

- Intuitively build a meaningful business case for SAP Solution Manager

Efficient

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

Transparent

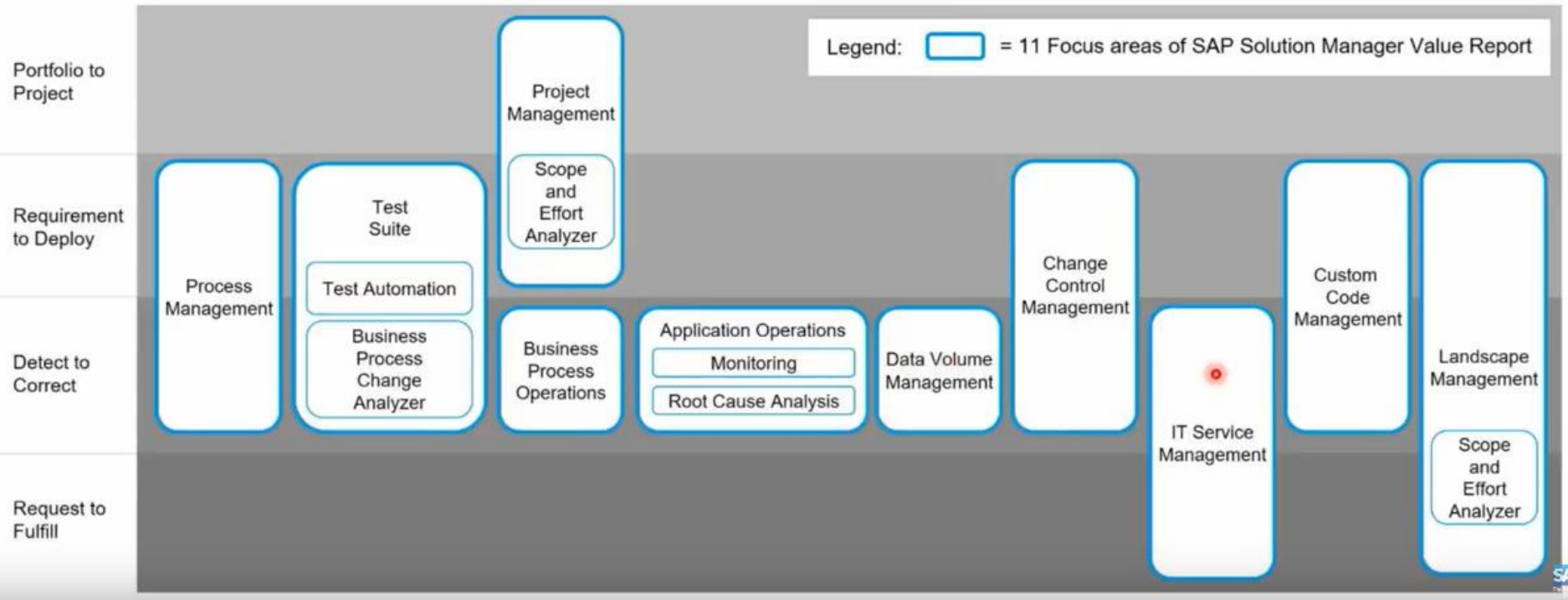
- You'll get estimations on the benefit potential of key functional areas from SAP Solution Manager, including implementation and upgrade efforts



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

Focus areas of SAP Solution Manager Value Report

Value Scenario:



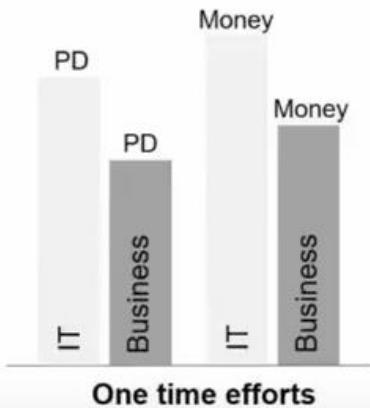
Calculation Basics 1/2

Effort categories during the Solution Life-Cycle:



ONE-TIME IMPLEMENTATION EFFORT

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



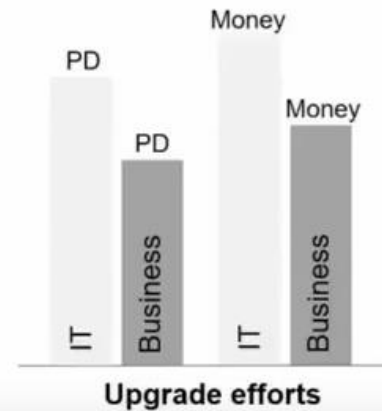
YEARLY EFFORT

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



7.1 TO 7.2 UPGRADE EFFORTS

If you already implemented functional areas from SAP Solution Manager you need to consider the upgrade efforts including roll-out.

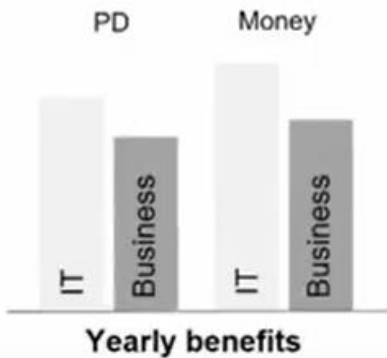


Calculation Basics 2/2

Benefit categories during the Solution Life-Cycle:

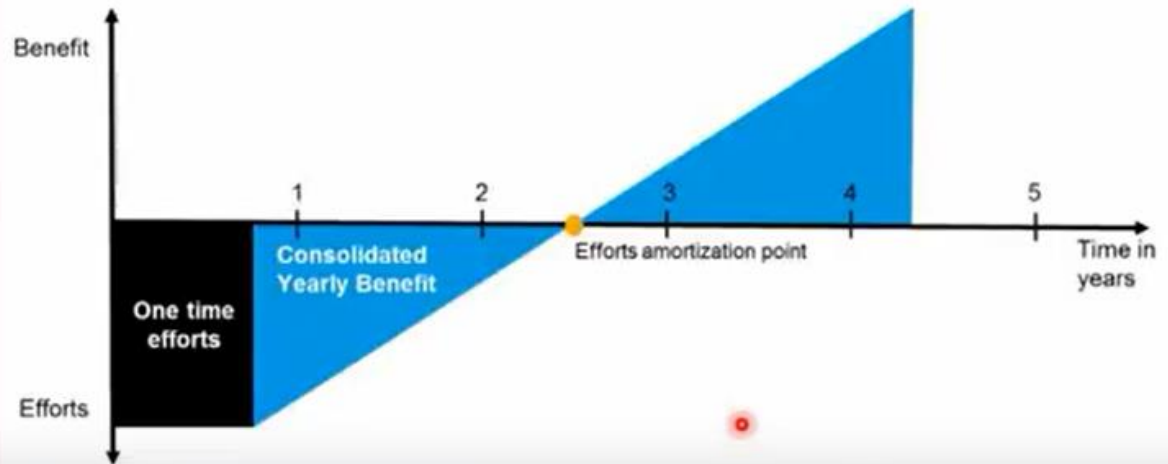
★ YEARLY BENEFITS

After the implementation the solution delivers yearly benefits for business and IT.



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.



Sample

SAP Solution Manager Value Report

INTRODUCTION

EXECUTIVE SUMMARY

VALUE CALCULATION

NEXT STEPS

Scope of Value Report

YOUR CURRENT IMPLEMENTATION



Implemented functional areas:

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



FUTURE: SAP SOLUTION MANAGER 7.20



Selected functional areas:

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

Sample

SAP Solution Manager Value Report

INTRODUCTION	EXECUTIVE SUMMARY	VALUE CALCULATION	NEXT STEPS
--------------	-------------------	-------------------	------------

Data Provided

Risk Scenario:	Realistic	Currency:	USD	Number of software changes	800
Implementation and operations experience:	PROFICIENT			Number of custom code objects	8.000
Solution Manager Setup can value rates:				Data base size	0
Average fully loaded costs per day for benefit calculation	600 \$			Number of SAP tickets in the service desk	3.000
Average fully loaded costs per day for effort calculation	800 \$			Number of key users in the service desk	31
Roll-out rates:				Yearly number of SAP incident tickets	300
Average fully loaded costs per day for effort calculation	600 \$			Yearly project costs	1.000.000
Definition and Selection:					
Number of connected production systems:	5				
Number of main business process chains	5				
Number of main process chains for testing	3				

SAP Solution Manager Value Report

INTRODUCTION

EXECUTIVE SUMMARY


VALUE CALCULATION

NEXT STEPS

Sample

Value Calculation Overview

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

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

Sample Customer

SAP Solution Manager Value Report

INTRODUCTION

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VALUE CALCULATION

NEXT STEPS




Test Suite » Business Process Change Analyzer » Introduction

Sample

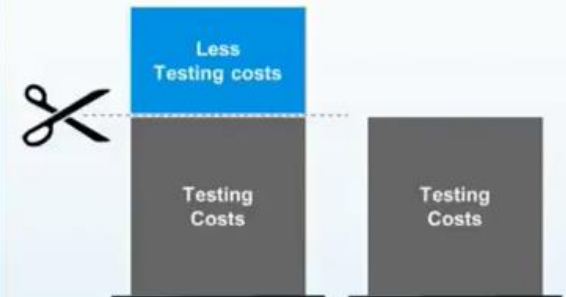
CHALLENGES

-  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

Sample Customer

SAP Solution Manager Value Report

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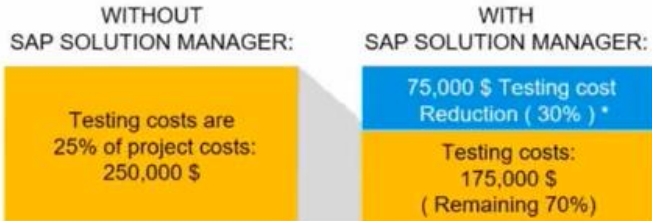
Test Suite » Business Process Change Analyzer » Benefits

Sample



YOUR SITUATION:

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



SAP Solution Manager benefits:

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



BENEFIT POTENTIAL

75,000 \$

Monetary Value

- 60% for IT, 40% for Business
- Reduction of test efforts in the project



ADDITIONAL BENEFITS

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

no data defined

Additional value not considered in calculation



YOUR VALUE OPPORTUNITY: 75,000 \$

* Best-practice experience from SAP customers

Sample Customer

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Sample

Test Suite » Business Process Change Analyzer » One time costs for implementation, roll-out and yearly costs

▶ **CURRENT SITUATION:** Customer proficiency level **"Proficient"**

ONE-TIME (in person days)

Implementation effort :



Roll-out effort:



1y YEARLY EFFORT (in person days)

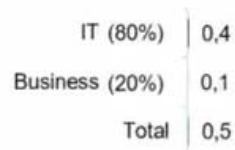
Solution maintenance:



Cost of operation:



Roll-out effort:



EFFORT SUMMARY

One time effort:

Implementation *	30 PD	24,000\$
Roll out **	10 PD	6,000\$
Total	40 PD	30,000\$

Yearly effort:

Solution Mtnce. *	1.5 PD	1,200\$
Roll out **	0.5 PD	300\$
Cost of operation *	6 PD	4,800\$
Total	8 PD	6,300\$

* based on 800 \$ daily fully loaded costs for implementation ** based on 600 \$ daily fully loaded costs for roll out

Sample Customer

SAP Solution Manager Value Report

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Test Suite » Business Process Change Analyzer » Amortization point

Sample

▶ **CURRENT SITUATION:** Customer proficiency level **"Proficient"**



NET YEARLY BENEFITS

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

Initial Set-up Efforts

A	One time efforts	30,000\$
---	------------------	----------

Yearly Efforts and Benefits

B	Yearly benefits	75,000\$
C	Yearly efforts (solution upgrade + operations)	6,300\$

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

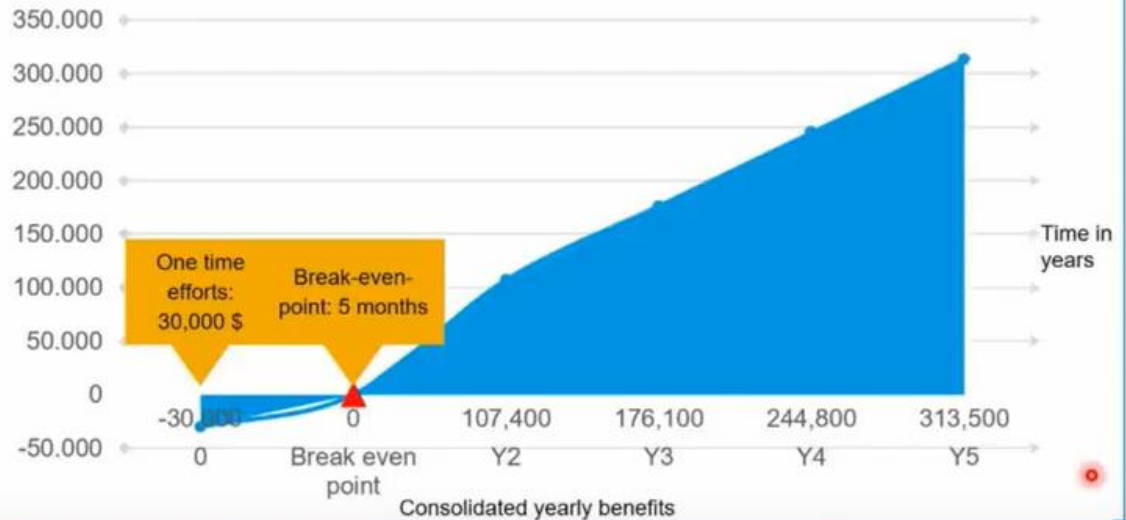
Break-even point:** 5 months

* = B - C

** =



BREAKEVEN CHART



SAP Solution Manager Value Report

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Sample

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.



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



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

YOUR BENEFITS



Less costs for software maintenance. Unused code has not to be maintained any more.

SAP Solution Manager Value Report

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Sample

Custom Code Management » Benefits



YOUR SITUATION:

- 8,000 custom code objects
- Yearly maintenance efforts per custom code object: 0,5 hour*

WITHOUT
SAP SOLUTION MANAGER:



WITH
SAP SOLUTION MANAGER:



SAP Solution Manager benefits:

- No maintenance costs for unused custom code
- Transparency of the custom code areas



BENEFIT POTENTIAL CUSTOM CODE MANAGEMENT

1.600 hours ⌚
= 3.200 objects x 0,5 hours

=

120.000 \$
Monetary Value **

- 80% For IT, 20% For Business



ADDITIONAL BENEFITS

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

no data defined

Additional value not considered in calculation



YOUR VALUE OPPORTUNITY:

120.000 \$

* Best-practice experience from SAP customers

** based on 600 \$ daily fully loaded costs

Sample

SAP Solution Manager Value Report

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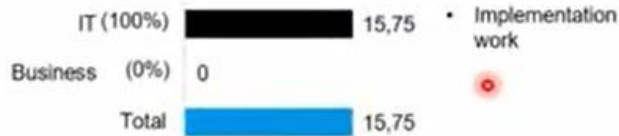
Custom Code Management » Upgrade Efforts

▶ **CURRENT SITUATION:** Customer proficiency level "Proficient"



7.1 TO 7.2 UPGRADE EFFORTS

Upgrade efforts in person days:



Roll-out effort in person days:



UPGRADE SUMMARY

Total upgrade efforts:

Implementation *	15,75 PD	12.600\$
Roll out **	15,75 PD	9.450\$
Total	31,5 PD	22.050\$

* based on 800 \$ daily fully loaded costs for implementation ** based on 600 \$ daily fully loaded costs for roll out

SAP Solution Manager Value Report

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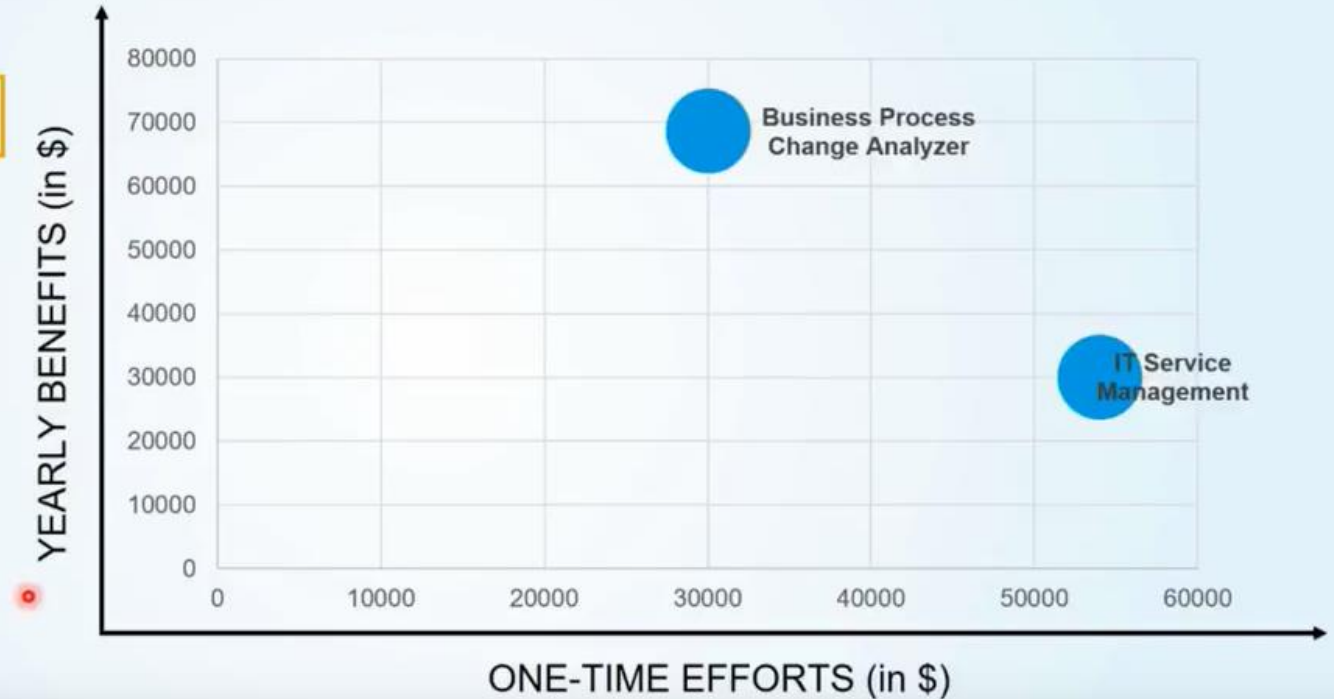
NEXT STEPS

Sample

Effort-Benefit Matrix

Selected Implementation Scenarios:

- 1 Business Process Change Analyzer
Break-even point: 5 months
- 2 IT Service Management
Break-even point: 21 months



SAP Solution Manager Value Report

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Sample

Summary: Upgrade of SAP Solution Manager

Customer proficiency lever **"Proficient"**

\$

UPGRADE OF SAP SOLUTION MANAGER AT Sample Customer:

SAP Solution Manager Functional Area	Upgrade * and Rollout ** Efforts		Yearly Benefits ***	Effort Category
Basic setup	22,5 PD	18.000\$		
Change Control Management	31,5 PD	23.100\$	35.000\$	Medium efforts
Custom Code Management	31,5 PD	22.050\$	120.000\$	Medium efforts
Application Operations » Root Cause Analysis	- PD	-\$	36.000\$	No significant efforts
Total	85,5 PD	63.150\$	191.000\$	

* based on 800 \$ daily fully loaded costs for implementation ** based on 600 \$ daily fully loaded costs for roll out *** based on 600 \$ daily fully loaded costs for benefit calculation

SAP Solution Manager Value Report

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NEXT STEPS

Sample

Next Steps – You have the choice selecting the right implementation model



✓ You will implement by your own experts using SAP Enterprise Support Academy with proven services:

1. Discover



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

2. Prepare



Expert-guided implementation: Discover how to prepare the project

3. Realize



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



Join the [SAP Enterprise Support Value Maps](#) »

✓ Involve SAP experts with SAP Active Embedded - Premium Engagements*:

If you want an SAP Premium Engagement in place contact your support advisor to create a service plan for your project. SAP experts will be engaged and will help you to implement and to safeguard your SAP Solution Manager project

More »

✓ 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.

More »

* Service offerings, not included in your maintenance agreement



How to Request the Report

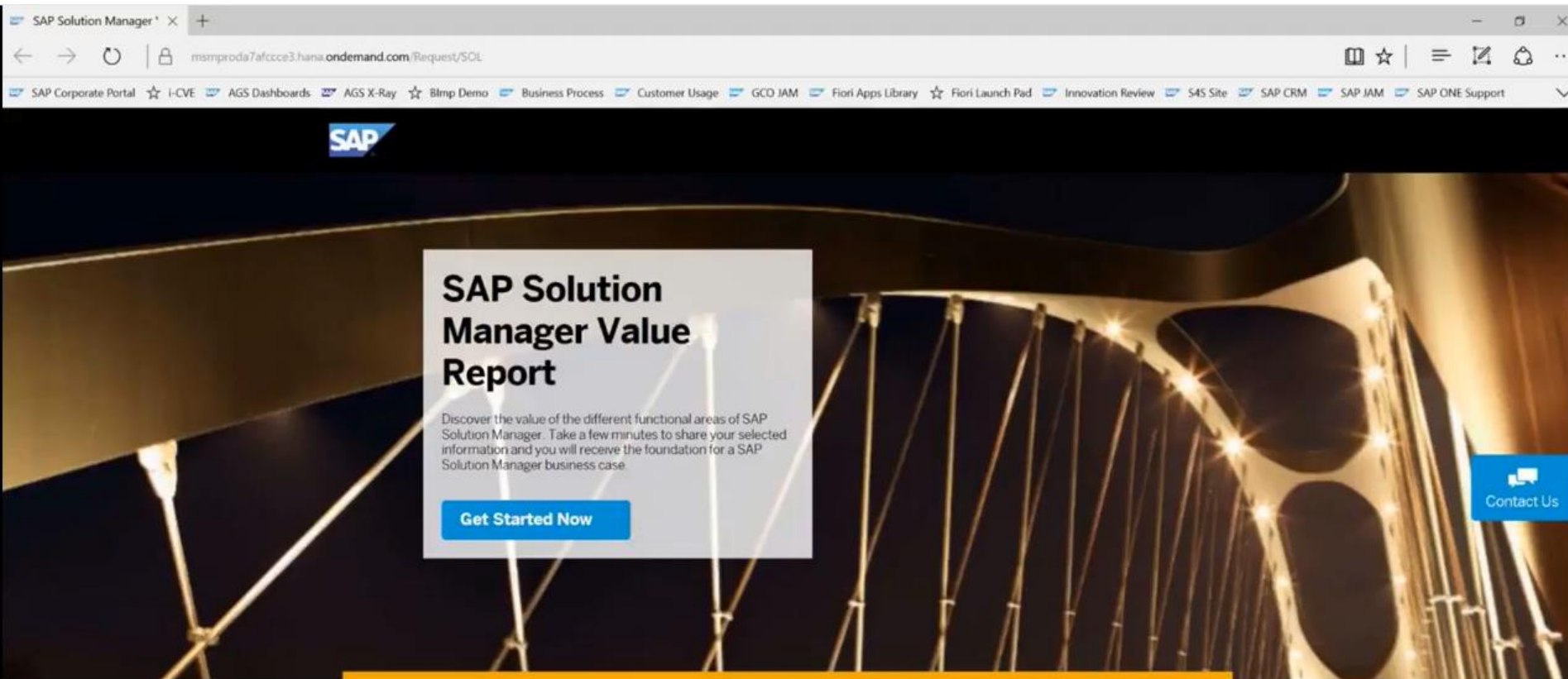
Take just five minutes to register and to define your functional areas or upgrade scenarios. Enter your information – and get your value report by email in approximately 5 days. You will receive your tailored report including efforts and the benefits of your selected functional areas based on other SAP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

This service is free of charge for you.

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

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





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.

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



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 operation costs?
- What are the expected benefits?
- What are possible quick wins?

> Questions about upgrading existing Solution Manger 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](#).

Requesting 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 directly](#). You can also view a [sample report](#) and a [presentation](#).

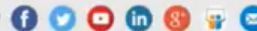
Get started now

Contact Us



E-mail

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SAP Solution Manager ' x +

mstmproda7afccc3.hana.ondemand.com/Request/SOL

SAP Corporate Portal ☆ I-CVE AGS Dashboards AGS X-Ray ☆ Blmp Demo Business Process Customer Usage GCO IAM Fiori Apps Library ☆ Fiori Launch Pad Innovation Review S4S Site SAP CRM SAP IAM SAP ONE Support

SAP Solution Manager Scenarios

Please select the relevant scenarios

Scenario	New implementation	Upgrade 7.1 to 7.2	Reset
Process Management ⓘ	<input type="radio"/> New	<input type="radio"/> Upgrade	clear
Test Suite			
Business Process Change Analyzer ⓘ	<input type="radio"/> New	<input type="radio"/> Upgrade	clear
Test Automation ⓘ	<input type="radio"/> New	<input type="radio"/> Upgrade	clear
Project Management and Landscape Management			
Scope and Effort Analyzer ⓘ	<input type="radio"/> New	<input type="radio"/> Upgrade	clear
Business Process Operations ⓘ	<input type="radio"/> New	<input type="radio"/> Upgrade	clear

[Contact Us](#)

<https://mstmproda7afccc3.hana.ondemand.com/Request/SOL/#registration>

SAP Solution Manager x

mstmproda7afccc3.hana.ondemand.com/Request/SOL

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Scenario Input

Fields marked with * are required.

Generic input

Solution Manager setup and value rates

- * Reporting Currency
Please Select
- * Daily rate for benefit calculations ⓘ
- * Daily rate for implementation and upgrade efforts calculation ⓘ
- * Daily rate for roll out effort calculation ⓘ

Implementation and operations experience

- * Your SAP Solution Manager proficiency ⓘ
Please Select
- * Yearly total SAP project costs ⓘ

Number of Systems & Chains

- * Connected systems ⓘ

Scenario specific input

Business Process Change Analyzer

Custom Code Management

[Contact Us](#)

SAP
SAP ONE
SAP ONE

SAP Solution Manager | msmproda7afccc3.hana.ondemand.com/Request/SOL

SAP Corporate Portal | I-CVE | AGS Dashboards | AGS X-Ray | Blmp Demo | Business Process | Customer Usage | GCO IAM | Fiori Apps Library | Fiori Launch Pad | Innovation Review | S4S Site | SAP CRM | SAP JAM | SAP ONE Support

Scenario specific input

Business Process Change Analyzer

Non-SAP tool currently used for Business Process Change Analyzer ⓘ

Yearly costs of Non-SAP tool ⓘ

Custom Code Management

* Number of custom code objects ⓘ

Non-SAP tool currently used for Custom Code Management ⓘ

Yearly costs of Non-SAP tool ⓘ

Register

All fields are required.

About You

First Name

Last Name

E-Mail

Location

Country

City

Required SAP Installation Information

[Contact Us](#)

SAP Solution Manager ' x +

msmproda7afccc3.hana.ondemand.com/Request/SOL

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Last Name

E-Mail

About Your Company

Company

Phone

Relationship

City

Required SAP Installation Information

Customer number

Would you like to receive additional SAP communications related to this enquiry?

By E-Mail: Yes No

By Phone: Yes No

I acknowledge that I have read the [SAP Privacy Statement](#) and [Disclaimer](#) and consent to the processing of my personal data in accordance with the terms of the privacy statement. My data will be controlled by SAP.

I acknowledge that I have read the [Terms of Use](#) and [SAP Solution Manager Value Report Terms of Use](#) and consent to the processing of my personal data in accordance with the terms of the privacy statement. My data will be controlled by SAP.

[Legal Disclosure](#)

SAP Solution Manager Value Report **At A Glance**

Easy and Free of Charge

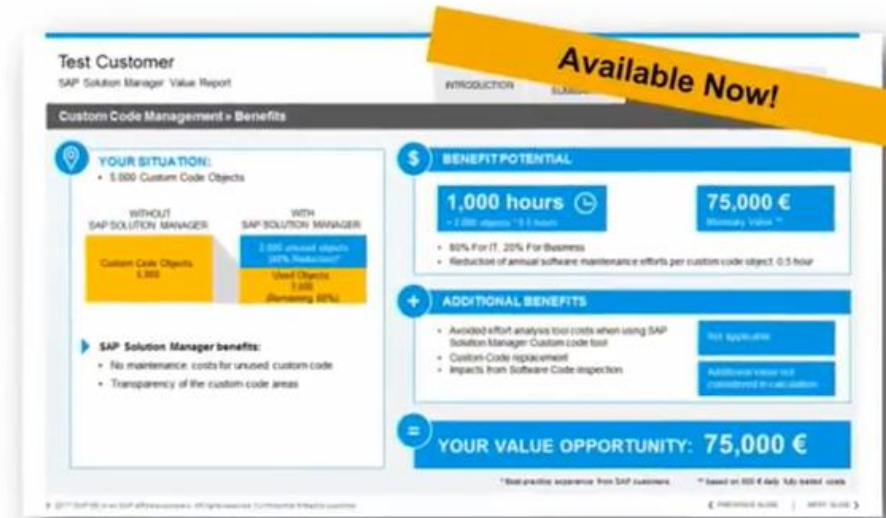
- Intuitively build a meaningful business case for SAP Solution Manager

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



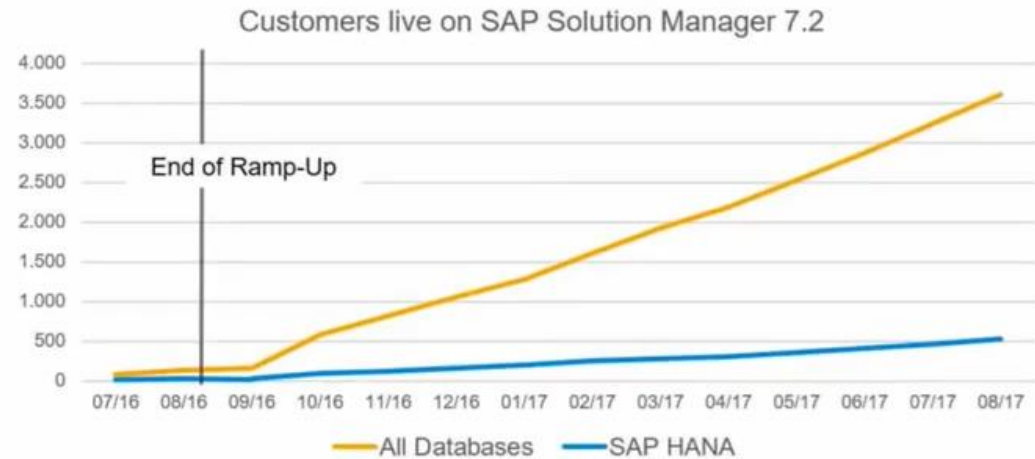
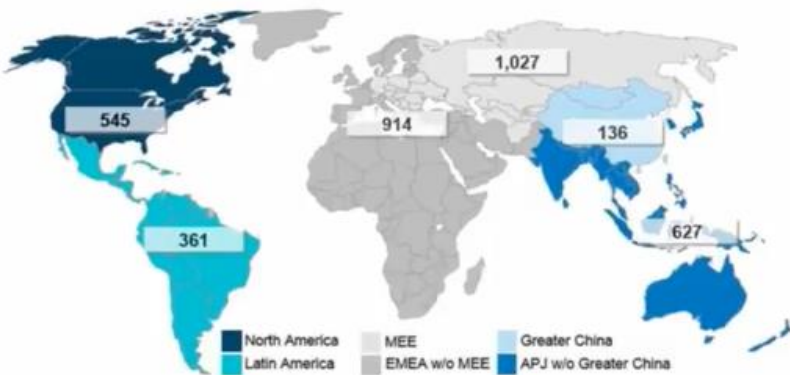
Order Form: www.sap.com/solman-value

Upgrade to SAP Solution Manager 7.2



Riding the SAP Solution Manager 7.2 Success Wave

3610 customers are live on SAP Solution Manager 7.2
 530 run SAP Solution Manager 7.2 on SAP HANA



3,600+ customers live. 350+ go-lives per month.

Transition to SAP Solution Manager 7.2

SAP recommends to upgrade to 7.2

The upgrade protects your configuration investment and your data



Evaluate carefully: New installation

If you perform a new installation, you will lose existing configuration and data and users. If do not wish to keep this data, a new installation is a good option for you.



Warning: 7.1 content is lost!

See: https://support.sap.com/en/solution-manager.html#section_1234988345

SAP Solution Manager Landscape design



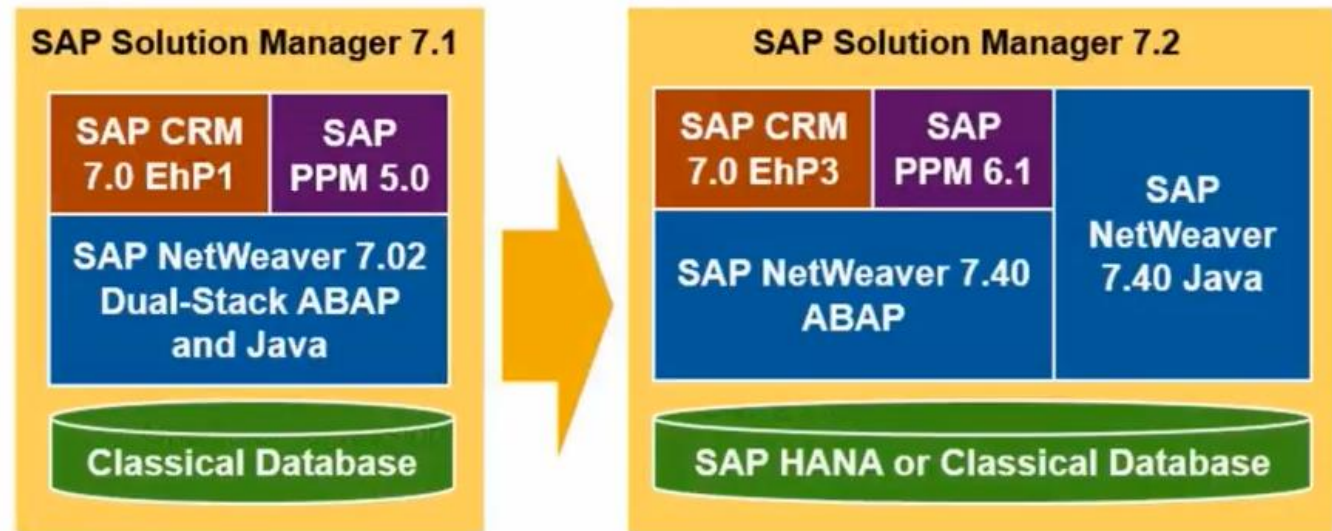
Best Practice: To enable broad adoption, SAP recommends a 3-tier landscape.
 A 2-tier landscape may be sufficient if no customizing / custom development is done.

SAP Solution Manager Upgrade – SAP NetWeaver Stack Split

Technical Stack View

Stack Split

- SAP Solution Manager 7.2 runs two single stacks
- Split is done after technical upgrade



The Stack Split during the upgrade from SAP Solution Manager 7.1 to 7.2 is a *standard procedure with minimal impact.*

What Happens When You Upgrade to SAP Solution Manager 7.2?

Upgrade to New Functionality

Key developments

- Graphical process modeling and monitoring
- Full lifecycle support without 3 level restrictions
- Support of hybrid landscapes
- Release Management

Upgrade to Latest Technology

Upgrade SAP Solution Manager Foundation

- New SAP NetWeaver
- New SAP CRM

Optional Upgrade to SAP HANA as a database

- License for SAP Solution Manager included in support contract
- Consolidate solution landscape on SAP HANA
- Build up experience in running SAP HANA

Upgrade User Experience

Fiori meets SAP Solution Manager

- Browser replaces SAP GUI for standard functions
- SAP Solution Manager Launchpad for personalized user experience
- Fiori Apps for dedicated use cases

Upgrade to New Maintenance Interval

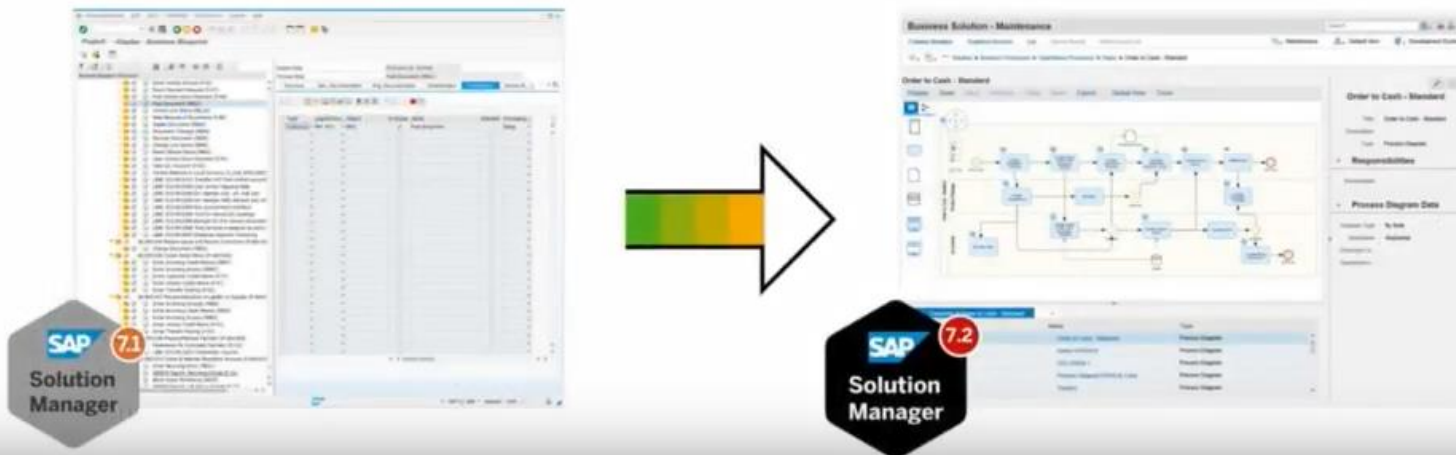
Receive mainstream maintenance beyond 2017

- Packaged corrections (notes, support packages)
- Technology updates (new databases and operating systems)

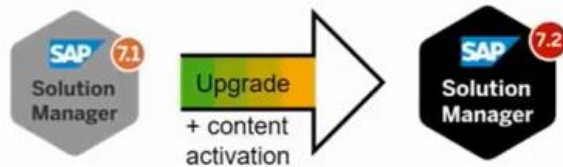
What is Content Activation?

In SAP Solution Manager 7.2, the Solution Documentation scenario has been rebuilt completely, and central landscape elements have changed. To be able to work with existing content in the new environment, this content needs to be transferred.

This process is called “content activation”.

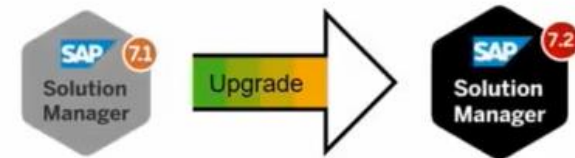


When Is content activation required?



Content activation is needed when at least one of the following functions are used productively in SAP Solution Manager 7.1:

- Solution Documentation
- Change Request Management
- Quality Gate Management
- Test Management
- Business Process Operations



Content activation is not applicable when only the following capabilities were used in SAP Solution Manager 7.1:

- Application Operations
- Custom Code Management
- Data Volume Management
- SAP Engagement and Service Delivery (incl. EWA)
- Landscape Management (incl. MOPZ)
- Project Management with IT PPM
- IT Service Management

Uptime and downtime for the productive SAP Solution Manager

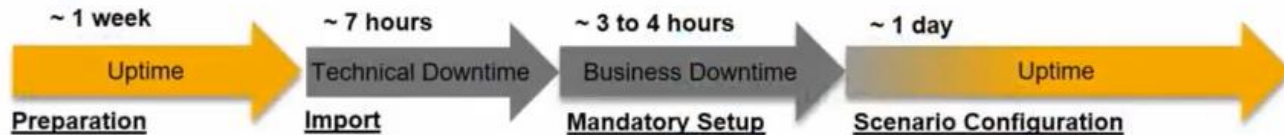
Technical Upgrade Duration Compared to Support Package Implementation

Times should be considered as minimum values.

Upgrade



Support Package Stack implementation



Best Practice: Use your next maintenance window to upgrade to SAP Solution Manager 7.2

Recommendation:**Use downtime minimization capabilities (nZDM) of SUM**

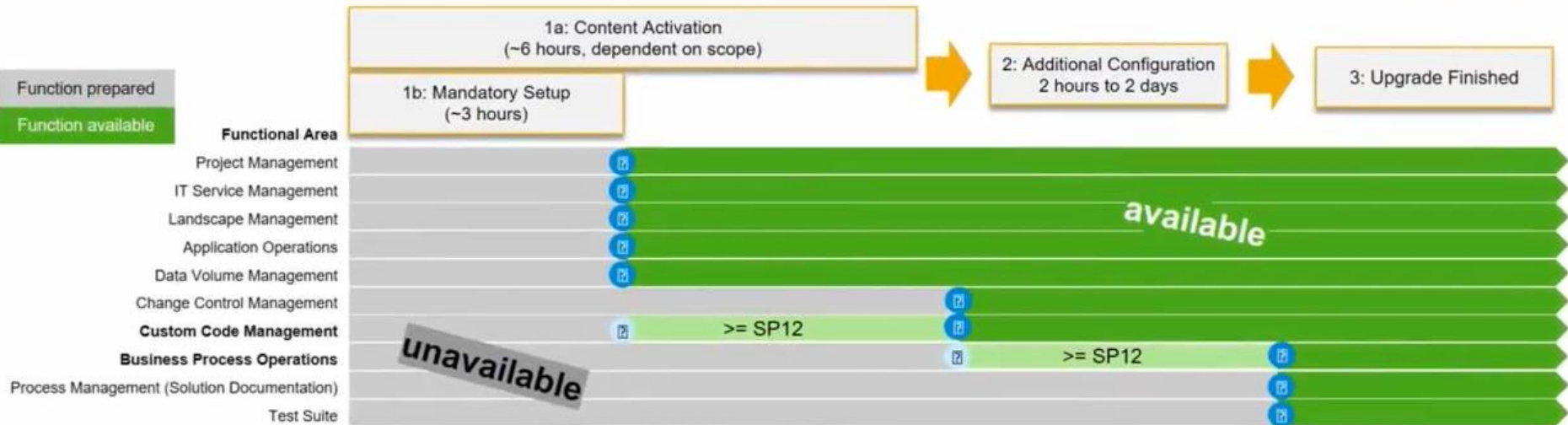
Near-Zero Downtime supports SAP Solution Manager upgrade to 7.2 with SUM.

- Near-Zero Downtime maintenance technology (nZDM) reduces actual downtime, while the previous preprocessing phase (system can be used productively) will take longer.
- For additional information refer to the blogs:
 - [Minimize your downtime of an update](#)
 - [FAQ of near-Zero Downtime Maintenance](#)
 - [Downtime Minimization Capabilities of SUM](#)

It is not possible to use Near-Zero Downtime (nZDM) maintenance option in parallel with simplified procedure for upgrade and migration on SAP Solution Manager 7.2 on HANA DB (SUM with DMO).

Downtime: Details on Post Upgrade Steps Differences depending on start release

Optimized Downtime for Business Process Operations and Custom Code Management if start release is SAP Solution Manager 7.1 SP 12 or higher



Times should be considered as minimum values.

Upgrade development first and transport notes and corrections to quality assurance and production.

Prepare content activation ahead of time. Testing before go-live is required.

SAP Solution Manager on SAP HANA

More value through in-memory technology

Why choose SAP Solution Manager 7.2 on SAP HANA?

Performance increase

- Drastically faster text search functionality opens new opportunities e.g. to work with documents, service reports, ITSM tickets

No additional SAP HANA license fee for SAP Solution Manager

- SAP HANA for SAP Solution Manager 7.2 is delivered for free within your support agreement

SAP HANA only strategy

- If SAP HANA is the only platform at your company, SAP Solution Manager 7.2 is your perfect lifecycle management platform

SAP Solution Manager as a door opener for SAP HANA

- First system in a general plan to migrate to SAP HANA and become familiar with it
- Preparation of SAP HANA operations



SAP recommends to execute your upgrade to SAP Solution Manager 7.2 and your migration to SAP HANA in one go.

Can we accelerate?

SAP Solution Manager 7.2 on SAP HANA

SAP HANA: 1/3 the size and twice as fast!



* On the data basis of 25 analyzed customers running on new hardware

Performance increase on top:

Drastically faster text search functionality opens new opportunities e.g. to work with documents, service reports, ITSM tickets

Landscape simplification:

Eliminate the need for a separate TREX instance

Verify Housekeeping within SAP Solution Manager

Recommendations for Reduction of Database

Due to costs of HANA appliances save costs by data reduction!

Typical areas for data reduction:

- Knowledge Warehouse documents in projects
- Remove outdated service and other reports
- Remove unused solutions and projects
- Archiving of Reporting Documents / Service Reports
- Delete old Service Reports (EWA, SLR, etc.) in solutions
- Archiving Solution Manager Incidents
- Archive of IBase components and related IObjects for deleted systems in LMDB
- Remove unused test plans and packages
- Remove obsolete business partners
- Application log reduction
- Application Operations data reduction

DB size and information about potential candidates for reduction can be found in the EWA report

i

Information on data reduction opportunities:
SAP Note 2257558

Ensure that the data reduction is performed on a regular basis

Embedded Search variants in SAP Solution Manager 7.2

Embedded Search is mandatory in SAP Solution Manager 7.2 for any Solution Documentation based scenario.

You need Embedded Search in your SAP Solution Manager 7.2 for

- Business Process Monitoring
- Quality Gate Management (QGM),
- Change Request Management,
- Service Delivery
- IT Service Management
- etc.

If you use SAP HANA as a database, you do not need to install TREX!

If SAP Solution Manager systems running on any other database you need to install TREX.

For additional information refer to SAP note 1158215 - TREX 6.1/7.0/7.1: Operating System Prerequisites and [SAP Netweaver Search and Classification \(TREX\)](#)

For Non-HANA DB: Installation of TREX

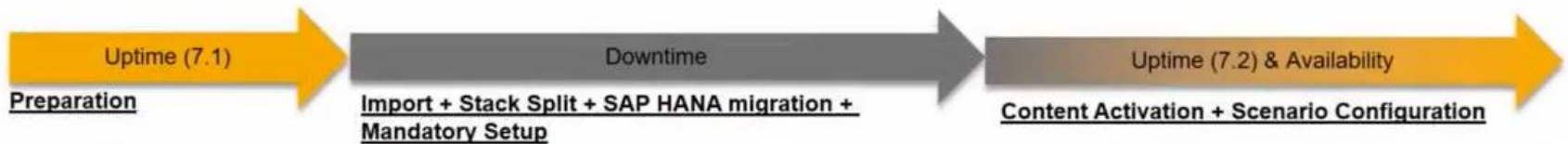
- The required hardware for the TREX server software depends on the following factors:
 - How many documents of what type are to be indexed?
 - What quantities of documents are to be indexed initially, and what quantities during routine operation?
 - How many search queries are expected? How many parallel search queries are expected?
- For a production TREX system, SAP recommends that you install the server software on a single host that is used exclusively for TREX.
- If TREX is running on the same host as other components, e.g. SAP Solution Manager 7.2, ensure the following:
 - There is enough main memory for all components.
 - TREX can use the required main memory space exclusively.

For additional information, please refer to:

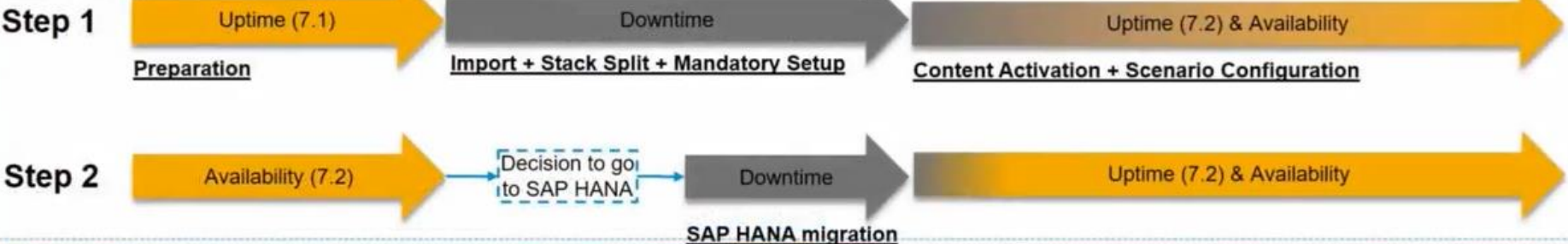
- SAP Note [1249465 - TREX 7.10: Installing TREX for Embedded Search](#)
- SAP Note [1266024 - TREX Sizing for Embedded Search](#)

Upgrade to SAP Solution Manager 7.2 on HANA

SAP Best Practice: 1-step approach (Upgrade including migration to SAP HANA)



Upgrade with 2-step approach



Choose the 1-step approach to reduce overall efforts.

The 2-step approach includes two shorter downtime phases and requires two maintenance windows.

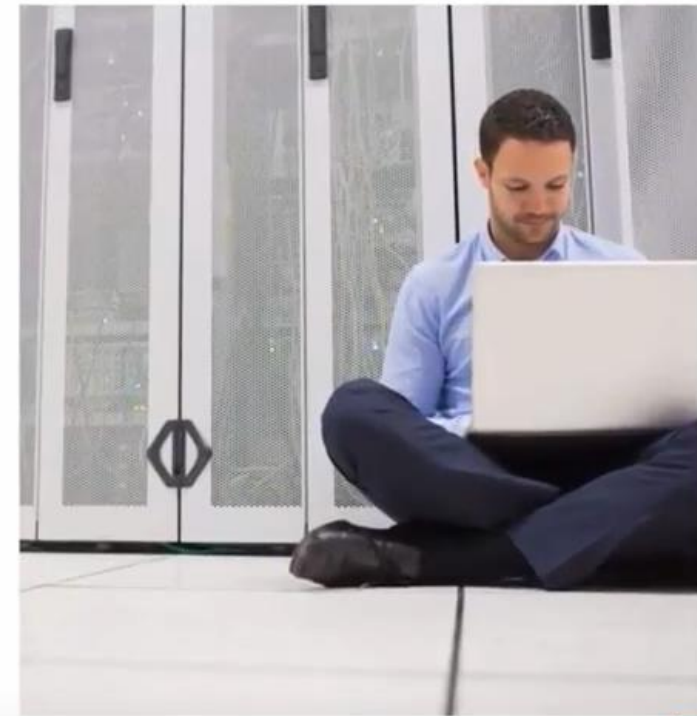
Hardware considerations for upgrade

No hardware investments should be required if you

- use SAP Solution Manager 7.1 and plan no changes to the scope
- use SAP Solution Manager 7.1 and plan to add only a small number of managed systems or users

The hardware should be reviewed if you

- want to leverage SAP HANA
- want to leverage areas of SAP Solution Manager currently not in use
- plan to add a larger number of users (e.g. process management, agile build)
- want to add a large number of managed systems



Upgrade and Migration: Quick and simple HANA DB sizing

For the migration of an existing database system start sizing from current data volume

- **<current DB net size> / 4**
(compression)
- + 20% safety buffer for merges (joins)
- + 25 GB (to be on the safe side)

• ~ HANA DB disk

- **<original DB net size> / 2**
- + 20% safety buffer for merges (joins)
- + 50 GB (to be on the safe side)

• ~ HANA DB Memory

- **<#CPUs for DB server> * 3**

~ #HANA DB CPU

- **Requirements to application servers do not change fundamentally**



For more information on sizing evaluation see SAP Note 1793345











In addition there is a Sizing Estimation Report to run in existing SAP Solution Manager 7.1/7.2



For more information on sizing estimation report see SAP Note 1872170

Upgrade Impact and Resulting Effort

Low effort	No to minimal training and configuration effort, almost a non-event, can be treated as small change
Medium effort	Some training effort, configuration changes required, can be treated as minor release
High effort	Full training and configuration required, needs to be treated as major release

Scenario	Details of Impact	Effort
Process Management	Complete redesign of Solution Documentation, Content Activation required, additional innovation can be adopted at own pace	High 
Test Suite	Complete redesign of Solution Documentation and assigned test cases, Content Activation required, no upgrade of existing Test Plans	High 
Business Process Operations	Complete redesign of Solution Documentation, Content Activation required, adoption of Monitoring and Alerting infrastructure required, new BW cubes for Business Process Analytics/Improvement	High 
Change Control Management	Simplified landscape concept to be implemented (Logical component groups), reassignment of changes from project to cycle, adaptation of custom code/extension required	High 
Custom Code Management	Complete redesign of technical infrastructure, migration wizard execution is required	Medium 
Application Operations	No disruption to 7.1 functionality, significant renovation of user experience (UI5 instead of flash). No architecture changes in Monitoring and Alerting infrastructure	Medium 
Project Management	Project Management capabilities are similar between 7.1 and 7.2	Low 
IT Service Management	No disruption to 7.1 functionality, innovation can be adopted at own pace, adaptation of custom code/extension required	Low 
Landscape Management	Simplification (Maintenance Planner can also be adopted without upgrade; more consistent handling of landscape entities with removal of the product system)	Low 
Data Volume Management	No disruption to 7.1 functionality, innovation can be adopted at own pace	Low 

How Do You Find out What's Being Used?

SAP Solution Manager specific content in SAP EarlyWatch Alert Service delivers information on your SAP Solution Manager usage.

10 SAP Solution Manager Usage of SMP

The number of managed systems, diagnostics systems, implementation projects, and solutions indicates the scale of usage of this SAP Solution Manager. The number of connected managed systems is derived from the available systems in transaction SOLMAN_SETUP, whereas the number of diagnostics systems is the number of systems for which Solution Manager Diagnostics is active. The projects can be found in transaction SOLAR01, whereas the solutions can be found in the Solution Manager Administration work center. For more information, see the [SAP Solution Manager](#) in the SAP Support Portal or the [End-to-End Root Cause Analysis](#) Page in the Technical Operations Wiki. Furthermore, the total number of EWA sessions in the system is evaluated.

OVERVIEW – SAP SOLUTION MANAGER USAGE

Application Area	Object Type	# of Objects
System Landscape	Connected Managed Systems	159
Solution Manager Diagnostics	Number of Diagnostics Systems	133
Implementation	Projects	9
Operations	Solutions	9
EarlyWatch Alert	Sessions	35542

Best Practice: Find out what is used to determine the impact of the upgrade

Find out what the transition means for you



Talk to an **expert** to learn about the upgrade:

- Meet the Expert Session (MTE) for upgrade
<https://support.sap.com/solution-manager/training-services.html>

Be prepared for the upgrade to 7.2

Test drive content activation in SAP's **cloud** appliance library:

- See what happens to process content (SOLAR01/02)
- Find out about logical component groups
- Reset and start over in one hour

Great to learn early about content activation and preview 7.2

Test drive the upgrade **on premise** in a sandbox system (e.g. copy of production) :

- Learn about the technical upgrade procedure and do an early assessment of downtime
- Determine upgrade impact on your configuration

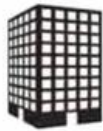
Great to plan upgrade execution

Analyze the results and plan the upgrade of your SAP Solution Manager landscape

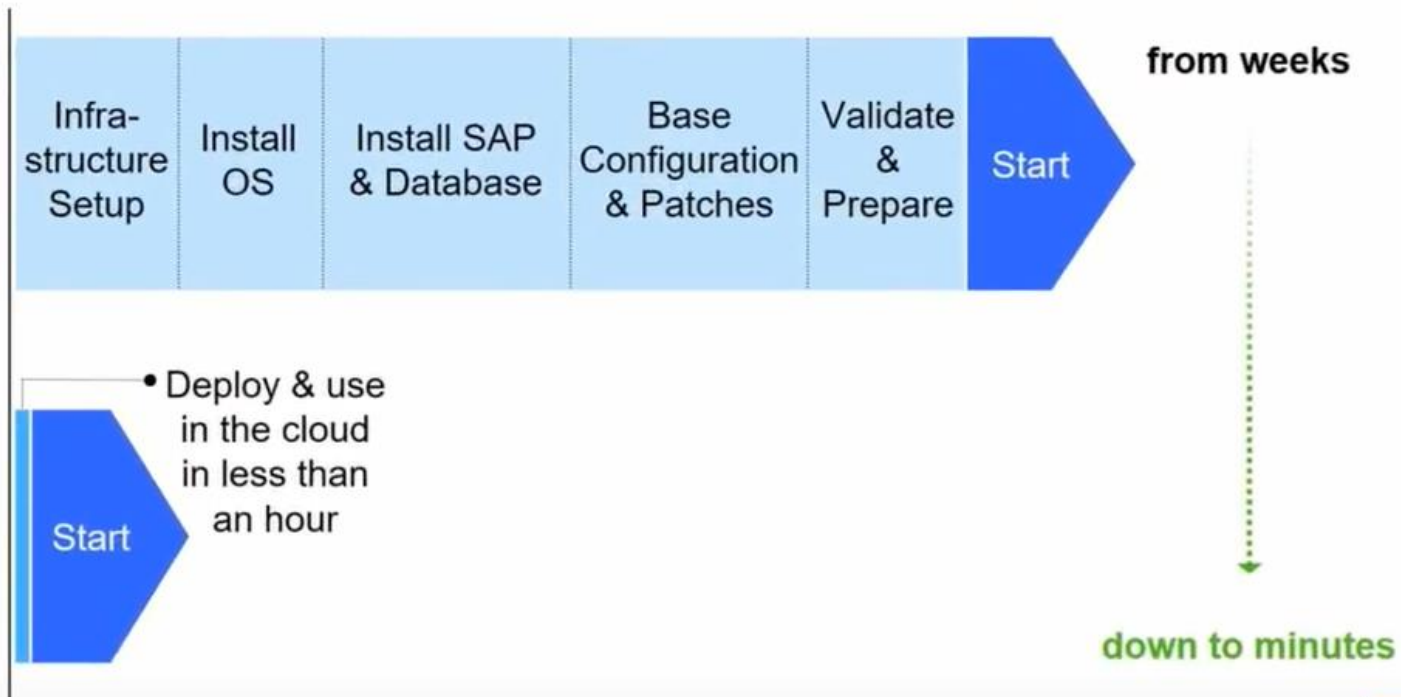
SAP Cloud Appliance Library (SAP CAL)

The idea – simplify SAP consumption and deliver quick business value

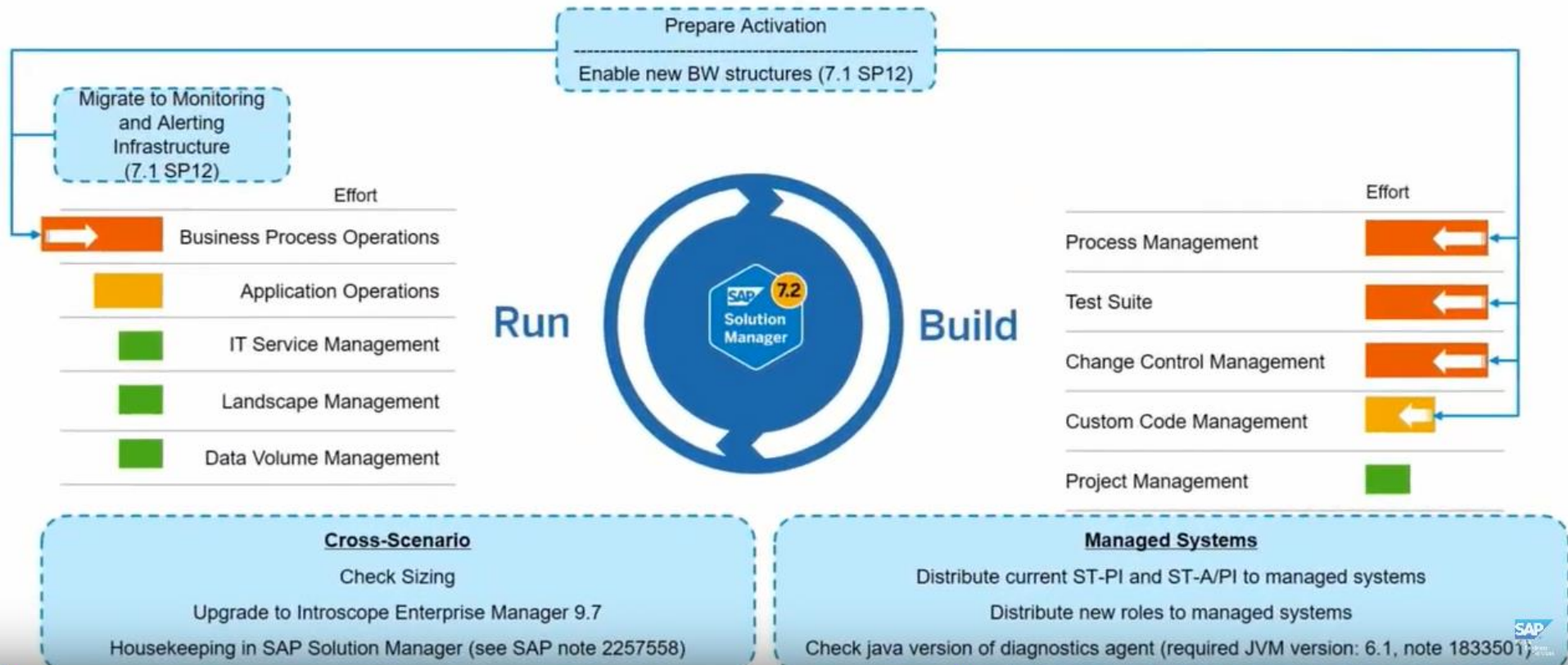
Traditional Delivery
"on-premise"



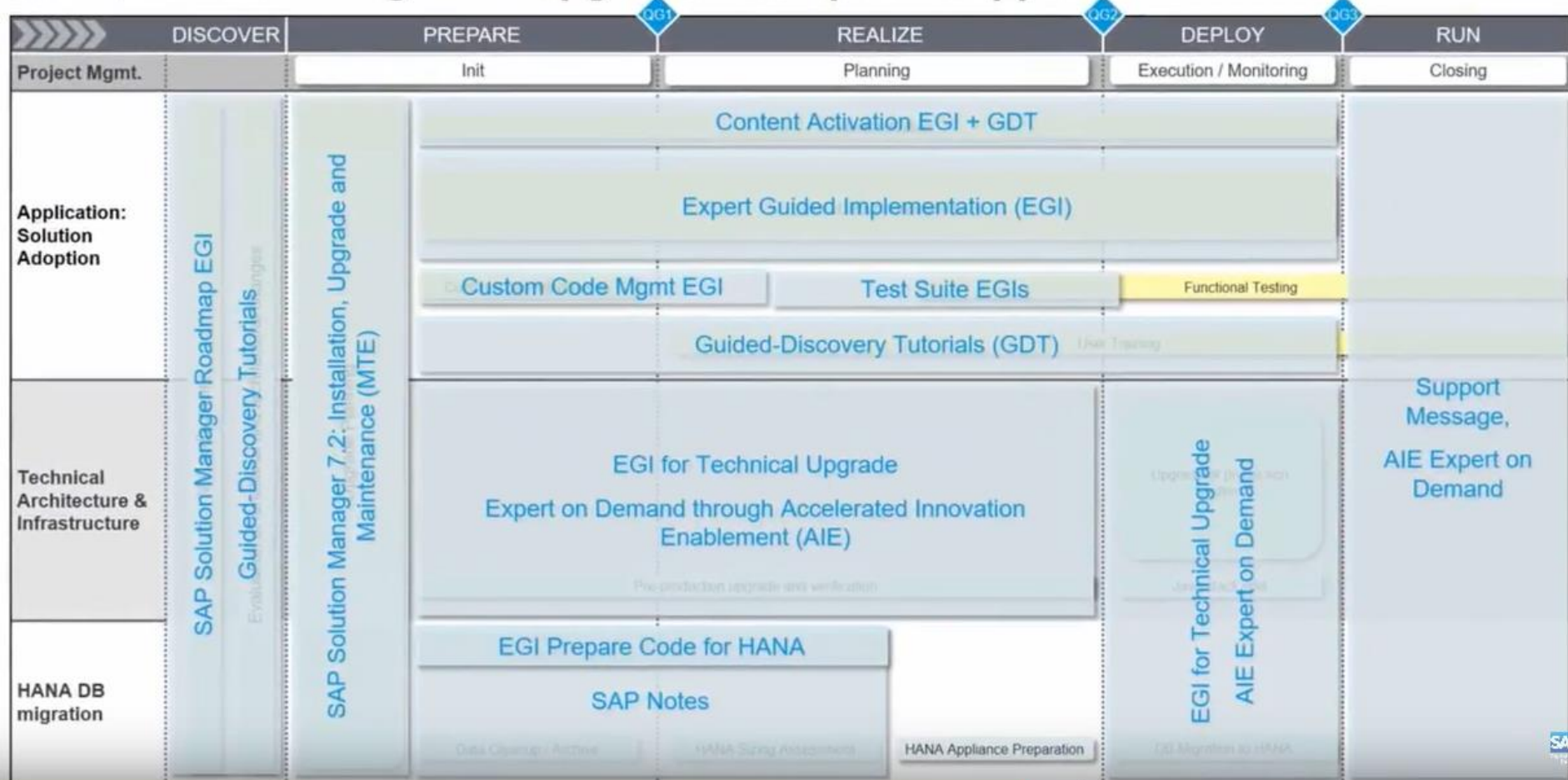
SAP Cloud Appliance Library "cloud"



What you can do today to bring down upgrade efforts!

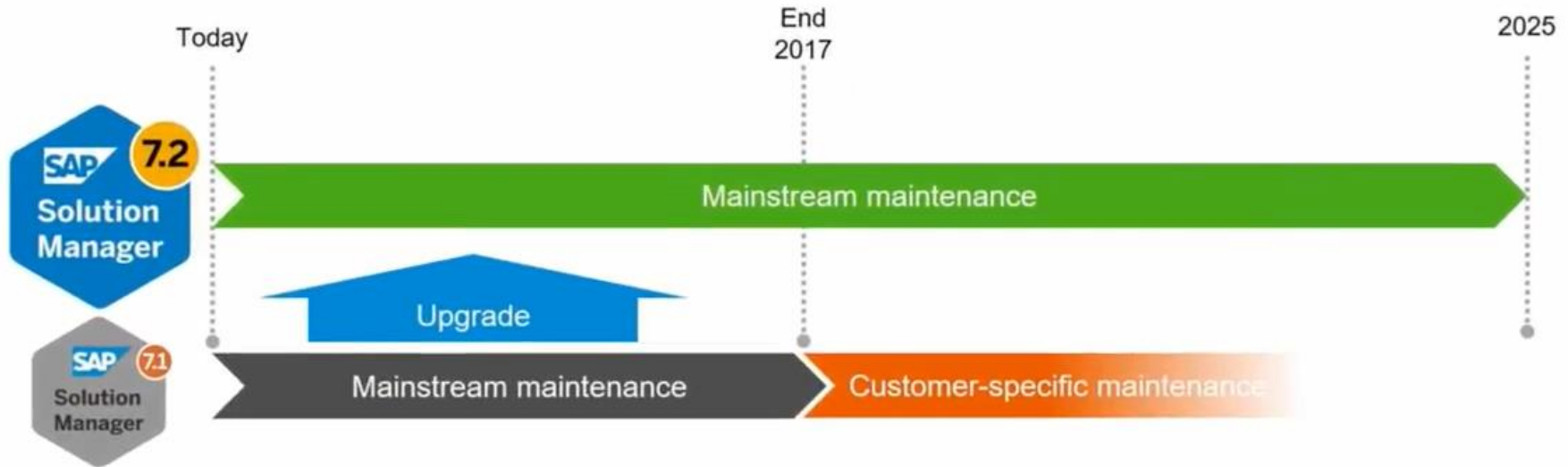


SAP Solution Manager 7.2 Upgrade: Enterprise Support



**When Is the Best Time
to Upgrade?**

SAP Solution Manager 7.2 Release Schedule



SAP recommends to upgrade to 7.2 NOW!

Customer-Specific Maintenance at the End of Mainstream Maintenance



Customer-specific maintenance enables customers to continue running their mature release until the time when an upgrade takes place.

Refer to SAP Note 52505 for more details on the scope and restrictions of customer-specific maintenance.

Customer-specific maintenance covers resolution of problems only in case of known solutions or workarounds

Resolutions for “new” problems (problems not yet known to SAP) are typically charged based on time and material

No support packages

No legal changes

Limited technology updates

No service-level Agreement

Disclaimer: The maintenance strategy rules described in this document apply to SAP applications. Special rules may apply to applications in the SAP BusinessObjects portfolio. Refer to <http://support.sap.com/releasestrategy> for more information.

Early Adopter Care Program for upgrade customers

Our goal is that our customers can successfully run the upgrade from SAP Solution Manager 7.1 to 7.2 within a weekend. We are working on the publication of successful customer references.

We are still offering the participation at the Early Adopter Care Program at no costs to all customers that are planning to run the content activation. <https://influence.sap.com/SAPSolutionManager72>

Your benefits:

- Prioritized message handling
- Access to the SAP Learning Hub for SAP Solution Manager
- Exchange with other customers in a SAP Jam group

Results of upgrades will be analyzed and promptly integrated into Notes and SPs. That's valid for set-up, activation, and usage. As a result, we produce up to 10 times faster runtime of the activation within Charm.

For the SAP Solution Manager 7.2 on SAP HANA DB migration, the SUM/DMO is now released.

New communication channels with SAP Experts from Product Support

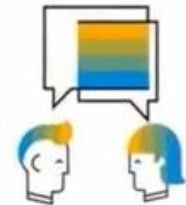
Expert Chat

provides a live chat function that connects you to SAP technical support experts, instantly.

Schedule an Expert

allows customer administrators to schedule one-on-one thirty minute sessions with support experts.

Social Media



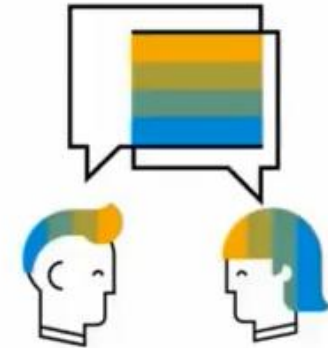
Live Support **Expert Chat**

Overview

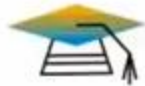
Expert Chat

provides a live chat function that connects you to SAP technical support experts, instantly.

- Live support from SAP experts for any technical problem
- Resolves incidents nearly two times faster than those reported through traditional SAP support channels
- Improves support experience by real-time interaction
- Available for all support levels and almost all solutions
- Industry leading offering for Enterprise Software Support
- Integrated in the SAP ONE Support Launchpad
- <http://launchpad.support.sap.com>



Build the skills that build value through the SAP Enterprise Support Academy



Empowerment.

SAP Enterprise Support Academy empowers you to build the knowledge and skills needed to maximize the benefit of your SAP solution, no matter your choice of deployment.



Platform.

Easily access SAP Enterprise Support learning content and services.



People.

Stay up-to-date by leveraging expert content in various delivery formats and levels of detail.



Practice.

Let us help you boost collaboration between business and IT units by addressing different functional roles and assisting in creating business cases and value.

SAP Digital Business Services: Your partner to transform your business

 345,000+ customers

 190+ countries

 8,000+ SAP support experts

 15,000+ SAP developers (as backup)

 Global organization

 Local organization (54 countries)

 24x7 availability

With decades of experience and hundreds of thousands of customers worldwide, we are the **perfect partner to help you transform to a digital enterprise.**

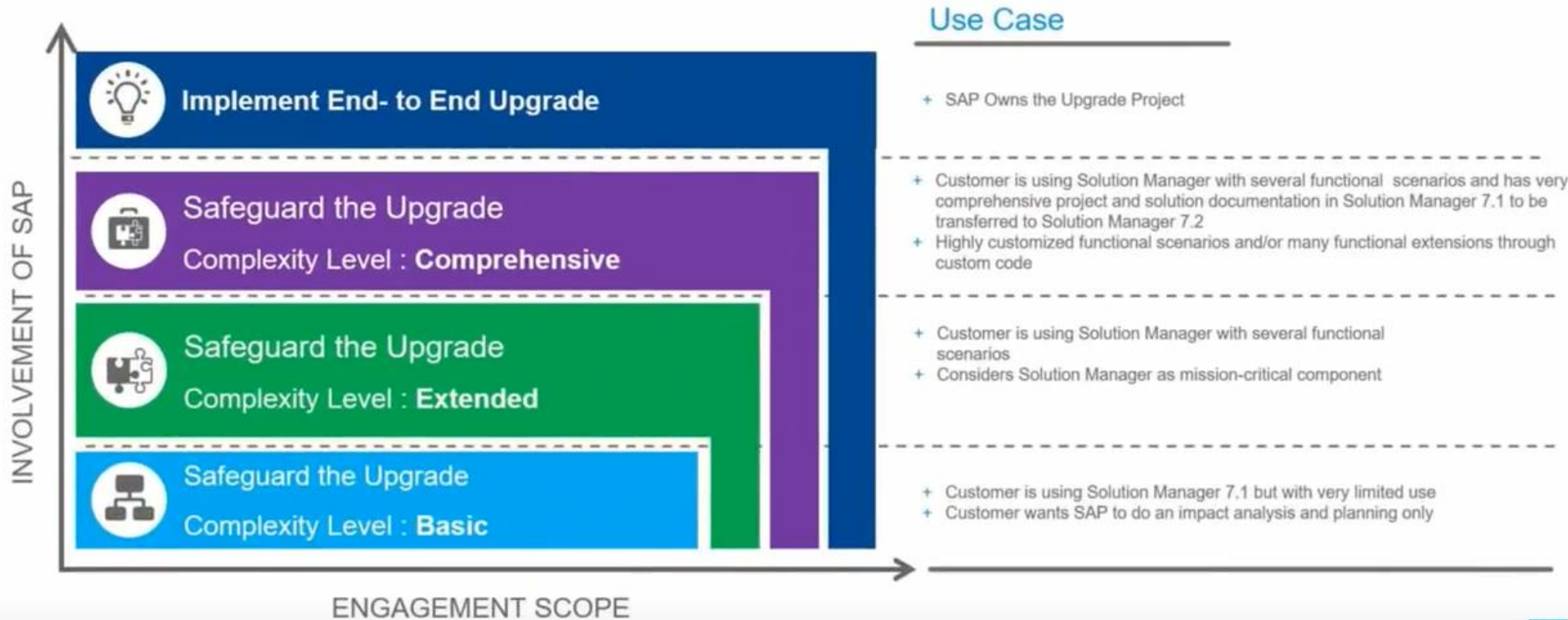
SAP MaxAttention– Strategic partnership, tailored engagement

SAP MaxAttention



SAP Solution Manager Upgrade

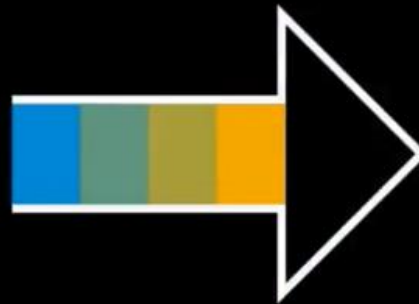
Offerings within Premium Engagement



Making it easier to leverage SAP Solution Manager in 2018



Today, you need a valid maintenance contract **and** licenses for users who work in SAP Solution Manager



Starting 2018, you only need a valid maintenance contract. You never need to buy named users for SAP Solution Manager any more.

The functional baseline for SAP Standard Support remains unchanged.
Licensing of Focused Solutions remains unchanged.

Documents, Links, Videos



SAP Solution Manager Learning Resources Overview

Build up your knowledge and skills

