IT Management: The Business of IT

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Making IT Strategic for Business

Make IT Strategic for Business

Optimize IT Process Proficiency

Help Business Win – Make IT Strategic

SAP Innovations

In today's global economy, businesses need to react more rapidly to changing business priorities or unforeseen opportunities. They need to cope with the increasingly fast pace. And they need to react fast under budget constraints and adhere to more progressive requirements on availability, security, and compliance.

To stay ahead of the competition, or simply survive in a challenging global ecosystem, businesses need to closely align their IT organizations with their business goals by transforming IT into a strategic business partner.

Business-oriented IT management is all about the business of IT. This means increasing efficiency and IT responsiveness by running IT itself like a business.

CIOs can tap into many opportunities to run IT like a business. They can master the business of IT by following best practices and leveraging a portfolio of solutions to help ensure high business responsiveness, efficiency, and continuity. These best practices all help make IT more strategic to the business.

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Optimizing IT Process Proficiency

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An average IT department spends about 80% of its budget to keep the status quo. For application lifecycles, information technology infrastructure library (ITIL), and other standards, best practices help improve IT management. Implementing best practices differentiates top performance from just average functioning.

Save 10%–50% in designing custom applications, implementing packaged applications, and testing and operating IT.

A 20% savings can help double funds for IT innovations, or simply help keep pace while reducing the IT budget.

Take a closer look at the different areas of IT management:

Project Management

Track progress and resources to better guide and report back on execution and success.

Improve IT's reputation by delivering IT projects more often within time and budget – and beyond expected value.

Testing

Can be time- and cost-intensive for changing or upgrading an IT environment. Testing depends on these factors:

- Reducing the scope of testing to exactly what is affected by changes
- Automating tests and automatically adjust test scripts to the updated application
- Generating realistic test data from the productive environment
- Ensuring automatic load testing to avoid surprises when going live

Incident Management

Incident management that is processed by a service desk can streamline service delivery to achieve operational excellence.

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Help Business Win – Make IT Strategic

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Optimize IT Process Proficiency

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36%

Of IT projects with positive ROI where IT is part of prioritization process early so that an appropriate roadmap can be developed

Source: SAP Performance Benchmarking

Today, businesses operate in an ever-changing environment, so they need responsive IT departments. Delivering differentiating, efficient business processes helps businesses compete and win in the market. IT departments that enable such efficient differentiation clearly become strategic.

IT departments need to provide mission-critical systems and run IT processes as efficiently as possible throughout the enterprise. The more important difference IT can make is in how it responds – and how fast – to the business.

If IT can quickly implement optimized business processes, it can profoundly benefit the bottom line of the enterprise – and impress executive management if new IT processes generate new revenue.

From a functional perspective, IT can take different approaches:

- Start with a yearly portfolio management process to first align with the business on allocation of IT funds and help ensure strategic IT activities.
- Deal quickly and efficiently with incidents and change requests from user communities and business process owners. Providing relevant answers quickly by visualizing and delivering on user requests.
- Deliver on service-level agreements (SLAs).
- Manage and mitigate IT risks efficiently.

These aspects help add value to IT. They make IT services more relevant to the success of the business – and prevent IT from being perceived as just a cost center.

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SAP Innovations

Make IT Strategic for Business

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SAP Innovations

New technologies like mobile, in-memory, and cloud computing add unprecedented value to business. They also make IT landscapes more complex and require new resources. For CIOs, they provide opportunities and challenges to spur business success.

While IT complexity increases with each new technology trend, these trends can help innovate and drive efficiency in IT management.

IT management can effectively adopt and adapt these trends using innovative SAP software. One scenario: the SAP Solution Manager application management solution supports installation of the SAP HANA platform. Then SAP Solution Manager will run on SAP HANA to enable analysis in real time.

To enhance the enterprises with mobile solutions, SAP provides not just the required device management solutions, but also offers specific lifecycle tools to effectively build, test, deploy, and run new mobile solutions throughout the enterprise.

SAP Solution Manager uses its own mobile solution for IT management, such as in change management and incident management.

Our landscape virtualization management solution helps better manage a virtualized system landscape, and virtualization is a key enabler for cloud computing.

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Aligning IT with Your Business Goals

Align IT with Business Goals

Increase IT Responsiveness

Optimize IT Efficiency

Ensure Business Continuity

Organizations should align their IT departments with business goals by transforming IT into a strategic business partner. That means running IT itself like a business.

Implement best-run application lifecycle management (ALM) processes, methodologies, and services, based on information technology infrastructure library (ITIL) standards, to manage SAP and non-SAP solutions and reduce total cost of ownership (TCO).

Manage portfolios and projects from start to finish. Drive IT innovation and develop cross-functional processes.

Align service desk operations with service-level agreements (SLAs). Quickly resolve incidents, and adopt ITIL best practices to meet evolving business goals.

Automatically track and manage costs and risks across IT and application landscapes.

Map IT risks and compliance activities to business impact.

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Increasing IT Responsiveness

Align IT with Business Goals

Increase IT Responsiveness

Optimize IT Efficiency

Ensure Business Continuity

Drive IT business value by responding faster to changing business needs and proactively contributing to key business objectives.

Enable transparency and a closed-loop IT business innovation cycle through an efficient change management process.

Provide role-specific views into IT systems through business-relevant dashboards.

Support collaborative planning and project prioritization by implementing a joint IT portfolio process.

Define and monitor service-level agreements (SLAs) to allow IT to quickly react and resolve business issues.

Ensure nondisruptive delivery of business processes.

Obtain key insights into development and business processes through solution visualization and process performance management.

Streamline incident-to-error resolution and portfolio-to-project implementation to provide a direct, positive impact on the perception of IT responsiveness.

35%

Higher business satisfaction rating where initiatives are prioritized taking into account business value and potential risks

Source: SAP Performance Benchmarking

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Optimizing IT Efficiency

Align IT with Business Goals

Increase IT Responsiveness

Optimize IT Efficiency

Ensure Business Continuity

Maximize IT's contribution to business profits by controlling IT costs for services and projects and optimizing efficiency.

Allocate, manage, and track IT costs to reduce the ratio of IT spend to revenue. Understanding costs related to IT services supports effective alignment of IT service portfolios with business needs.

Enable access to and accounting for IT self-services. This access avoids duplication of work and diverts costs to requestors without tracking costs in detail.

Integrate IT service desk, application lifecycle management, and system operations to streamline the incident-to-resolution process. Incidents may require a software patch, and change requests may result in new configuration settings.

Reduce system upgrade and operation costs by following best practices along solution lifecycles, such as efficient and comprehensive test automation, scheduling, and IT process automation.

Implement landscape transformation tools and services to reduce system upgrade and operation costs.

1.9x

More projects delivered on or below budget by the top 25% IT organizations

Source: SAP Performance Benchmarking

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Ensuring Business Continuity

Align IT with Business Goals

Increase IT Responsiveness

Optimize IT Efficiency

Ensure Business Continuity

Keeping business operations running around the clock is vital to an IT organization's reputation. Leading-edge IT management solutions can help reduce risk and avoid business disruptions.

Automated risk and control monitoring across heterogeneous landscapes provides early detection of risk exposure.

Built-in integration consolidates and supports evaluation of qualitative and quantitative risk data. This evaluation helps reduce risk mitigation costs and loss of revenue.

Change management with quality controls and dedicated change impact analysis enables efficient test and change processes. More testing and validation throughout the change process helps prevent fewer disruptions after go live.

Compliant security management enables workflow based on centralized user provisioning, authentication, and single sign-on. Combine compliant security compliance with continuous monitoring of access risks.

Safeguard these processes through high availability and disaster recovery.

55%

Lower unplanned downtime where company has a strategy to upgrade IT Infrastructure in an incremental manner

Source: SAP Performance Benchmarking

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IT Management Value Map

SAP Solutions

Application Lifecycle Mgmt.

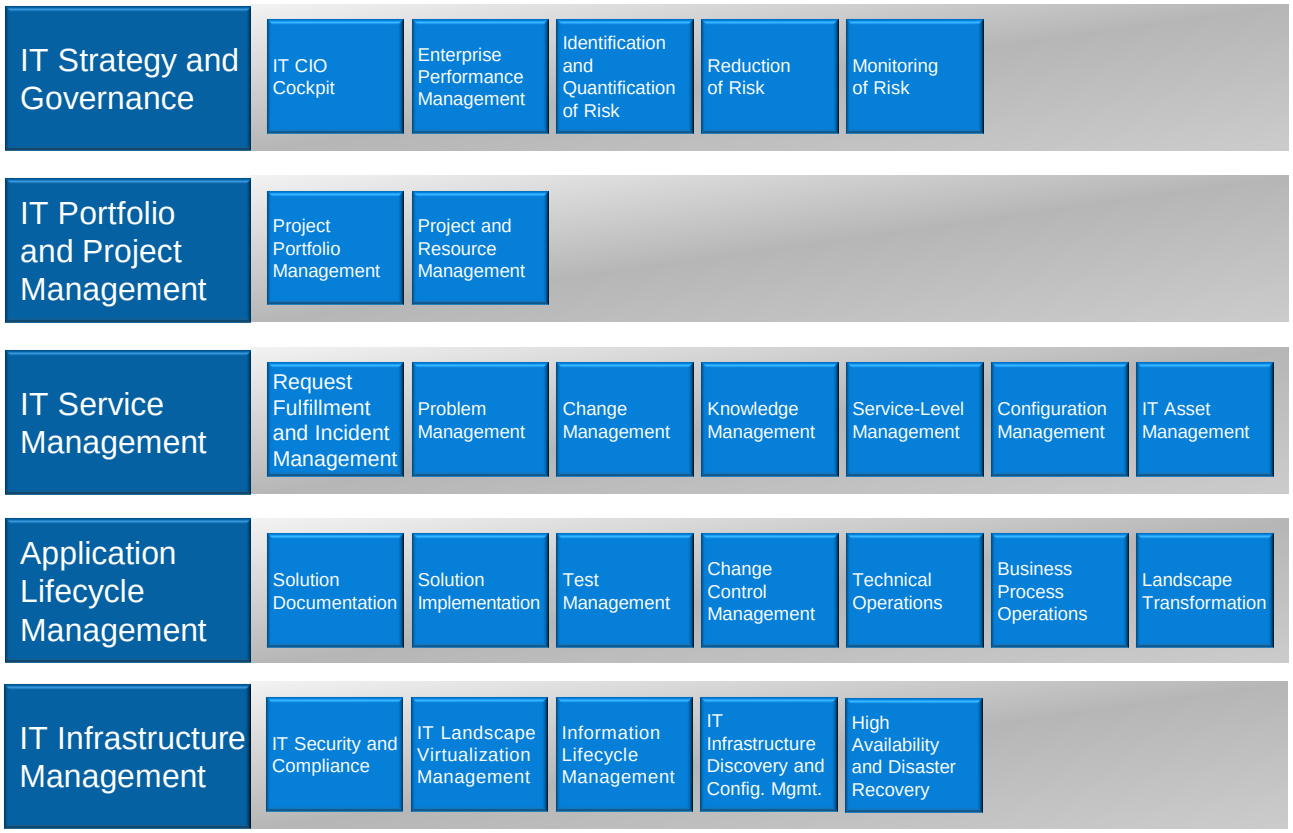
IT Infrastructure Management

IT Portfolio and Project Management

IT Service Management

IT Strategy and Governance

SAP solutions address key requirements for IT management.



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IT Strategy and Governance

SAP Solutions

Application Lifecycle Mgmt.

IT Infrastructure Management

IT Portfolio and Project Management

IT Service Management

IT Strategy and Governance

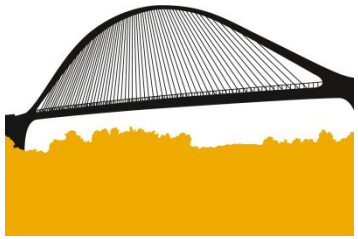
22%

Lower IT spend where the company undergoes a formal budgeting and planning process to approve initiatives and drive business value

Source: SAP Performance Benchmarking

Gain insights in performance, delivery cost, and risk management.

Running IT like a business requires strategies for and governance of IT process performance, service delivery, and related costs. Business needs also include identifying, managing, and mitigating IT risk.



IT CIO Cockpit	Provide ready-to-use dashboards (delivered with SAP Solution Manager) and open technology to build customer dashboards.
Enterprise Performance Management	Expedite budgeting by simulating impact on resources. Use dynamic resource allocation to meet business needs and minimize excess capacity. Identify and eradicate non-value adding activities and excess capacity. Track IT process improvements and mobilize teams around improvement targets. Implement continuous improvements using internal and external benchmarking. Calculate true TCO of IT projects, applications, systems, and services.
Identification and Quantification of Risk	Detect and remediate access risk violations. Gain immediate risk visibility and insight.
Reduction of Risk	Embed compliance checks and risk mitigation into business processes.
Monitoring of Risk	Automate reviews of user access, authorizations, risk violations, and control assignments. Manage super-user access controls with a centralized, closed-loop process.

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IT Portfolio and Project Management

SAP Solutions

Application Lifecycle Mgmt.

IT Infrastructure Management

IT Portfolio and Project Management

IT Service Management

IT Strategy and Governance

41%

Lower IT operational cost where the company under-goes a formal annual portfolio rationalization process to reduce operating expense

Source: SAP Performance Benchmarking

Manage IT project portfolio and resources transparently.

Best-run IT organizations unify governance of IT portfolio planning and promote transparency in capacity planning of critical IT resources. They can compare budget and capacity estimates with detailed project costs, staffing, and actuals. SAP software optimizes management of IT project quality, schedules, and costs.

Project Portfolio Management	Provides transparency for IT project portfolios and helps streamline the portfolio management process across the organization.
Project and Resource Management	Employs sophisticated project management methods that drive transparency into project cost and resource availability.

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IT Service Management

SAP Solutions

Application Lifecycle Mgmt.

IT Infrastructure Management

IT Portfolio and Project Management

IT Service Management

IT Strategy and Governance

59%

Lower IT spend where the company enforces a policy to capture the information on business processes and systems in the landscape

Source: SAP Performance Benchmarking

Run IT service flexibly to support evolving business needs.

IT service management offers comprehensive coverage of IT processes, including incident, problem, knowledge, and change management. Service delivery integrates service-level, service asset, and financial management processes to deliver best-in-class IT support with SAP CRM Interaction Center software.

Request Fulfillment and Incident Management	Capture all incoming requests and issues via an IT service desk.
Problem Management	Focus on the investigation and resolution of problems in the IT infrastructure.
Change Management	Track, evaluate, approve, and implement change requests.
Knowledge Management	Document and publish knowledge to solve IT issues.
Service-Level Management	Define and monitor services offered to customers.
Configuration Management	Document and track configuration items in the IT infrastructure.
IT Asset Management	IT infrastructure can be integrated into the SAP ERP application for asset management.

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Application Lifecycle Management

SAP Solutions

Application Lifecycle Mgmt.

IT Infrastructure Management

IT Portfolio and Project Management

IT Service Management

IT Strategy and Governance

59%

Lower IT spend where the company deploys IT landscape modeling, inventory documentation, and utilization to manage the business of IT

Source: SAP Performance Benchmarking

Manage IT solutions throughout the application lifecycle.

Application lifecycle management supports running IT like a business with rapid adoption of innovations from SAP. SAP software supports best practices for solution documentation, implementation, and testing; template management; change control; landscape transformation, update management; and custom code management.

Solution Documentation	Centrally documents the processes and technical information from SAP and non-SAP solutions to help ensure transparency and efficient maintenance.
Solution Implementation	Involves the identification, adaptation, and implementation of scenarios. It is designed to decouple technical installation from business innovation.
Test Management	Defines the testing requirements and scope based on a change impact analysis. It is used to develop test cases, manage the testers, and report on progress and results.
Change Control Management	Workflow-based management of solution improvement changes with integrated project and quality management, and deployment capabilities to best manage the risks, therefore ensuring technical and functional robustness.
Technical Operations	Represents all functions for end-to-end monitoring, alerting, analysis, and administration of SAP solutions, and allows customers to reduce TCO.
Business Process Operations	Comprises the most important application-related operations topics necessary to ensure business continuity.
Landscape Transformation	Helps managing customers SAP-related transformation requirements in a holistic manner.

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IT Infrastructure Management

SAP Solutions

Application Lifecycle Mgmt.

IT Infrastructure Management

IT Portfolio and Project Management

IT Service Management

IT Strategy and Governance

56%

Higher IT spend on strategic initiatives where company has established way of deciding on IT infrastructure, applications, and prioritization

Source: SAP Performance Benchmarking

Keep operations running safely, efficiently, and affordably.

SAP software supports comprehensive IT infrastructure management: drive an integrated infrastructure and application lifecycle process. Standardize management of mobile devices and data. Manage virtual system landscapes. Manage risk-free system access, and ensure continuous access to critical business data.

IT Security and Compliance	Prevent segregation-of-duties violations. Set mitigating controls.
IT Landscape Virtualization Management	Improve agility, availability, and immediate response while reducing hardware costs. Promote administrative flexibility and efficiency to achieve faster time to value.
Information Lifecycle Management	Manage information from creation to deletion – with our information lifecycle management software.
IT Infrastructure Discovery and Config. Mgmt.	Centralize monitoring and management of all hardware and software to protect revenue streams by minimizing downtime and to increase transparency and auditability. Attain higher ROI through quick, cost-effective deployment of mobile devices and to support agility and scalability.
High Availability and Disaster Recovery	Avoid high cost of downtime. Help ensure data safety.

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SAP Innovations

SAP Innovations

Mobile

Analytics

Cloud

New breakthrough technologies help you gain a competitive edge by streamlining processes and service delivery. These new technologies also provide the insight necessary for better decision making and delivering a consumer-grade experience to drive business results.

Mobile

Connect your employees to value-generating processes and insight when and where they need it.

Analytics

Use targeted insights of trends and root causes to align strategy to execution in IT management.

Cloud

Use fast and flexible deployment of processes to support business strategies, reduce cost, and drive innovation.

65%

Of organizations believe cloud technology will boost “megatrends” such as enterprise mobility, Big Data, and analytics

Source: SAP Performance Benchmarking

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Mobile

SAP Innovations

Mobile

Analytics

Cloud

To help secure and manage mobile devices, SAP offers the SAP Afaria mobile device management solution. Additional mobile apps complement standard scenarios in the SAP Solution Manager application management solution. Use SAP software and technology to build custom mobile solutions.

Device Management with SAP Afaria	Use the SAP Afaria mobile device management solution to provision, manage, and secure mobile devices in minutes – and significantly reduce the need for IT support.
Incident Management	Mobile incident management eases use of the IT service desk for entire software solutions. Instead, view and create incidents in SAP Solution Manager service desk software.
End-User Experience Monitoring	Monitor availability and performance of core business processes.
System Monitoring	Monitor the technical system landscape.
Change Approval	Process requests for change approvals directly from mobile devices. This app shows detailed information about requests for change for involved business partners, scope, attachments, and relevant processing data.

40%

Higher productivity when mobile access is provided to employees across all levels

Source: SAP Performance Benchmarking

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Analytics

SAP Innovations

Mobile

Analytics

Cloud

Accelerate business processes through IT-driven process optimization. Gain deeper and targeted insight into IT process dynamics and composition for better forecasting and decision making.

Reporting

SAP Solution Manager application management solution provides business metrics that answer these and other business questions: How many credit memos were issued to which customers? For which reasons? At what cost?

Use the latest version of SAP Solution Manager to take advantage of a larger and more flexible scope selection. Perform optimal analyses choosing from many KPI types, such as date, solution, system, and more than 500 out-of-the-box key business figures.

Analytics

Get key IT metrics provided by new management dashboards in SAP Solution Manager:

- Data-volume management
- Custom-code management
- IT-service management
- Test management
- Alert reporting
- SAP Solution Manager usage

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Cloud

SAP Innovations

Mobile

Analytics

Cloud

Cloud solutions offer quick access to innovative business tools – while minimizing costs for hardware, development, and maintenance and reducing reliance on IT. Our hybrid approach at SAP maximizes these benefits and helps organizations leverage on-premise software investments.

Most of IT management capabilities can also cover cloud-based solutions. Testing each user interface is similar whether the tested IT solution runs in either a private or a public cloud. The same is true for all processes under IT management.

SAP NetWeaver Landscape Virtualization Management

Use this software to configure, deploy, monitor, and manage SAP systems and landscapes in both physical and virtual infrastructures.

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Best-Run Customers

Infosys

SAP

DuPont

PostNL

Why SAP?

Infosys®

Infosys Limited, a global IT services company based in India, leads by example.

Committed to optimizing its software landscape for maximum efficiency and a lower total cost of ownership, the company implemented the latest version of the SAP Solution Manager application management solution to boost performance and availability across its SAP and non-SAP software landscape.

Key Benefits

- Increased consistency of performance and availability of software landscape
- Eliminated manual monitoring requirements
- Enabled dashboard for access to system information

50%

Faster issue resolution

30%

Likely savings on custom development maintenance

30%

Fewer incidents opened, due to new monitoring

"We needed real-time information on system availability and performance to speed up our response time for issue resolution."

Jitendra Sangharajka, Associate Vice President and Head, Enterprise Platforms Management, Information Systems, Infosys Limited

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Best-Run Customers

Infosys

SAP

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Why SAP?

SAP AG, with around 61,000 employees and 183,000 customers, is a market leader in enterprise application software.

To help secure and manage the mobile devices used by its employees, SAP selected the SAP Afaria mobile device management solution. SAP is now able to provision, manage, and secure mobile devices in minutes and has significantly reduced the need for IT support.

Key Benefits

- Achieved best-in-class security and protection of data
- Improved ability to adapt to changes in mobile technology
- Reduced IT support requirements

92%

Reduction in provisioning cycle time

37,000

Mobile devices managed with SAP Afaria

1

Minute to decommission a device with SAP Afaria

"SAP Global IT was asked to introduce iPhone and iPad devices into the workplace. We couldn't have scaled up to the number of devices we needed to manage and secure without SAP Afaria."

Oguzhan Genis, Global IT Head of Business Development EMEA, SAP AG

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Best-Run Customers

Infosys

SAP

DuPont

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Why SAP?

DuPont, a science-based company, creates products and services for better, safer, and healthier living for people everywhere. DuPont is the third largest chemical maker in the United States and operates in 70 countries.

Using the SAP Solution Manager application management solution, the company has gained a central, automated monitoring platform for its vast software landscape, lowered total cost of ownership, and improved application performance.

Key Benefits

- Removed redundant monitoring software and avoided leasing costs for a combined savings of US$7 million
- Reduced headcount (including SWAT team) and saved US$5 million
- Reduced annual operations costs by over US$11 million
- Redeployed personnel to more value-added initiatives

58%
Reduced average system response time

32
FTEs freed up to work on innovation activities

"Out of the box, [SAP Solution Manager] included 80% of all the functionality we needed, including proactive, real-time analysis and issue prediction, implementation best practices and testing, and change management tools."

Michael J. Stoko III, Assistant Director, SAP Global Operation, Architecture, and Value Capture, DuPont

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Best-Run Customers

Infosys

SAP

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Why SAP?

PostNL N.V., the Netherlands postal company, is a high-volume, high-performance business that delivers over 17 million postal items, including half a million parcels, every work day in the Netherlands and Europe.

To support its technology-enabled business transformation, PostNL embraced the SAP Solution Manager application management solution and Run SAP methodology for application lifecycle management (ALM). In addition, the company deployed SAP Test Data Migration Server software, which runs on top of SAP Solution Manager.

Key Benefits

- Fewer IT-related incidents and downtime, even as the business changes
- Faster, more efficient, and more comprehensive software testing
- Increased agility and confidence in IT to make changes the business needs

30%
Reduction in incidents

40%
Incidents resolved before users' calls

50%
Less effort to maintain test environments

"We need to contribute to the bottom line by running IT as a reliable, efficient business – and SAP Solution Manager helps us do this."

Paul Bot, RunSAP Manager, PostNL N.V.

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Why SAP?

Best-Run Customers

Infosys

SAP

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PostNL

Why SAP?

To stay ahead in a challenging global ecosystem, organizations need to align their IT organizations with their businesses goals by transforming IT into a strategic business partner. SAP provides an integrated solution portfolio to do just that.

Run IT Like a Business

Transform IT into a strategic business partner with help from our comprehensive IT management solutions for businesses of all sizes.

Align IT Projects with Business Goals

Drive IT business value by responding faster to changing business needs and proactively contributing to key business objectives.

Leverage a Cost-Effective and Informative IT Management Suite

Maximize your IT department's contribution to company profits by controlling IT costs for services and projects.

Minimize IT Risk to Avoid Business Disruption

Keeping business operations running around the clock is vital to your IT organization's reputation. Our IT monitoring software can help you reduce risk and avoid business disruptions.

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Find Out More About How Your Organization Can Become Best-Run

Benchmark Your Performance

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