SAP Solution Brief
SAP Services

SAP Solution Manager

Increasing the Value of Support with SAP® Solution Manager

Quick Facts

Summary

How do you maximize the value of support offerings from SAP? The range is broad: from SAP® Enterprise Support services to our premium support engagements. The SAP Solution Manager application management solution can help because it provides a direct link to the SAP Active Global Support (SAP AGS) organization. This lets you manage your software environment effectively throughout the lifecycle of your applications.

Business Challenges

- Manage a complex, changing IT environment
- Maintain business continuity and enable innovation
- Leverage best practices for application lifecycle management (ALM)

Key Features

- **ALM and IT service management** – Gain control over your solution landscape by employing best practices that increase efficiency and maintain stability
- **Fast, proactive support** – Use SAP Solution Manager as a direct link to SAP AGS to get help for rapid resolution of problems and proactive detection of potential issues
- **Newly released functionality** – Gain the benefits of the latest release of SAP Solution Manager with a streamlined user interface, an updated monitoring infrastructure, and improved integration with third-party tools

Business Benefits

- **Minimize IT effort and reduce cost** by leveraging best practices that streamline IT processes
- **Ease the introduction of strategic business innovation** by gaining access to the business function prediction services
- **Maintain the stability of your environment** with fast, proactive support from SAP

For More Information

Call your SAP representative today, or visit us online at www.sap.com/platform/netweaver/components/solutionmanager/index.epx.

Do you want to wield IT as a strategic asset – one that helps your business perform better, faster, and smarter? The key is managing IT in an efficient, transparent manner across the lifecycle of your applications. The SAP® Solution Manager application management solution helps you do just this. It enriches your choice of SAP support offerings with SAP Enterprise Support services and premium support engagements.

MANAGEMENT OF IT COMPLEXITY

New trends such as cloud computing, mobility, and in-memory computing offer tremendous promise for companies seeking to improve business performance in a global economy. For IT, however, these same technology trends increase complexity – almost exponentially.

If your company considers IT a competitive differentiator, this complexity poses a challenge. How can your IT group continuously increase efficiency and reduce costs while maintaining business continuity and high responsiveness?

On the one hand, the answer is obvious. After all, it's no secret that IT organizations can run more efficiently by adhering to widely accepted best practices for application lifecycle management (ALM). These best practices follow the phases for a typical IT solution, from the gathering of initial requirements at the beginning to ongoing optimization after deployment.

On the other hand, leveraging best practices – especially in the face of growing complexity – can prove challenging in itself. This is one reason why SAP Enterprise Support and other support offerings from SAP are aimed at helping you manage the application lifecycle. And with SAP Solution Manager, this is easier than ever before.

SIMILAR TO ENTERPRISE RESOURCE PLANNING SOFTWARE, BUT FOR IT

As an SAP customer, you understand the advantages of running your business on the foundation of SAP Business Suite software, for example, with the SAP ERP application or the SAP Customer Relationship Management application. The software gives you a single point of access for managing critical processes associated with your operational, financials, and human resources activities. Think of SAP Solution Manager in the same way – as core software supporting your IT service management and application lifecycle management activities.

SAP Solution Manager keeps your IT group on track – proactively identifying opportunities for improvement as well as detecting potential issues. It provides a direct link to the SAP Active Global Support (SAP AGS) organization for all customers of SAP Enterprise Support services and of our premium support engagements. The end result is a more effective way to manage IT – turning it into a strategic business asset that drives better business performance.

Support for ALM and IT Service Management

Together, SAP Solution Manager and support offerings from SAP help you manage all the phases of the application lifecycle. For example, through the business function prediction service, SAP AGS can use SAP Solution Manager to connect to your software environment to make suggestions about new projects based on your business needs. During the requirements-gathering phase, SAP Solution Manager provides the collaboration tools you need to coordinate with all stakeholders and track what they need.

In the design phase, SAP Solution Manager supports the conversion of requirements into detailed specifications. With the software, you can draft a detailed, comprehensive design called the business blueprint that describes how you intend to map your business processes to SAP and non-SAP software.

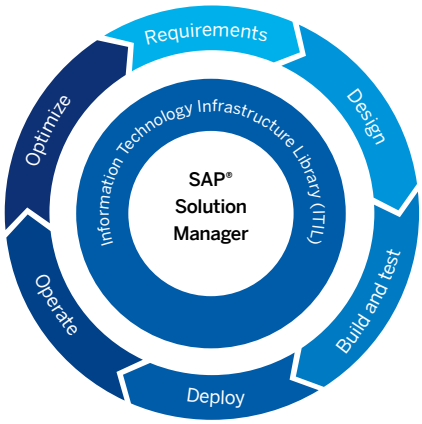
Besides offering functionality that supports ALM, SAP Solution Manager lets you integrate other lifecycle management tools. It also supports the integration of quality assurance tools, such as the SAP Quality Center application by HP, which allows you to schedule quality assurance and performance tests quickly and run them efficiently.

To deploy SAP Solution Manager, you can take advantage of expert-guided implementation services offered through the SAP Enterprise Support Academy program. Combining training, practical experience, and expertise on demand,

this highly effective knowledge-transfer program brings your technical people up to speed to help them perform implementation after implementation skillfully and successfully. This eases the introduction of business innovation while increasing efficiency, reducing costs, and minimizing risk for the project.

After a solution is deployed, the goal is to run it in the most efficient, effective way possible. Designed to comply with best practices recommended by the Information Technology Infrastructure Library (ITIL), SAP Solution Manager helps you tackle the "operate" and "optimize" phases of the application lifecycle with confidence. The software supports you with IT service management functionality supported by a powerful help desk. Monitoring tools and IT analytics enable you to detect problems before they affect your business.

Figure: SAP Solution Manager and Application Lifecycle Management



A Direct Link for Fast, Proactive Support from SAP

It is SAP Solution Manager that enables SAP AGS to deliver speedy problem resolution and proactive support to smooth out ripples before they become waves. With direct access to key performance indicators and configuration information about your software environment, SAP experts can respond rapidly. For most issues, we use SAP Solution Manager to resolve problems remotely. This saves you time and money. We can proactively identify potential issues before they impact your business – and suggest possible courses of action for general business improvement based on our understanding of how your environment can best serve your business needs. In this way, we act less as a support organization and more as a true business partner engaged with you on a daily basis to keep your business operating smoothly.

NEW RELEASE, EVEN BETTER SUPPORT

With the latest release of the SAP® Solution Manager application management solution, we support your business more effectively than ever before. Here are some of the highlights:

- IT service management based on the SAP Customer Relationship Management application
- A simplified user interface that leverages work centers so that you can manage even more of your daily activities within SAP Solution Manager
- A new monitoring infrastructure that aggregates and prioritizes alerts to distinguish for your IT agents the system notifications that need attention first
- Integration with a wider range of non-SAP technologies for areas such as testing, incident management, and solution documentation

With these new features to help you run your IT environment even more efficiently, your total cost of ownership goes down while the productivity of your valuable IT resources increases.

BETTER, FASTER, MORE EFFICIENT

In the end, SAP Solution Manager maximizes the value of your support engagement with SAP. You'll be able to streamline internal processes, minimize manual effort, and reduce operational costs. Introducing new business functionality will be easier than ever before, and IT stability and

SAP Solution Manager maximizes the value of your support engagement with SAP. You'll be able to streamline internal processes, minimize manual effort, reduce operational costs, and introduce new business functionality with greater ease.

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business continuity will increase. This enables you to take swift, appropriate action throughout every phase of the application lifecycle – which ultimately improves the performance of your IT organization and business alike. What's more, SAP Solution Manager can serve as the engine driving your application lifecycle management and holistic IT management operations.

LEARN MORE

To find out more about how SAP Solution Manager can help you maximize the value of your support offerings from SAP, call your SAP representative today or visit us online at www.sap.com/platform/netweaver/components/solutionmanager/index.epx.

ABOUT SAP

SAP helps companies of all sizes and industries run better. From back office to boardroom, warehouse to storefront, desktop to mobile device, SAP empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition. We do this by extending the availability of software across on-premise installations, on-demand deployments, and mobile devices. We believe that the power of our people, products, and partners unleashes growth and creates significant new value for our customers, SAP, and, ultimately, entire industries and the economy at large. Our mission is to help companies of all sizes and industries to run better. Our vision is to help the world run better.

About Our Company

Headquartered in Walldorf, Germany, SAP is the market leader in enterprise application software. Founded in 1972, SAP (which stands for "Systems, Applications, and Products in Data Processing") has a rich history of innovation and growth as a true industry leader. SAP applications and services enable more than 183,000 customers worldwide to operate profitably, adapt continuously, and grow sustainably. With revenue (IFRS) of €12.5 billion for the year 2010, SAP has more than 54,000 employees and sales and development locations in more than 50 countries worldwide. SAP is listed on several exchanges, including the Frankfurt stock exchange and NYSE, under the symbol "SAP."

The Best-Run Businesses Run SAP™