

Run SAP

SMOOTH OPERATION OF BUSINESS PROCESSES AND SAP® SOLUTIONS

THE IMPORTANCE OF USING THE RIGHT METHODOLOGY



THE BEST-RUN BUSINESSES RUN SAP™

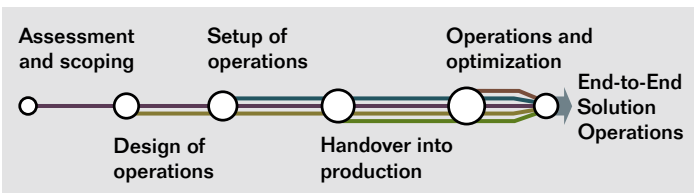


MANAGEMENT SUMMARY

OPTIMIZE SOLUTION IMPLEMENTATION AND ONGOING OPERATIONS

Run SAP is a proven methodology that enables you to optimize the implementation and ongoing management of end-to-end solution operations. The focus is on application management, business process operations, and administration of the SAP NetWeaver® technology platform. The Run SAP methodology plays a significant role in reducing the costs and risks of IT support for your business processes throughout the entire life cycle of your SAP® solutions.

The Run SAP methodology optimizes the functional, technical, and organizational aspects of your SAP solutions.



EFFECTIVE CONTROL OF YOUR SOLUTION LIFE CYCLE

REDUCE THE COSTS AND RISKS OF OPERATING END-TO-END SOLUTIONS

Run SAP provides IT professionals with a methodology that enables them to efficiently use the tools, operating standards, and best-practice documentation supplied by SAP for the planning, design, operation, and further development of SAP solutions. Furthermore, the Run SAP methodology includes extensive consulting and support services and training courses to ensure that your SAP solutions run smoothly.

The Run SAP methodology brings together know-how, experience, and best practices from thousands of installations to enable end-to-end solutions to be implemented efficiently and to optimize their operation. It includes tools that can be used for the further development of solutions in a standardized manner. As a result, the Run SAP methodology optimizes the functional, technical, and organizational aspects of your SAP solutions.

Offered by the SAP Active Global Support organization, the Run SAP methodology has been designed specifically to support end-to-end application management and business process operation and control. The Run SAP methodology simplifies planning phases and makes it easier to define and implement processes. It ensures that end-to-end solutions are implemented and managed methodically and sets the course for continuous optimization of your infrastructure and processes.

With its systematic approach and deep insight, the Run SAP methodology makes sure that you are always on the right track in every phase of your solution life cycle, from planning and deployment to further development of your end-to-end solutions. The Run SAP methodology does for the operations of your solution what the ASAP methodology does for the implementation. You have end-to-end availability of software-supported business processes and can take advantage of methods, tools, guidelines, processes, and services that help you to:

- Minimize risks in IT operations
- Reduce operating costs
- Establish planning security
- Transfer know-how
- Strengthen your ability to innovate

OVERVIEW OF RUN SAP

PROFIT FROM OUR EXPERIENCE
WHEN USING SAP SOLUTIONS

Integrated Tools, Standards, Services, and Training

Services

Free up your resources – leverage services

Take advantage of packaged services and service programs tailored to plan and manage operation throughout the entire life cycle.

Standards

Profit from experience – share SAP's world-class support knowledge

Profit from pre-defined mission-critical processes for solution operation, based on a general organizational model.

Road Map

Follow the road – Run SAP has the road map for riskless planning

A seemingly simple plan, enriched with multifaceted experiences of SAP experts, enables your SAP solution to run smoothly – and you can stay ahead of any future changes along the way.

Training and Certification

Extend your knowledge and know-how – learn from the experts

Find out how to leverage standardized methods and procedures for operation and change control to minimize the impact of incidents. The result is operational excellence and a lower total cost of ownership.

SAP® Solution Manager

One source of the truth – an integrated road map affects operation planning directly

Integration of the Run SAP road map in the SAP® Solution Manager application management solution provides a single point of control. This reduces cost of implementation, operations, and change management projects.

SERVICES FOR IMPLEMENTING END-TO-END SOLUTIONS OPERATIONS

CHOOSE FROM SPECIALLY TAILORED
SERVICES AND SUPPORT OPTIONS



If you require additional support to complement your in-house resources and expertise when using the Run SAP methodology, we can provide services for the entire implementation cycle of the methodology. These services help you when implementing basic technical standards for optimum solution operations and provide extensive knowledge transfer. The SAP Consulting organization can help you during implementation to define additional projects specific to your company's needs.

We can support you during the planning, development, and operation of your solutions with specially tailored services and support options, such as the SAP MaxAttention™ support option, SAP Safeguarding services, or the SAP IT Excellence program.

Whether you need support from SAP Active Global Support or SAP Consulting, experts work with you during all phases of these services and programs. You decide where you need consulting support and guidance to create and run solutions yourself or whether you want to hand over responsibility for optimization tasks and quality assurance to us. In addition, as part of your sourcing strategy, you can outsource business processes to us.

RUN SAP

INTEGRATION WITH SAP SOLUTION MANAGER



Offered by the SAP Active Global Support organization, the Run SAP methodology has been designed specifically to support end-to-end application management and business process operation and control.

The Run SAP methodology is based on the SAP Solution Manager application management solution, the platform for application management and landscape administration throughout the SAP software life cycle. SAP Solution Manager provides tools, functions, methods, and best practices that can help your service and support organization implement and monitor SAP solutions. The advantages of SAP Solution Manager are evident not only in terms of operation monitoring and optimization but also in change management. You can create change requests, track them, and conduct change and transport audits within your system landscape without any risks.

KEEP RESOURCES, RISKS, AND COSTS UNDER CONTROL

BENEFIT FROM A FOUNDATION FOR IT GOVERNANCE

At the completion of the implementation phase, you need efficient application management that supports operations after you go live. The Run SAP methodology provides the foundation for IT governance, enabling you to methodically control technical and personnel resources as well as complexity, risks, and costs.



THE JOURNEY BEGINS

MANAGING YOUR IT LANDSCAPE – NOW AND IN THE FUTURE

With its systematic approach and deep insight, the Run SAP methodology makes sure that you are always on the right track in every phase of your solution life cycle, from planning and deployment to further development of your end-to-end solutions.

A successful implementation is just the beginning – the journey really starts once you go live. Along the way you will encounter challenges of all kinds. Going live has to run smoothly without any business disruptions. The right support strategies have to be implemented, operations must meet service-level agreements on availability and performance right from the beginning, and integration and innovation must be rapid.

This requires continuous application management that can deal systematically with current operating issues – upgrades, patches, enhancements, and optimizations – and foresee the technical and functional aspects involved in further developments of the solution, such as implementing SAP enhancement packages and moving to service-oriented architecture (SOA). Professional change management and planning are also essential. You need to know what is coming at an early stage, prepare for it, and make sure the know-how is available.

In short, you must deal effectively with complexity, technologies, and compliance requirements; develop and use resources in a targeted manner; and systematically plan and manage changes – while keeping costs and risks under control. With the Run SAP methodology you are best equipped to do exactly that.

COMBINED KNOW-HOW FROM THOUSANDS OF CUSTOMERS

GO LIVE – STAY LIVE:
YOUR OPERATIONS LIFE CYCLE

With the standardized methodology of the Run SAP methodology, you benefit from the experience and know-how that SAP has gained during more than 35 years of collaborating with thousands of customers. The Run SAP methodology delivers this expertise through SAP Solution Manager and standards, a road map, and training courses and certification components.

SAP standards for solution operations. These standards provide your IT and business process experts with access to SAP's wealth of global experience and expertise in operating end-to-end solutions. You can use predefined, tried-and-tested processes for solution operations and implement SOA strategies more effectively.

Run SAP road map. The solution operations road map minimizes risks by guiding you through all the implementation phases for end-to-end solutions in a structured way. You are supported from start to finish – defining the scope of the planned operating processes, preparing the project plan, implementing the solution with the right tools, running it, and handing it over to the operations team.

Training and certification. You can help your employees build up their knowledge and expertise. Give them online access to standardized methods, procedures, and tools that make it easy to manage and run complex IT environments. A training and certification curriculum provides the foundation for IT excellence and lower operating costs.

DIRECT ACCESS TO METHODOLOGIES AND EXPERT KNOWLEDGE

A CUSTOMIZABLE ROAD MAP

Within the framework of a road map that customers can customize to meet their requirements, the Run SAP methodology optimizes the planning, implementation, and operation of end-to-end solutions and provides access to tried-and-tested project methodologies and SAP expertise.



SAP-CERTIFIED IN THE RUN SAP METHODOLOGY

RECOGNITION FOR SPECIFIC PARTNER COMPETENCIES

The Run SAP methodology offers a standardized method and tools foundation for everyone involved in implementing and running SAP solutions. It is designed for customers, partners, and even members of the SAP Services organization itself. With Run SAP, everyone uses the same methodology and terminology.

In addition, SAP has developed special programs that offer partners the benefits of know-how and practical experience. The goal is to help partners align their own standards, tools, and procedures with the Run SAP methodology. Partner organizations that have successfully completed these programs and offer additional expertise in these areas are awarded the use of the “Run SAP methodology” logo. Partners that display this logo have been specially trained to manage their customers’ projects using Run SAP, support the operation of SAP solutions as part of this methodology, and transfer knowledge to their customers.

Visit us on the Web at www.service.sap.com/runsap to find out how you can use the Run SAP methodology in your company to achieve sustainable value in the operation of your SAP solutions.

Contact us to make an appointment for a personal presentation. We look forward to hearing from you.

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