

SAP Solution Manager

→ Your essential SAP NetWeaver component



With SAP Solution Manager, the “life cycle management” component of the SAP Netweaver suite, you can manage, monitor and support your complete solution architecture and, as such, ensure reliability, reduce TCO and increase ROI. Automated testing procedures, central system monitoring, change request management and an efficient helpdesk tool are just some of the possibilities offered by this tool.

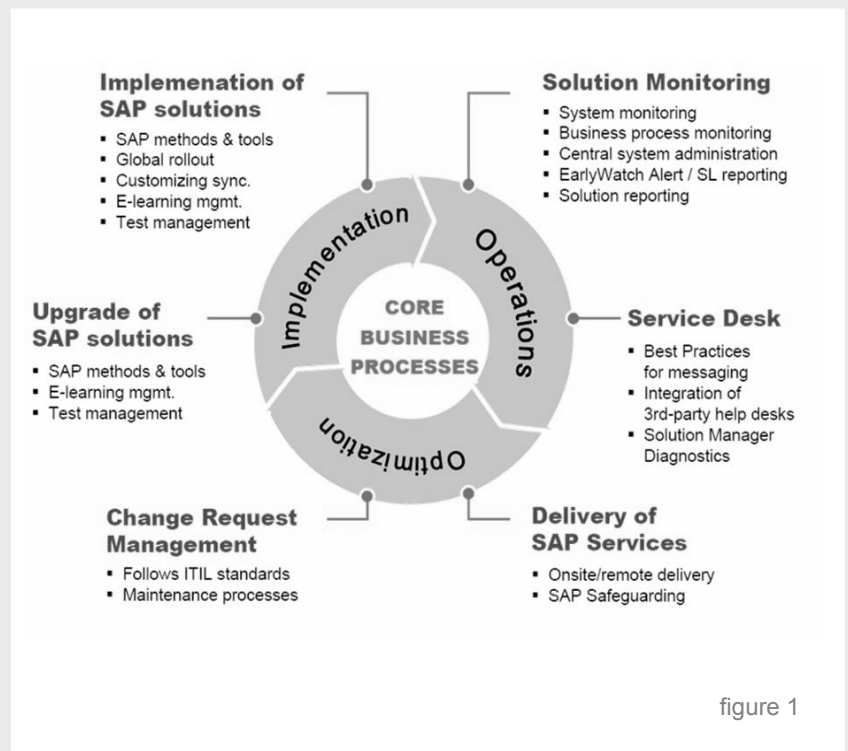
Moreover, the installation of SAP Solution Manager is mandatory and inevitable as from ECC 5.0, so : why wouldn't you consider to make use of the opportunities offered by this tool ?

Still not convinced ? Here's a final argument to start taking some of the benefits offered by SAP Solution Manager : since it's included in your annual maintenance fee, no extra license cost is implied (*).

The objective of SAP Solution manager is to offer a set of tools and pre-defined content allowing SAP's customers to efficiently implement, operate, monitor and support their solution landscape.

It also provides a gateway to SAP's support and service organisation. The possible usage scenarios of SAP Solution Manager are summarised in figure 1 :

In terms of “**implementation support**”, Solution Manager replaces the tools previously included in the ASAP and ValueSAP methodology. A lot of things remained unchanged, with the exception of ASAP's “Question and Answer Database”, which as been replaced by a definition of business scenarios and business processes. An extensive set of pre-defined scenarios is available within Solution Manager's “Business Process Repository”, including links to related transactions, customizing activities, etc.



Specific roadmaps are available for implementation projects, roll-out projects and upgrade projects, including a multitude of “accelerators” (document templates, presentations, workshop agendas, etc.)

For operational SAP installations, an “RBE-Plus” exercise (**) allows to integrate the existing scenarios quickly and efficiently in the Solution Manager environment and get into **automated testing**, **e-learning** (based on SAP-tutor), **change request management**, etc.

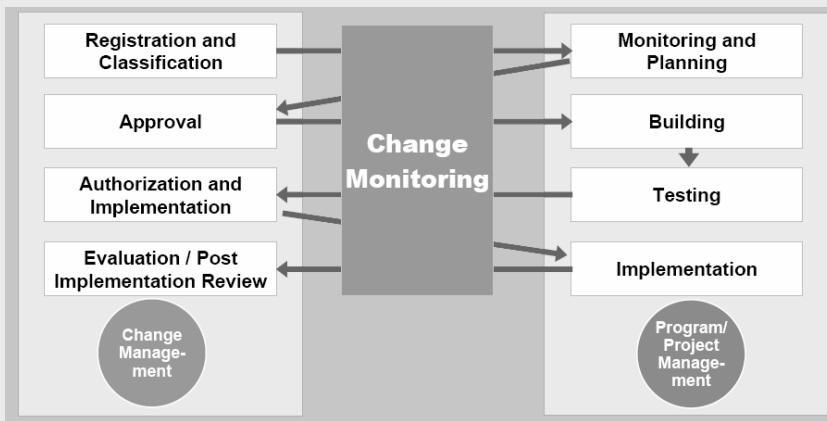
(*) cfr. OSS Note 628901 for terms and conditions, and how to order.

(**) see : “Reverse Business Engineering” brochure.

The “**system monitoring**” function provides a central cockpit visualising the “technical health” of your solution landscape.

Furthermore, a “**helpdesk**” module is included which is quite attractive; since it’s easy to install and contains all required functionality without turning into a complicated, effort-consuming solution.

- Wouldn’t it be interesting to have a trace in terms of when and why an **OSS note** has been installed ?
- Wouldn’t it be nice to construct your own issue & solution database in order to efficiently **handle recurring problems** ?
- Wouldn’t it be beneficial to have the ability to convert a “problem notification” into a “**change request**”, and consequently manage this change request in an **ITIL-compliant**, procedural way ?



- Would it not be interesting to have a comprehensive reporting around **problem notifications**, allowing you to assess the performance of your support organisation, but also pointing out eventual training requirements, procedural issued, outdated documentation, etc.?

SAP Solution Manager’s helpdesk allows you to do all of the above, and much more...

Finally, whatever your application landscape looks like, you will only have ONE Solution Manager, allowing to support and monitor all of the connected applications (via RFC).

Helpdesk Prototype

Configuration of (basic) helpdesk functionality, connected to a development- or validation ERP system, Including functional workshop. From € 5.000,- onwards.

eCATT Workshop

From ECC 5.0 onwards, CATT is completely replaced by eCATT. This one-day workshop, including hands-on exercises, gets you started with this efficient tool, allowing to evolve to automated testing procedures for only € 1.250,-

RBE + for SAP Solution Manager

Get your current, actual SAP transactional flows into SAP Solution Manager and take a major step forward in getting prepared for SOA / ESA.



As a think tank and developer of methods and tools in the SAP environment, IBIS Prof. Thome AG, Würzburg offers innovative solutions for the competent integration of organization and information processing. Its status as “SAP Content Partner” – worldwide – for RBE Plus services and products demonstrates its competence particularly in the areas of business and analytical content of and for SAP solutions. Since 1995 SAP and IBIS have collaborated on research, analysis and development projects. The SAP Solution Manager has been one of its joint efforts since 2002

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