



SAP Solution Manager 7.2 & SAP Cloud ALM

Global Roadshow 2019

Customer Communications and Relations, Customer Experience and Solutions, SAP Digital Business Services, SAP SE
June 12, 2019

PUBLIC

V7 - 07062019

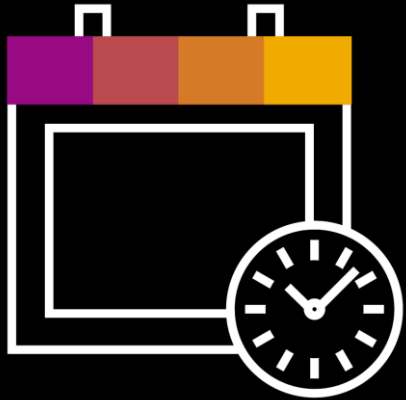
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All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

For all recent and planned innovations, potential data protection and privacy features include simplified deletion of personal data, reporting of personal data to an identified data subject, restricted access to personal data, masking of personal data, read access logging to special categories of personal data, change logging of personal data, and consent management mechanisms.

Agenda



08:30 - 09:00

Registration

09:00 - 09:15

Welcome and Introduction

09:15 - 10:15

SAP Solution Manager News

10:15 - 10:30

Coffee break & networking

10:30 - 11:00

Customer use case

11:00 - 12:00

Build with SAP Solution Manager

12:00 - 12:45

Lunch

12:45 - 13:45

Run with SAP Solution Manager

13:45 - 15:15

SAP Cloud ALM

15:15 - 16:00

Q&A and discussion

16:00 - 16:15

Wrap-Up

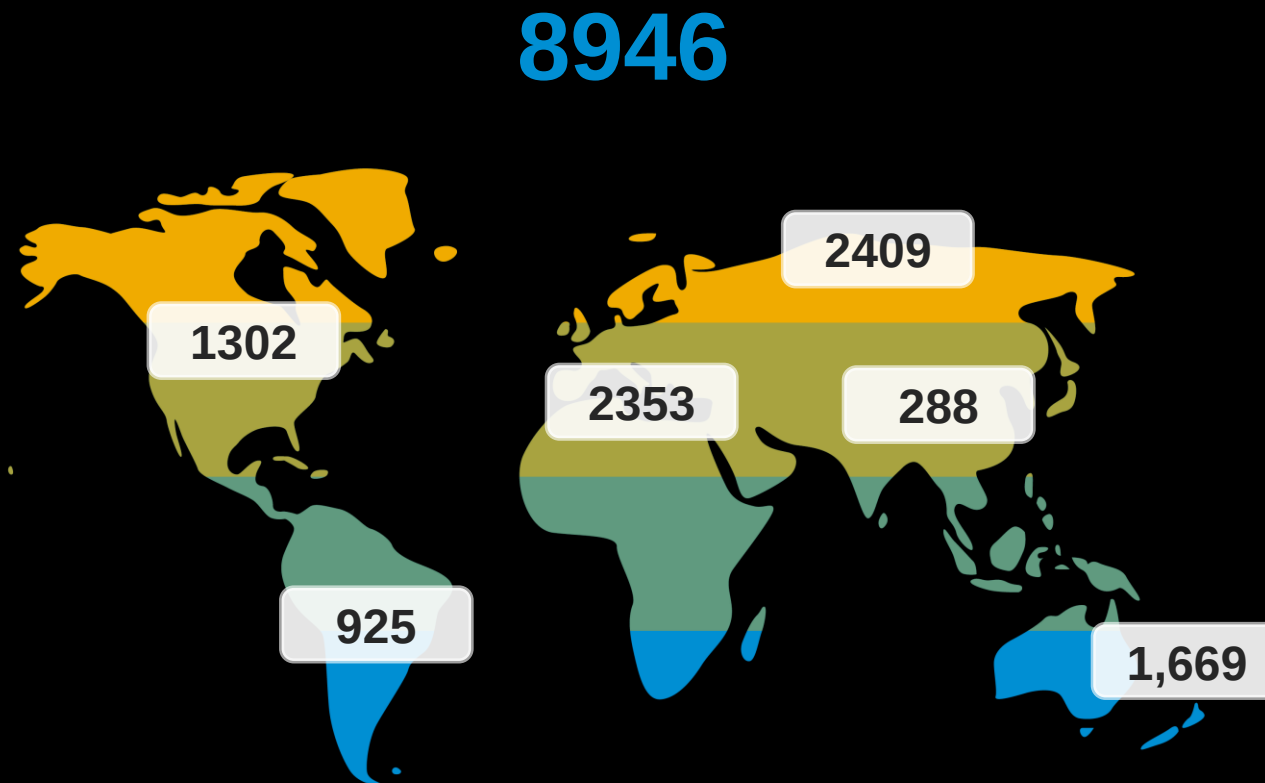
ALM - Application Lifecycle Management



Application Lifecycle Management (ALM) orchestrates the delivery and operations of software. ALM provides integrated processes and tools managing the entire lifecycle of an application from demand, design, development, testing, deployment to operations and support.

ALM Success Dashboard 2019

Live customers of SAP Solution Manager 7.2



Focused Run customers

320

Focused Build and Insights customers

552

SAP Solution Manager News



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

Build your SAP Solution Manager Business Case

Easy and Free of Charge

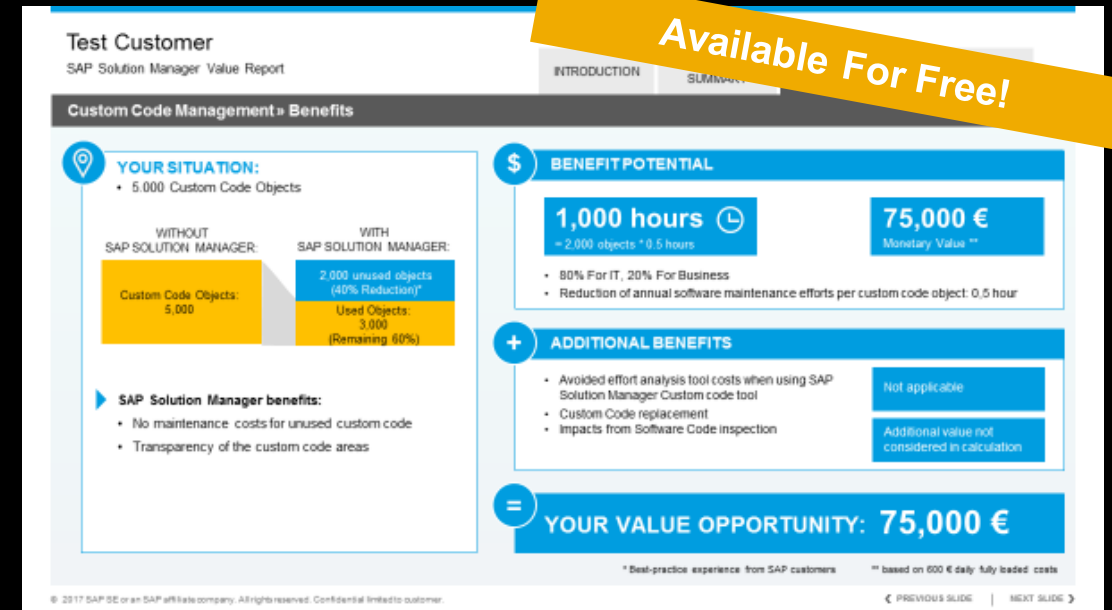
- Intuitively build a meaningful business case for SAP Solution Manager.

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



Data protection and privacy (DPP) / GDPR

SAP Support Backbone Update

Data protection and privacy (DPP) / GDPR

Overview

Your steps towards DPP and GDPR:

- review the Security Optimization Guide
- see Chapter 9 (Data Protection and Privacy Measures)
- implement Data Protection and Privacy Measures

DPP available in SAP Solution Manager 7.2 SPS 7 since May

Update planned with SAP Solution Manager 7.2 SPS 8



SAP Support Backbone Update:

Impact on SAP Solution Manager and Focused Run



SAP's Support Backbone is the central infrastructure located at SAP to provide technical support to our customers.

The Support Backbone infrastructure has been updated, but the legacy infrastructure remains in place to allow a safe transition for SAP customers. Customers using SAP Solution Manager or Focused Run must transition to the new infrastructure before January 1st 2020 to ensure continuous connectivity by performing the following actions:

- **SAP Solution Manager:** Upgrade to SAP Solution Manager 7.2 SPS07 or SPS08* (preferred)
- **Focused Run:** Upgrade to Focused Run 2.0

If these activities are not performed, SAP Solution Manager and Focused Run will lose connectivity to the SAP Support Backbone.

Detailed information regarding impacts can be found here: <https://support.sap.com/backbone-update>

Dear SAP Solution Manager 7.2 customers: What to do in 2019?

To-do list:

- Build your value roadmap for SAP Solution Manager
- Update to SPS 7 or SPS 8
 - Implement Data Protection and Privacy Measures
 - Stay connected to the Backbone

To-Do list

- Build your value roadmap for SAP Solution Manager
- Update to SPS 7 or SPS 8
- Evaluate Focused Solutions for SAP Solution Manager
- Join SAP Customer Connection
- Become an active member of your user group
- Join our social media family



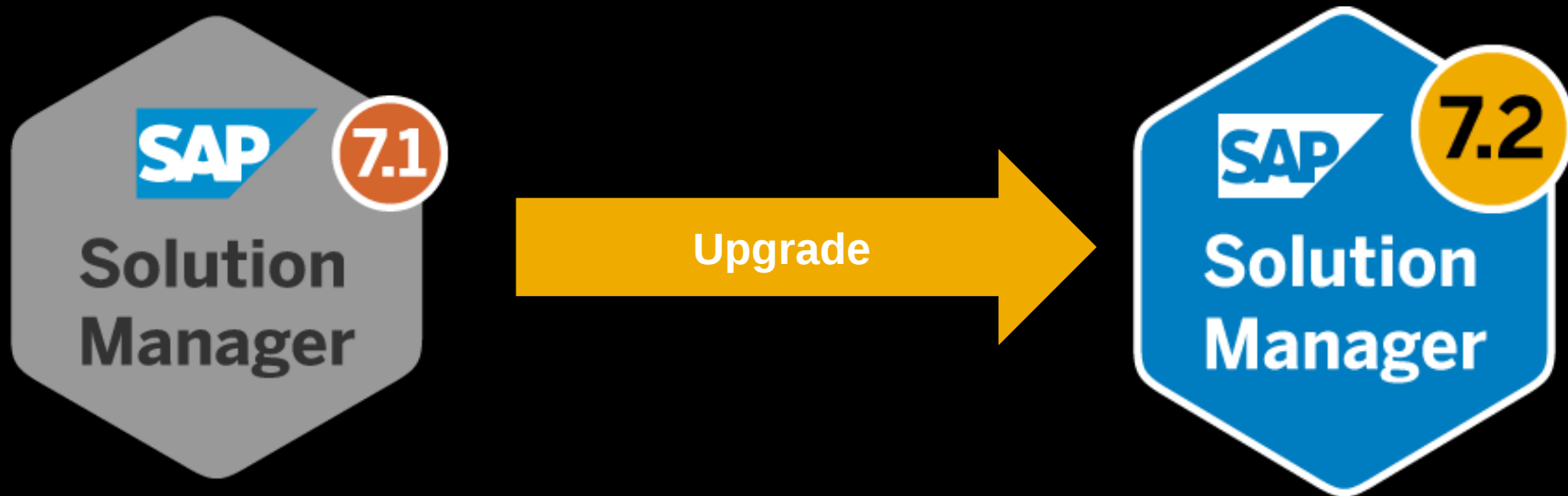
News for customers still on SAP Solution Manager 7.1

Dear SAP Solution Manager 7.1 customers

■ ■ ■

You have to take action!

SAP recommends to upgrade to 7.2



Options for 7.1 customers with a small, standard SAP landscape

SAP Solution Manager



IT Service Management



Also available in the cloud

Delivery of SAP Services

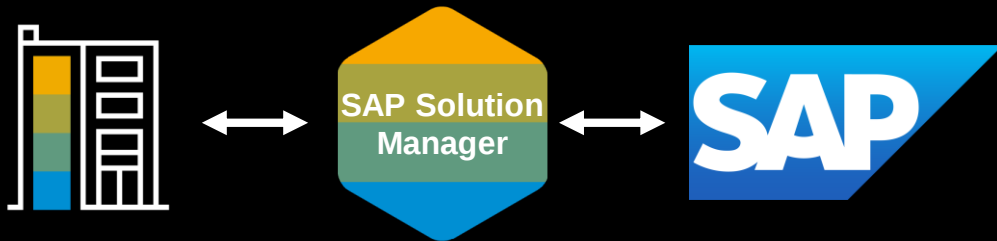


Application Lifecycle Management

SAP Solution Manager vs. SAP Solution Manager cloud extensions

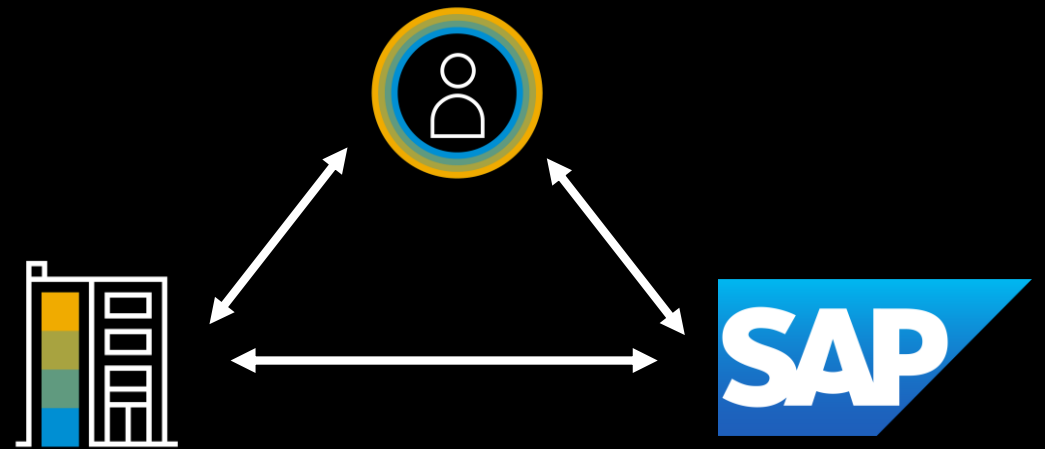
SAP Solution Manager on premise

SAP Solution Manager ensures automatic data exchange with SAP, all functionality is supported.



SAP Solution Manager cloud extensions

Customer must perform data exchange with SAP, some functionality is supported.



Dear SAP Solution Manager 7.1 customers: What to do in 2019?

General Guidance = Upgrade to 7.2 SPS 7 or SPS 8 ... unless

- Your SAP landscape is small and standardized

AND

- You are only using SAP Service and Support Delivery

AND

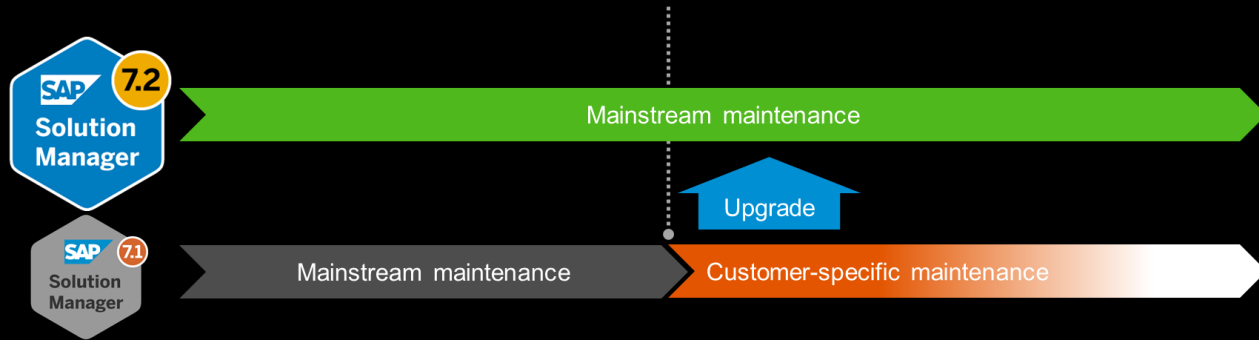
- Your SAP Service and Support Delivery features are available as SAP Solution Manager cloud extensions

THEN

You may consider a transition to the SAP Solution Manager cloud extensions.

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

<http://support.sap.com/releasestrategy>

SAP Solution Manager: Outlook

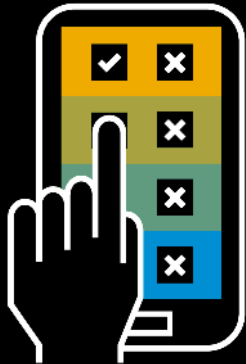
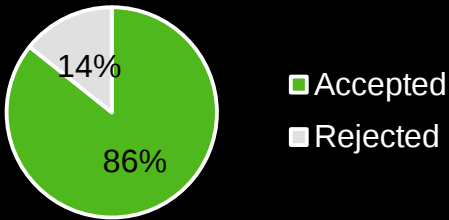


We listen to our customers...

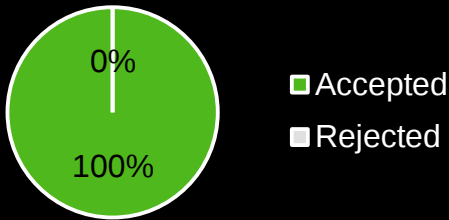
SAP Customer Connection 2018



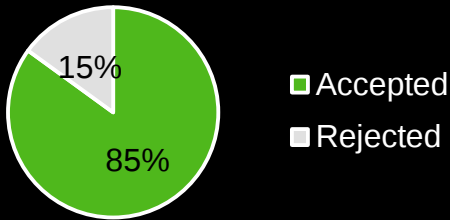
Process Management



Test Management

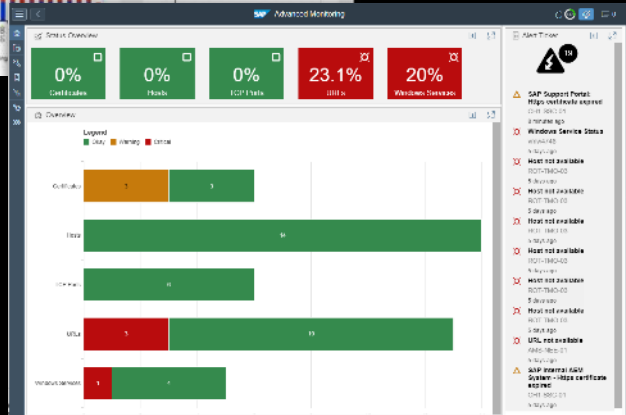
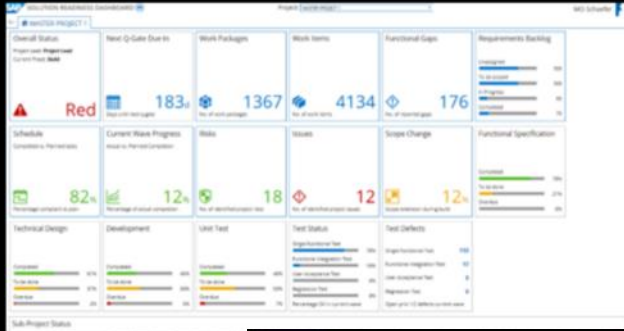


Change & Release Management



Qualified improvement requests	21	9	20
Accepted improvement requests	18	9	16

SAP Solution Manager and Focused Solutions



Focused Build

Manage requirements and software development for large, agile innovation projects

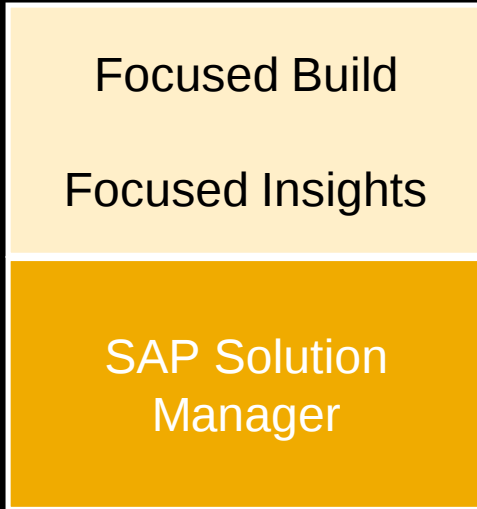
Focused Insights

Build and distribute powerful customer-specific dashboards in minutes

Focused Run

Powerful solution for Service Providers and larger customers who want to manage all their systems in a central, scalable, and automated environment

Evaluate to add Focused Solutions



Focused Build

if you have large, agile implementation projects

Focused Insights

if you want to have cross-functional out-of-the box dashboards



Focused Run

if you have 1000+ agents or have advanced needs

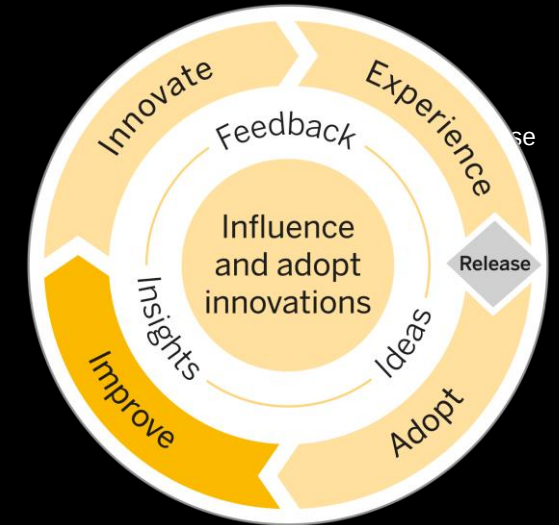
With SAP Customer Connection we continuously improve SAP Solution Manager based on customer feedback

As our customer you:

- provide clear guidance where we need to invest
- share a precise list of requested improvements from the worldwide customer community (user groups)
- prioritize the requests through voting
- collaborate with SAP Solution Manager development to ensure we deliver what you need

How to engage with us?

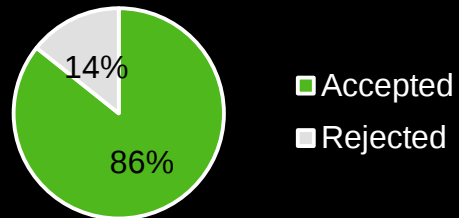
- follow the SAP Solution Manager projects
- submit requests
- vote for requests
- discuss requests with other customers and SAP
- no restriction on number of participants



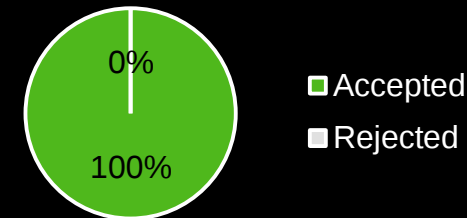
SAP Customer Connection 2018



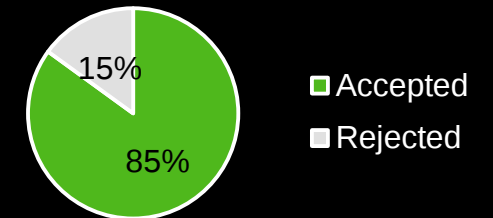
Process Management



Test Management



Change & Release Management



Qualified improvement requests

21

9

20

Accepted improvement requests

18

9

16

Overview

💡	Improvement Requests submitted	133
📅	Blogs	4

🔔 Follow

SAP Customer Connection

Process Management 2019 in SAP Solution Manager

Collect ended on Mar 8, 2019

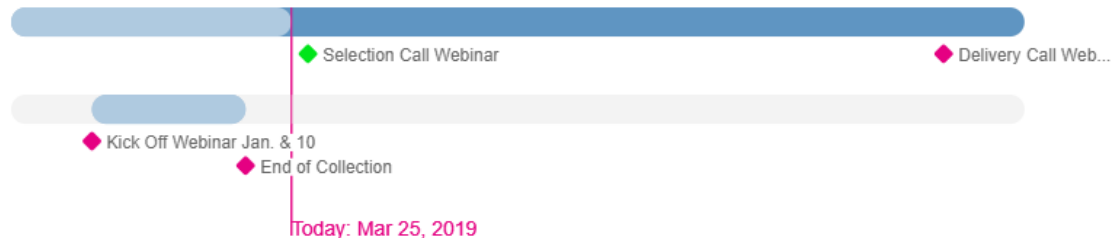
Status: Active

🗣️ 133 👁️ 1144 👤 450



Overall Timeline

Collect



Welcome to the SAP Customer Connection Focus Topic for **Process Management in SAP Solution Manager!**

Share your ideas how to improve current functionalities and vote for interesting improvement requests that were suggested by other users.

Participation: Only customers are allowed to participate actively (having a valid S user in place). Partners as well as SAP employees do only have read-only access.

Improvement requests need at least **10 votes** of different customers to qualify for review. The decision of the review will be communicated in the selection call.

In scope:

Usability of Process Management and Modeling, Performance, Reporting, Solution Administration, Integration (e.g. Change and Release Management)

Out of scope:

Content activation, Modeling of Variants and Deltas, External document management, SAP Best Practice content, Landscape Management Database (LMDB)

Blogs

FINAL CALL: 1 more week to go for submission of new or voting for improvement requests!

Dear customers, with this, we would like to take the chance to remind you, that there is only 1

by: [Cueneyt Cam](#) Mar 1, 2019

Influence Opportunity: [Process Management 2019 in](#)

Tags: [Final call](#) [solution manager](#)

GLOBAL PROJECT KICKOFF: All material available here!

Dear SolMan influencers, thanks for all who participated in our kickoff calls in German and

by: [Cueneyt Cam](#) Jan 10, 2019

Influence Opportunity: [Process Management 2019 in](#)

Tags: [Kickoff](#) [webinar](#)

PROJECT KICKOFF (in Deutsch/German): Einladung zur Einflussnahme bei SAP Solution Manager in 2019!

SAP Customer Connection Programm 2019'er Serie neuer CC-Projekte für SAP Solution

by: [Cueneyt Cam](#) Dec 12, 2018

Influence Opportunity: [Process Management 2019 in](#)

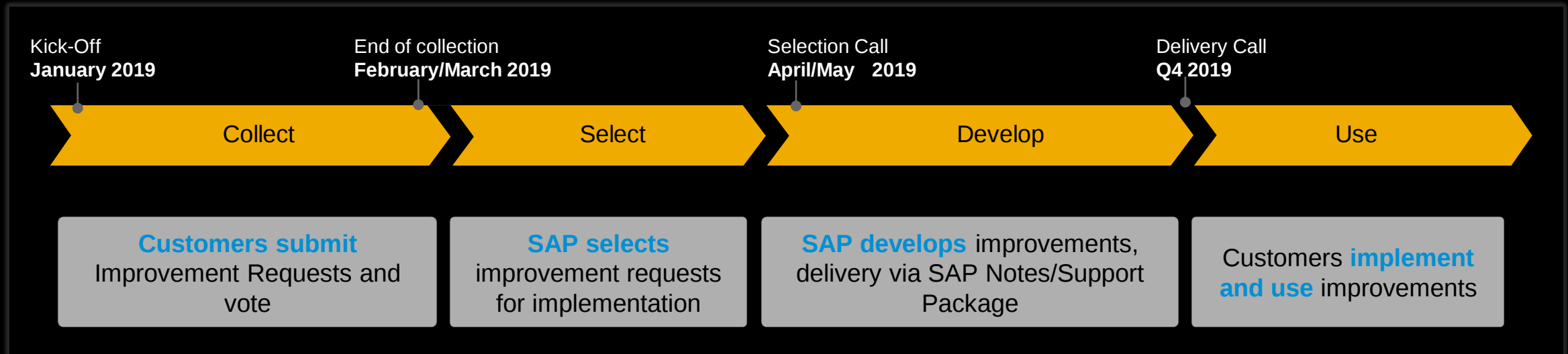
Tags:



Customer Connection 2019

Test Suite, Process Management, Change and Release Management

SAP Customers



What's next for the SAP Customer Connection in 2019?

Adopt the newly delivered improvements in your productive environment

Share your experience with us - take part in our SAP Listens survey:

<http://global.sap.com/campaigns/gce/us-en.html>

Engage in Customer Connection!

- Log on to the influence platform
- Get updates automatically
- Review existing requests
- Listen to the past recordings

SAP Customer Connection Solution Manager 2019:

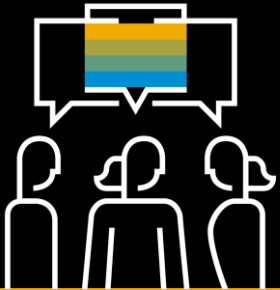
Process Management 2019 – <https://influence.sap.com/solman-pm2019>

Test Suite 2019 – <https://influence.sap.com/solman-testsuite2019>

Change and Release Management 2019 – <https://influence.sap.com/solman-charm2019>

SAP listens to customer feedback

Customers



Support Package Stack Updates are a nightmare:

The amount and effort to find and implement SAP Notes for SAP Solution Manager is too high.



Customers



Starting with Support Package Stack 8

SAP Notes are under control



Significant reduction of required Notes

Inclusion of last minute corrections in SPS



Central list of required SAP Notes

All collective SAP Notes are listed in the central correction Note



Simplified implementation

Transport-based correction instructions are provided for complex Notes



SAP Solution Manager 7.2 Support Package Stack 08

Key Links

SAP Solution Manager 7.2 SPS08 Announcement Blog:

<https://blogs.sap.com/2018/12/07/sap-solution-manager-7.2-sps-08-scores-a-new-delivery-to-call-gr8/>

“What's New in SAP Solution Manager 7.2 SPS08” in the SAP Help Portal:

<https://help.sap.com/viewer/10e6d9cb3bc740e6a4c41588d9fc07a3/7.2.08/en-US/1d9464dfa87b4401a06568d5cd3c6929.html>

What's New with Process Management in SPS08 (including demos):

https://wpb101101.hana.ondemand.com/wpb/wa/wa/~tag/published/index.html?show=group!GR_267560D84F4CD84#group!GR_8ABD70249B2BBC8F

SAP Solution Manager Home Page in the SAP Support Portal:

<http://support.sap.com/solution-manager>

Expert Portal for SAP Application Operations:

<https://support.sap.com/en/alm/solution-manager/expert-portal.html>

SAP Support Backbone Update and FAQ:

<https://support.sap.com/backbone-update>

<https://support.sap.com/en/release-upgrade-maintenance/maintenance-information/connectivity-to-sap/sap-support-backbone-update-faq.html>

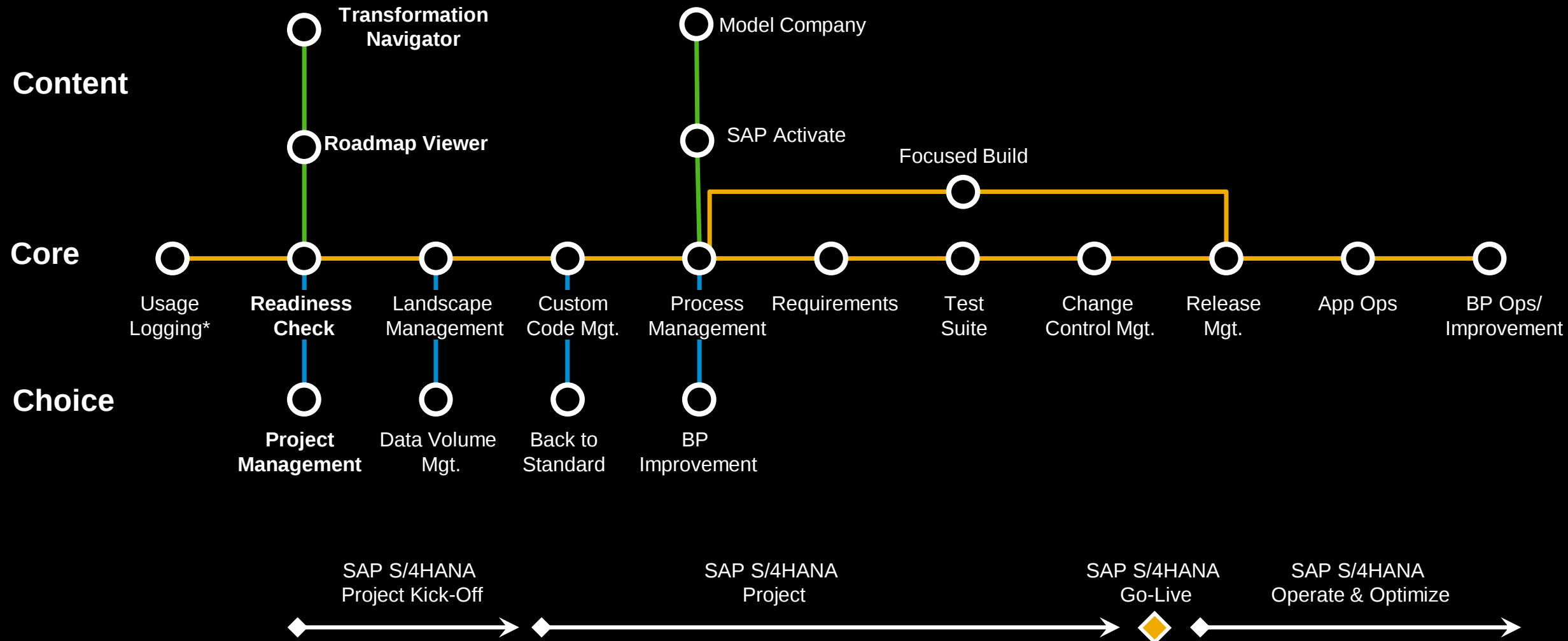


Customer Use Case

SAP Solution Manager and SAP S/4HANA



How to Implement SAP S/4HANA (on premise) with SAP Solution Manager



+ ADD



Line

Consolidated

Products

Capabilities

Current Products

1

Recommended Products

2

Supply Chain Management

SAP REFERENCE PRODUCT

SAP Supply Chain Management

4 Decisions

SAP REFERENCE PRODUCT

SAP Integrated Business Planning

SAP REFERENCE PRODUCT

SAP S/4HANA



Product Map



Value Aspiration



Transformation Journey

Get Help

Contact Us

+ ADD



Product Map



Value Aspiration



Transformation Journey

Top Value Drivers

Based on the capabilities of all recommended products.

Select the value drivers you aspire to improve! The selected value drivers will help you build the business case for your transformation journey

Go and Set Aspiration

Value Driver	Capabilities	Associated Products	Business Process Analytics PPIs
☐ Reduce finance cost	14	SAP S/4HANA Cloud	15
☐ Reduce audit cost	10	SAP S/4HANA Cloud	
☐ Reduce days to close annual books	7	SAP S/4HANA Cloud	
☐ Increase employee engagement	6	SAP Ariba Sourcing, SAP SuccessFactors HCM Core	
☐ Reduce uncollectible accounts receivable write offs	6	SAP S/4HANA Cloud	
☐ Increase effectiveness of marketing promotions	5	SAP S/4HANA Cloud	
☐ Increase revenue growth	5	SAP S/4HANA Cloud	
☐ Increase HR FTE productivity	4	SAP SuccessFactors HCM Core	
☐ Increase offer/ promotion conversion rate	4	SAP S/4HANA Cloud	
☐ Reduce HR cost	4	SAP S/4HANA Cloud, SAP SuccessFactors HCM Core	
☐ Reduce HR cost per employee	4	SAP SuccessFactors HCM Core	
☐ Reduce time to market for new products	4	SAP S/4HANA Cloud	
☐ Reduce customer churn	3	SAP S/4HANA Cloud	5
☐ Reduce the cost to support quality management	3	SAP S/4HANA Cloud	9
☐ Improve average project margin	2	SAP S/4HANA Cloud	6

Automation rate: Customer payments [%]

Automation rate: FI-GL clearing [%]

Automation rate: Vendor payments [%]

Changes in FI documents

Electronic bank statement items not completely posted

Electronic bank statements not completely posted

Exceptions during payment runs

Exceptions for open items FI-AP during payment run

Exceptions for open items FI-AR during payment run

FI Documents manually created



Get Help



Contact Us

Roadmap Viewer – Access SAP Activate Methodology

How to transition to SAP S/4HANA?

Provide methodology and accelerators for the transition to SAP S/4HANA

- New Installation
- System Conversion
- Landscape Transformation

6 Phases

- Discover
- Prepare
- Explore
- Realize
- Deploy
- Run

Download project plan template

SAP Activate Roadmap

go.support.sap.com/roadmapviewer/?sap-language=EN#/group/AAE80671-5087-4308-9AA7-8F6E881CF548/roadmapOverviewPage/S4HANATRANSPRE00199987BDI

Implementation Roadmap

Transition to SAP S/4HANA

Description

Content

Description

Welcome to the **Transition to SAP S/4HANA Roadmap**.

This Roadmap is intended to guide the implementation team through the **Transition to SAP S/4HANA**. This Roadmap is comprised of Phases, Deliverables, and Tasks in accordance with the SAP Activate methodology and covers all implementation scenarios. In addition, accelerators are linked to the relevant deliverables and tasks making them easy to consume when they are needed. Some activities and tasks have been grouped to make reading more convenient. You will also find high-level project plans and various SAP service offerings provided by [SAP Digital Business Services](#).

Once you have opened the road map **Content** tab in the Road Map Viewer, you should filter for your scenario to hide all activities and tasks which are not relevant to you. The following scenarios are available:

- New Implementation
- System Conversion
- Landscape Transformation

To select, open the **Content** page and scroll down to the **More** section, in the left structure pane and select the scenario in scope. In the **Services** section, you will be able to find more information on the activities supported by **SAP Value Assurance services** and **SAP Advanced Deployment services**. Please refer to [Getting Started with SAP Activate in Roadmap Viewer](#) for help with the navigation in the Roadmap Viewer.

Download the **Project Plan template** using the [Download Project Plan link](#).

Please note:

- **Login** to get access to additional content (top left icon)
- **NEW:** Redesign of SAP Roadmap Viewer has been released. Please refer to the [Getting started with SAP Activate in Roadmap Viewer](#) for more information about the new layout and navigation.
- Read more in the [SAP S/4HANA Blog](#)
- Join the [SAP Activate Methodology Jam group](#) [request](#) to get access to experts, resources, and more documentation and road maps. Already a member? [SAP Activate Jam group](#)

A detailed introduction to the roadmap can be found here: [Link to road map introduction](#)

Release 2018 Q2 Published: April 09 2018

1. Discover

In the Discover phase, customers become familiar with the benefits of SAP HANA and SAP S/4HANA, and the benefits it can bring to customers' business.

As depicted in the picture below, the phase is structured as follows:

- In a first step customers should create an overall company strategy on their digital transformation. This includes SAP S/4HANA as the digital core, but looks from a broader perspective. Key topics like *Internet of Things*, *Big Data / Smart Data*, *Omnichannel*, or *Business Networks* can be included into the strategy as well.

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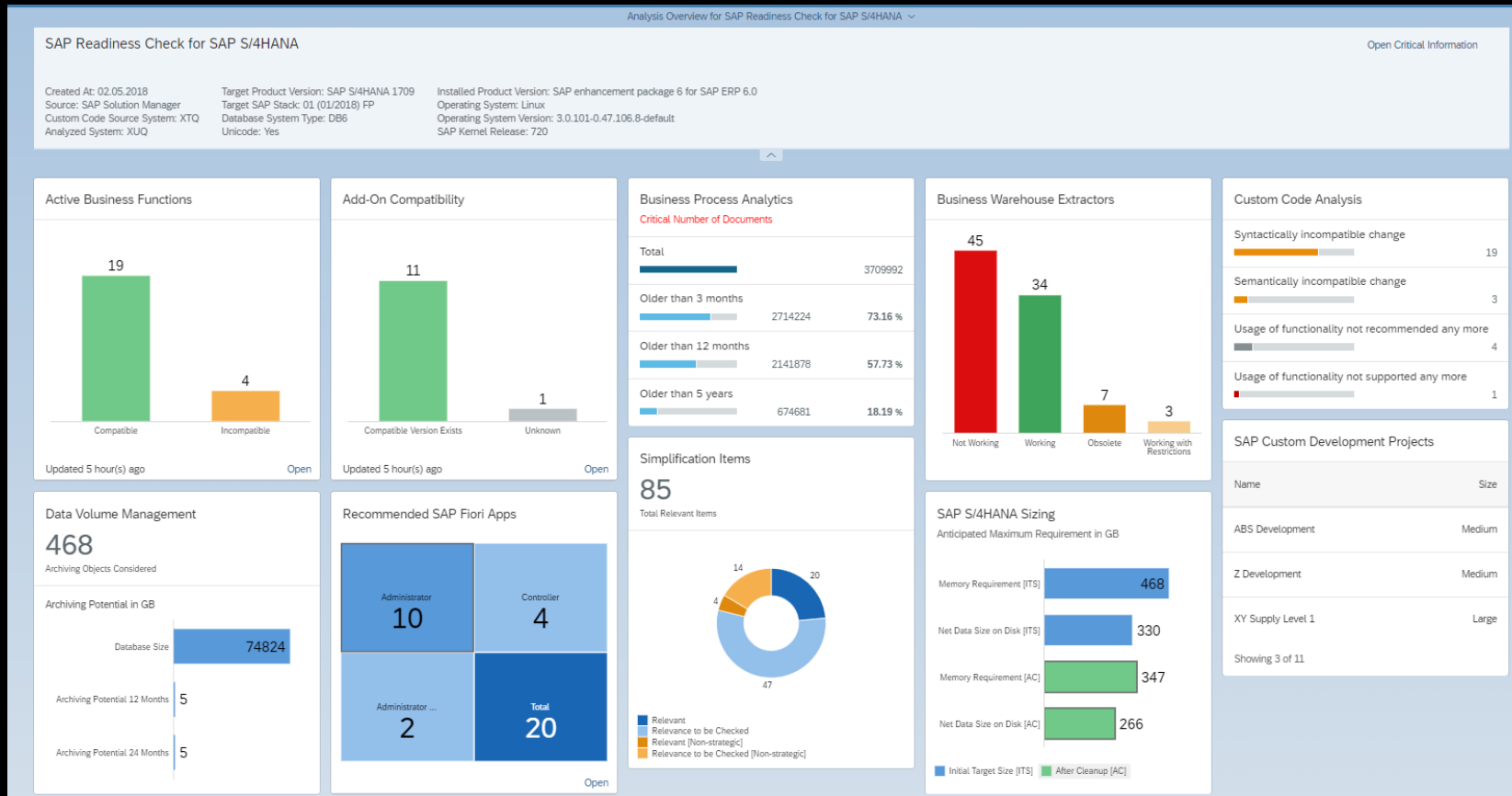
Demo

Roadmap Viewer (LIVE [LINK](#))

SAP Readiness Check for SAP S/4HANA

Available for all customers included in maintenance

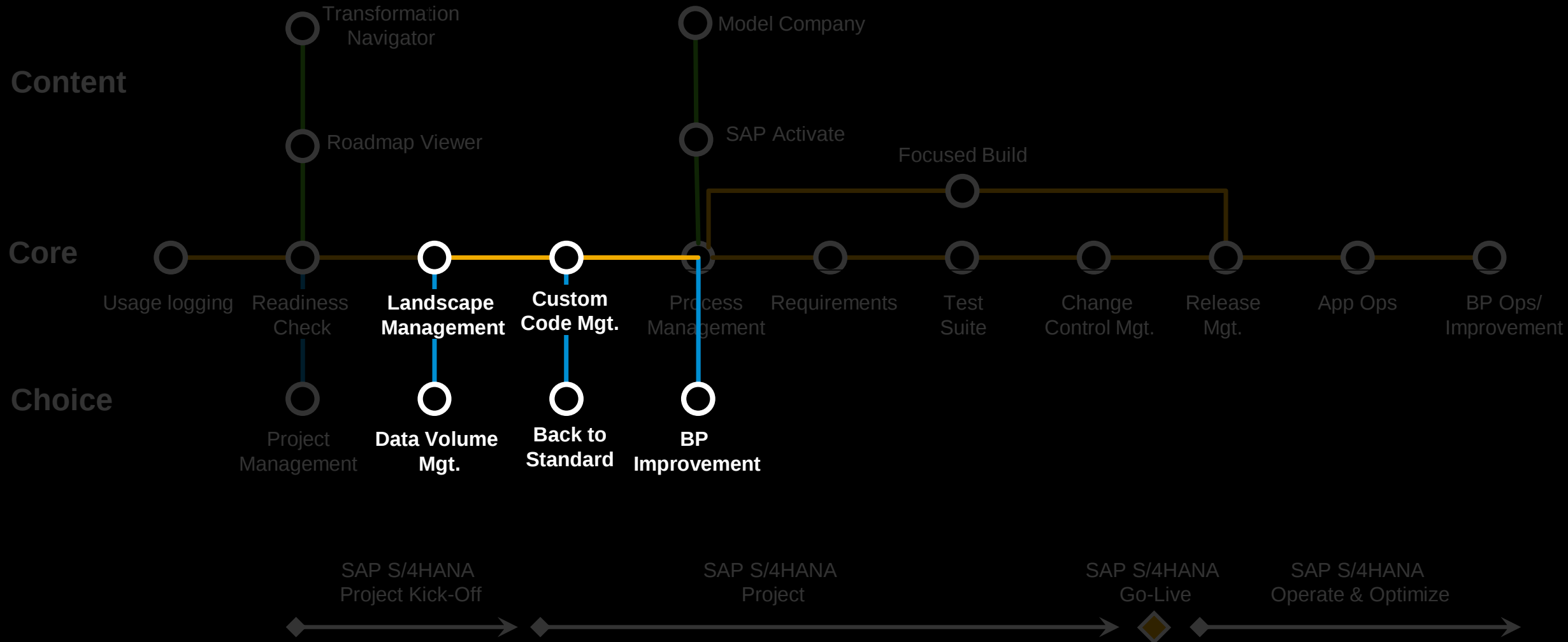
3000+ analyses!



SAP Readiness Check for SAP S/4HANA

- Customers can initiate their ERP system analysis themselves, covering the most important aspects of an SAP S/4HANA system conversion.
- Minimum source release is SAP ERP 6.0 EHP 0, any database.

How to Implement SAP S/4HANA with SAP Solution Manager



Landscape Management

Maintenance Planner is mandatory for planning system conversions to SAP S/4HANA

Maintenance Planner...

... **checks** for installed software components, activated business functions and add-ons

... prevents the conversion if there is no **valid path** for the conversion (for example, the add-on is not released yet)

... **one stop solution** for planning SAP S/4HANA conversion and new installation

... generates **mandatory stack file** for conversion

... supports **download of files**, which are consumed by Software Update Manager (SUM)

...offers multiple **deployment options** e.g. (front-end system embedded/separate with backend)

Learn more about Maintenance Planner

User Guide

Explore Systems

6812 Systems

Explore System Tracks

8 System Tracks

Transactions

12628 Transactions

Plan a New System

Plan for SAP S/4HANA

SAP S/4HANA - Plan Overview

Choose your path to SAP S/4HANA:

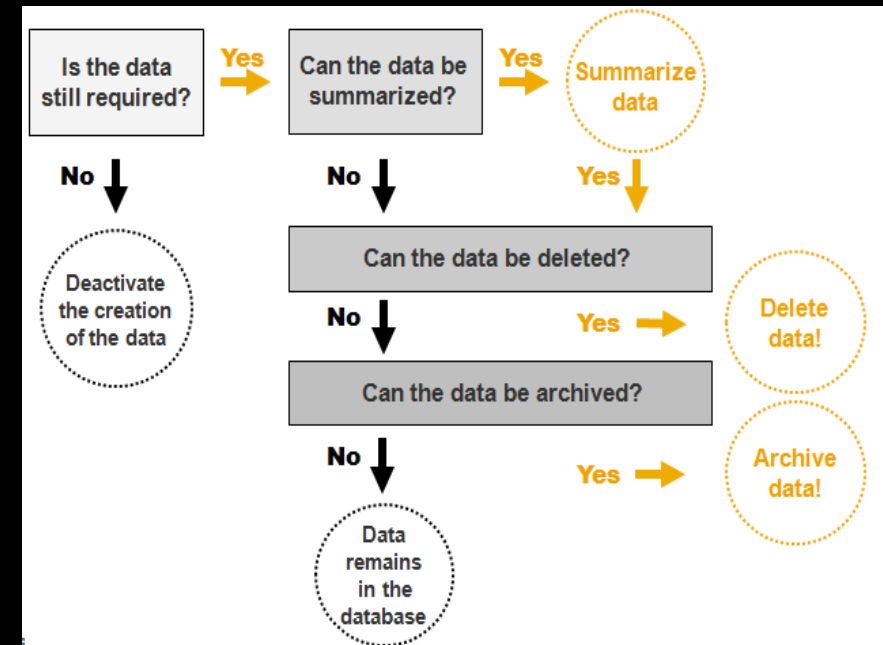
- ☒ Install a New SAP S/4HANA System
- ☐ Plan an SAP S/4HANA conversion on an existing system

Data Volume Management

Key Measures

- **Data Avoidance**
deactivating the creation of data, e.g. Posting Data from MM
- **Data Summarization**
aggregating data at higher level if enough for the business, e.g. controlling line items by period may not be required
- **Data Deletion**
deleting out-of-date records from the online database which are no longer required by business processes or legal compliance, e. g. spool data
- **Data Archiving**
removing legal compliance and/or product liability data that needs to be kept for a longer period from the online database to a different storage medium with access and display them after their moving by the application
- **Data Aging**
moving data from the in-memory part of a SAP HANA database to the disk part

4 Steps Analysis Method



Custom Code Management

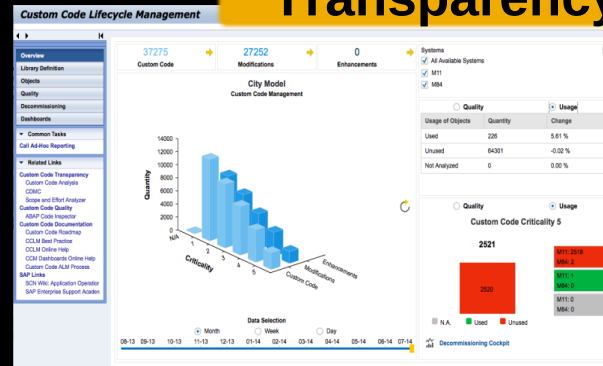
Reduce impact of change events



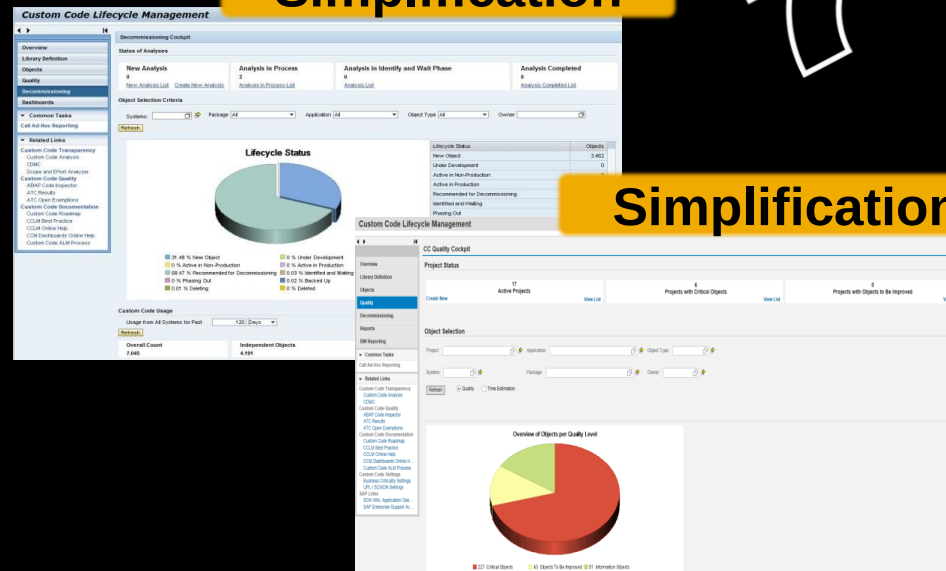
Upfront of a change event

- get transparency on your custom code situation
- take action
- retire unused objects
- improve custom code quality
- focus on used objects

Transparency



Simplification



Simplification

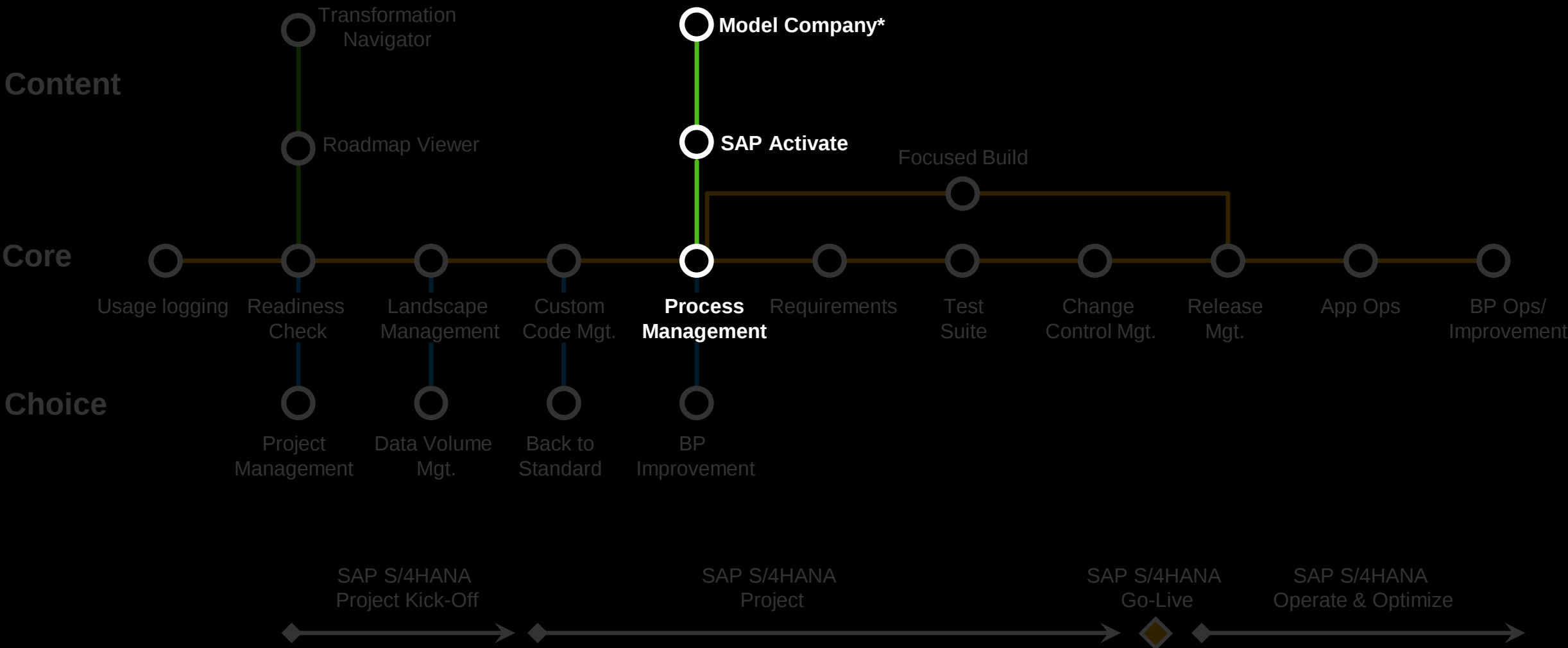
Adjust Upgrade / EhP specifics

Adjust HANA specifics

Adjust S/4HANA specifics

- Changed / removed SAP code
- Sort order, DB hints, EXEC SQL...
- Write access on totals
- View on totals, appends

How to Implement SAP S/4HANA with SAP Solution Manager



Implementation Content

Authored, delivered and ready for consumption in SAP Solution Manager



SAP Model Companies

- SAP Model Companies are provided by your system integrator (SAP or Partner)*.
- 15 SAP Model Companies available – more to come
- Partner model companies available – more to come

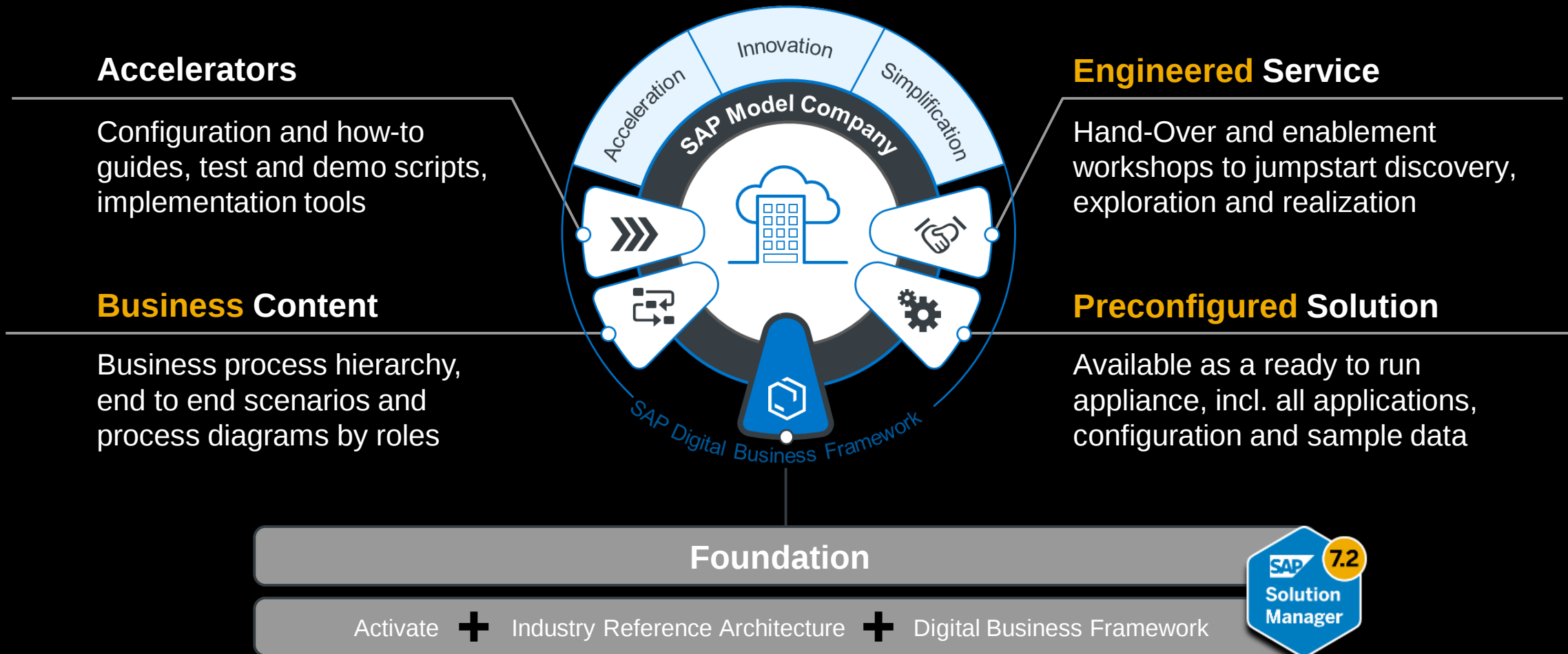
SAP Activate

- SAP Activate comes with SAP S/4HANA
- 8 Solution Packages – more to come

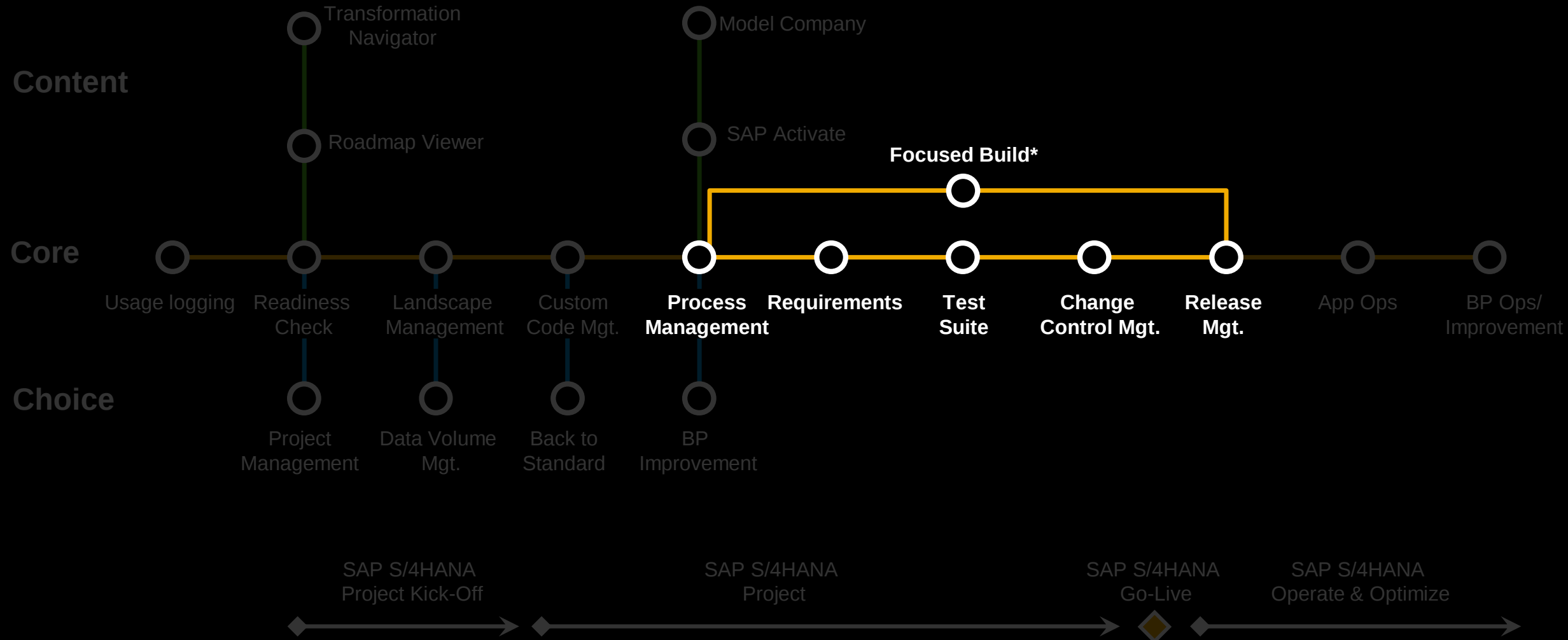
**Available as a ready to run appliance, including all applications, configuration, sample data.
Model Companies provide end-to-end scenarios based on SAP Activate processes and IoT show cases.**

The SAP Model Company

Building Blocks of a unique Offering in the Market



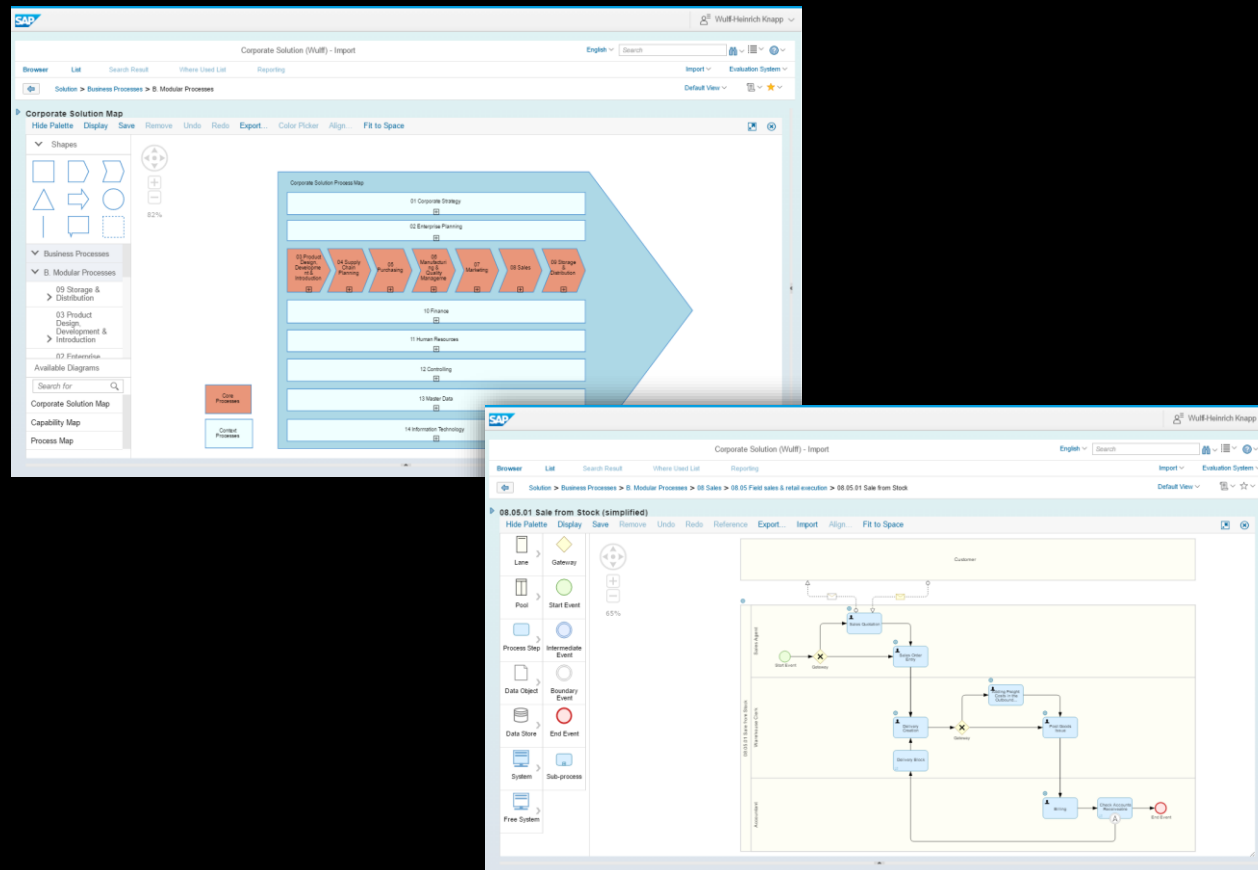
How to Implement SAP S/4HANA with SAP Solution Manager



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 – Test Suite

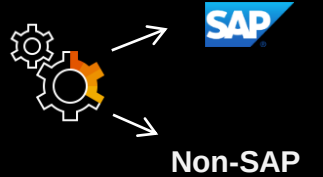
A full-blown application for manual / automated testing and change impact analysis

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
- Partner: test data identification, validation and provisioning
- Partner: test automation tools



Single source of truth

- All related information in 1 central SAP Solution Manager system
- No complex data replications



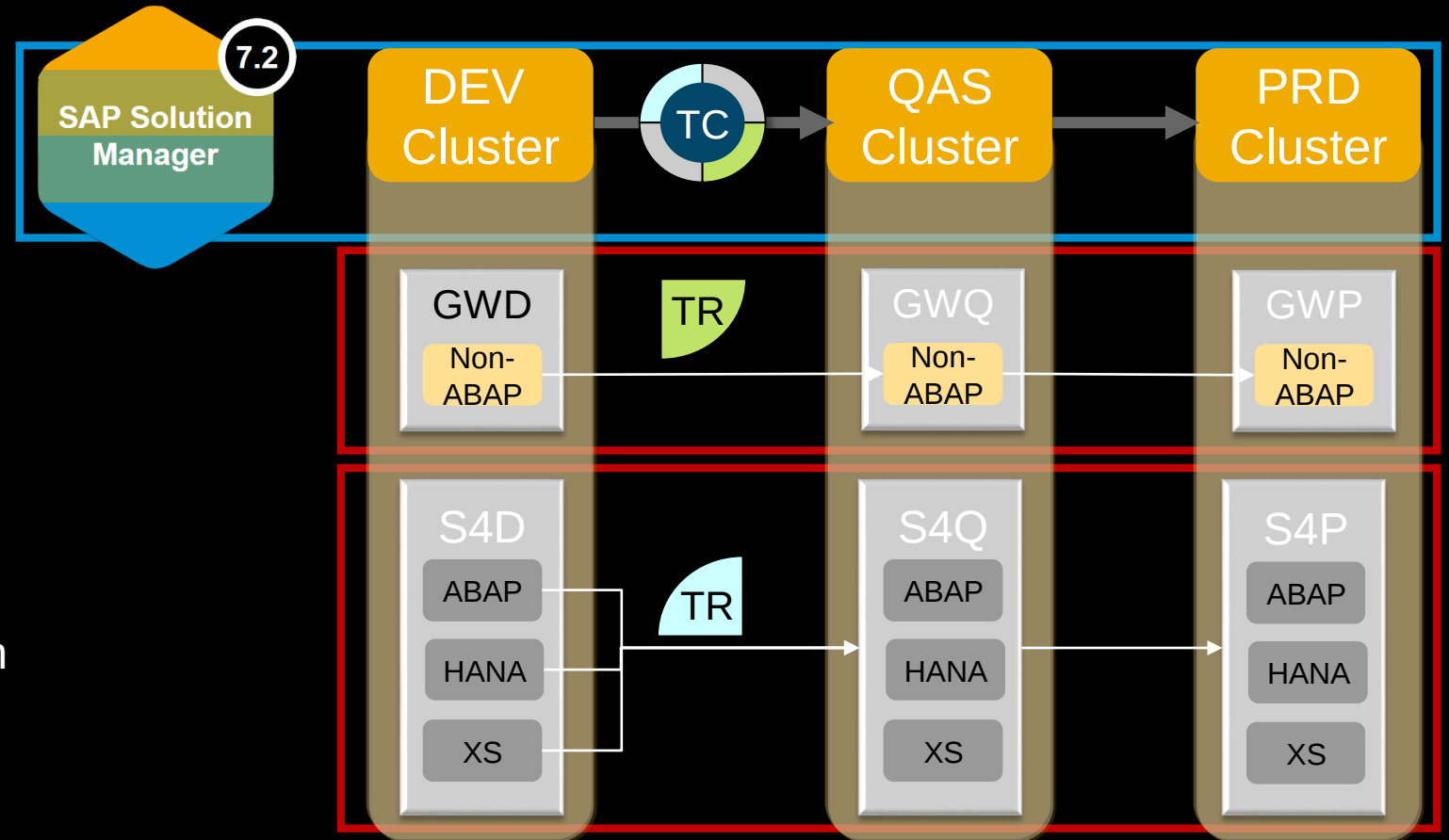
The Test Suite of SAP Solution Manager 7.2 is a comprehensive test solution fitting the needs for the vast majority of SAP customers.

Transport management for SAP S/4HANA

Central Change and Transport System (cCTS)

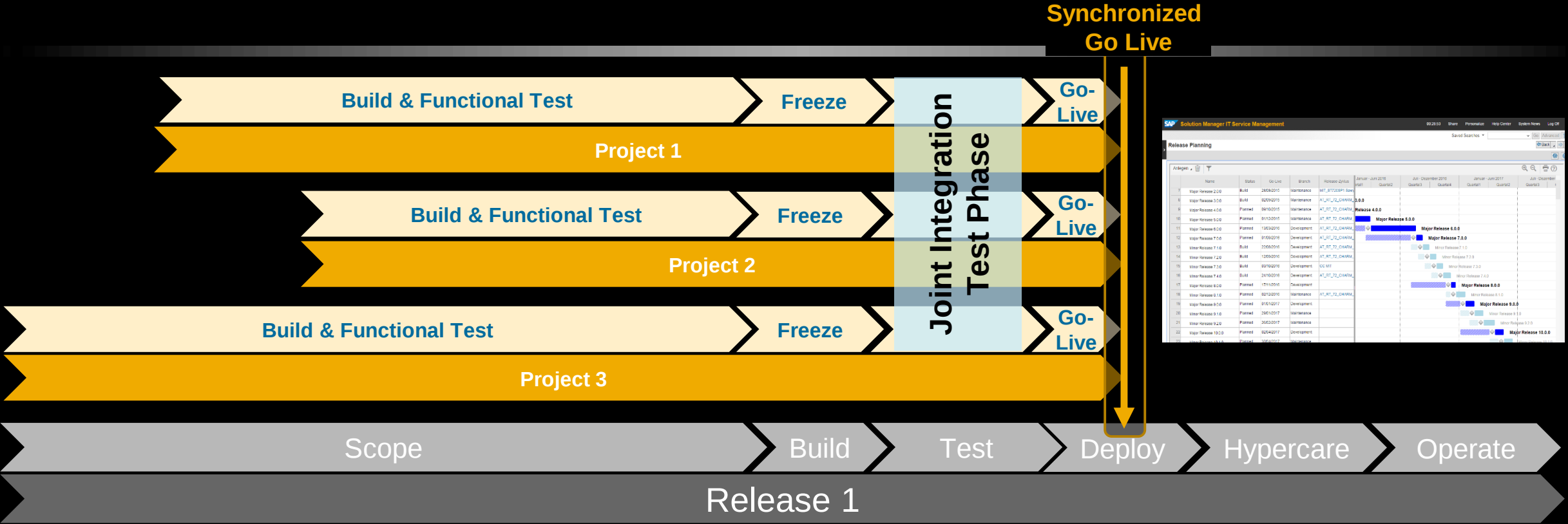
With **Central CTS**:

- You can keep the different SAP S/4HANA pieces together
 - ABAP
 - SAP Gateway for SAP Fiori
 - SAP Cloud Platform for extensions
- You can combine changes of E2E business processes into one entity
- Collections are transported between clusters
- Utilize change control functions



Release Management

Synchronize projects and keep them under control



Reduce Risks, Simplify Go-Live Process, and Decrease Test Efforts

Focused Build for SAP Solution Manager

Role-based training units



Requirements to Deploy

Prepare

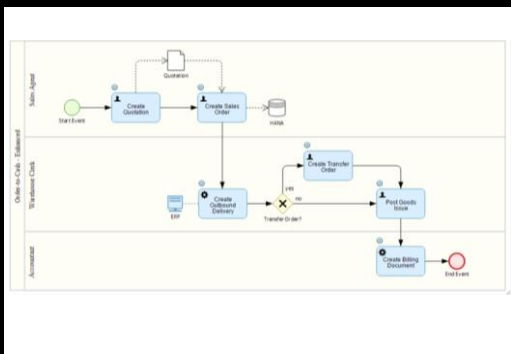
Explore

Realize

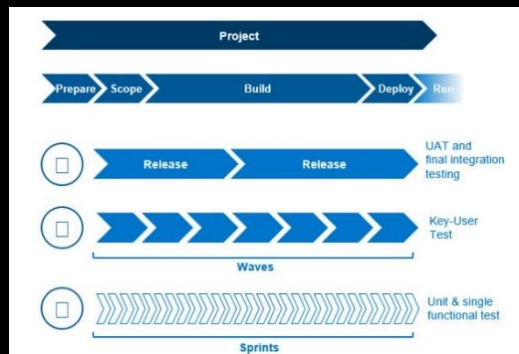
Deploy

Run

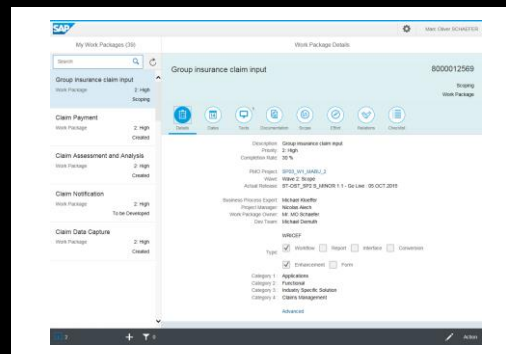
Requirements Management within process models



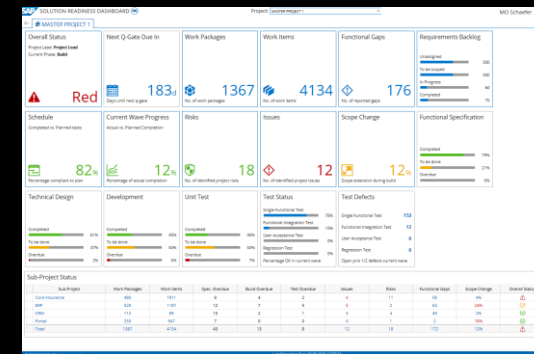
Agile development projects: from Sprint to Release



Modern applications with high usability for all involved roles



Project governance with automated status reporting

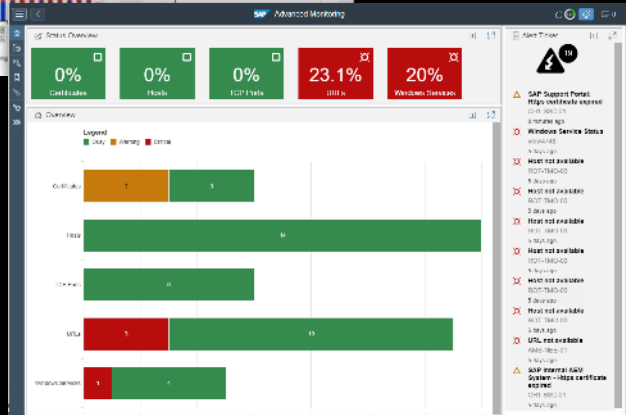
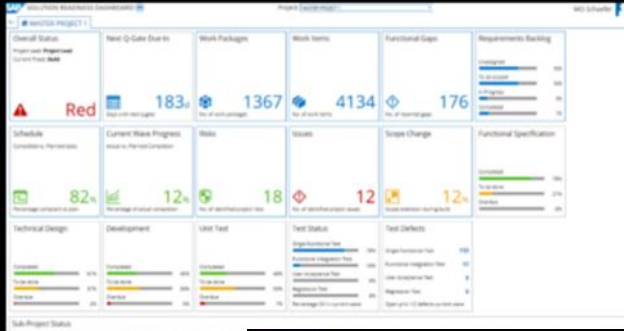


Focused Build is a turn-key solution to manage agile development projects.

Focused Solutions for SAP Solution Manager



Overview SAP Solution Manager and Focused Solutions



Focused Build

Manage requirements and software development for large, agile innovation projects

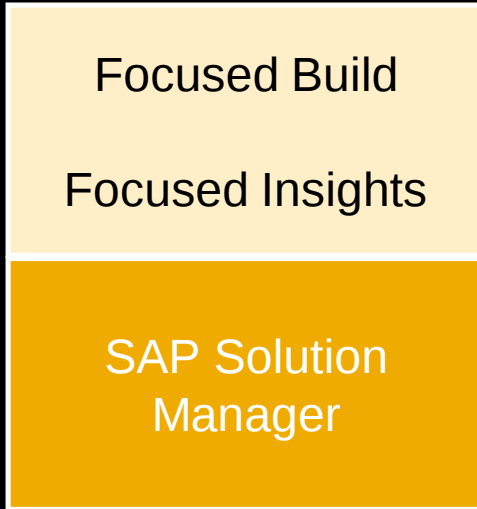
Focused Insights

Build and distribute powerful customer-specific dashboards in minutes

Focused Run

Powerful solution for Service Providers and larger customers who want to manage all their systems in a central, scalable, and automated environment

Evaluate to add Focused Solutions



Focused Build

if you have large, agile implementation projects

Focused Insights

if you want to have cross-functional out-of-the box dashboards



Focused Run

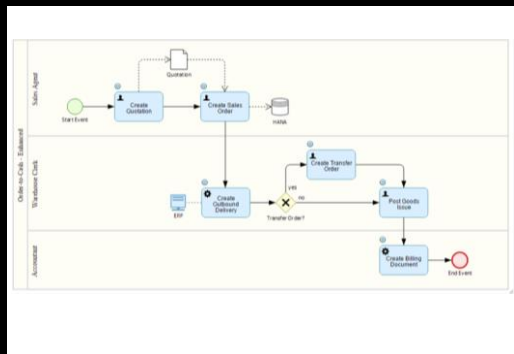
if you have 1000+ agents or have advanced needs

Focused Build

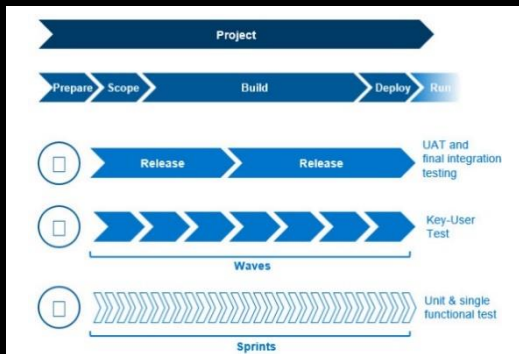
Focused Build for SAP Solution Manager



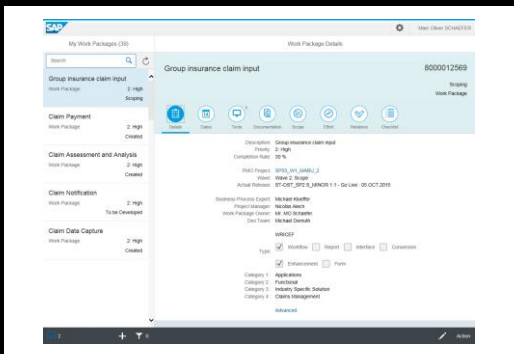
Requirements Management
within process models



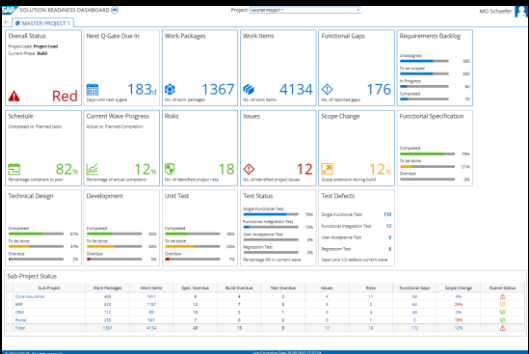
Agile development projects:
from Sprint to Release



Modern applications with high
usability for all involved roles

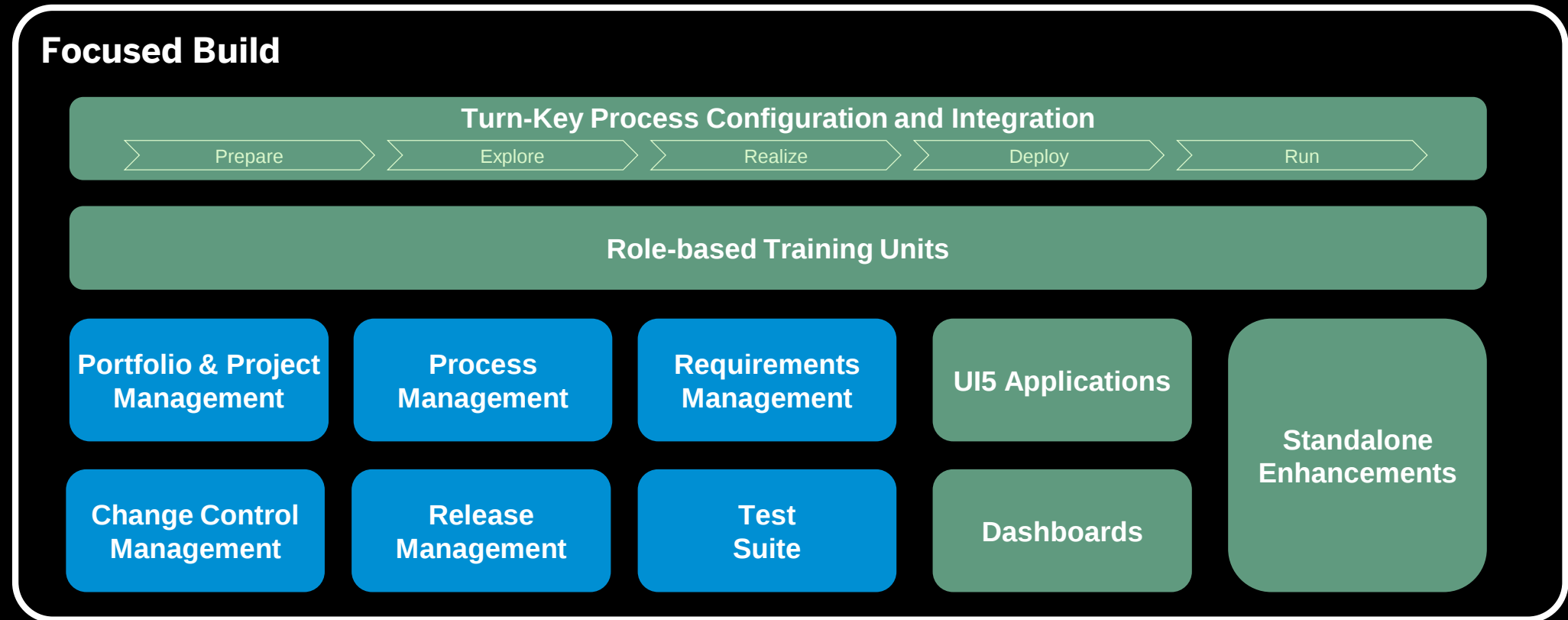


Project governance with
automated status reporting



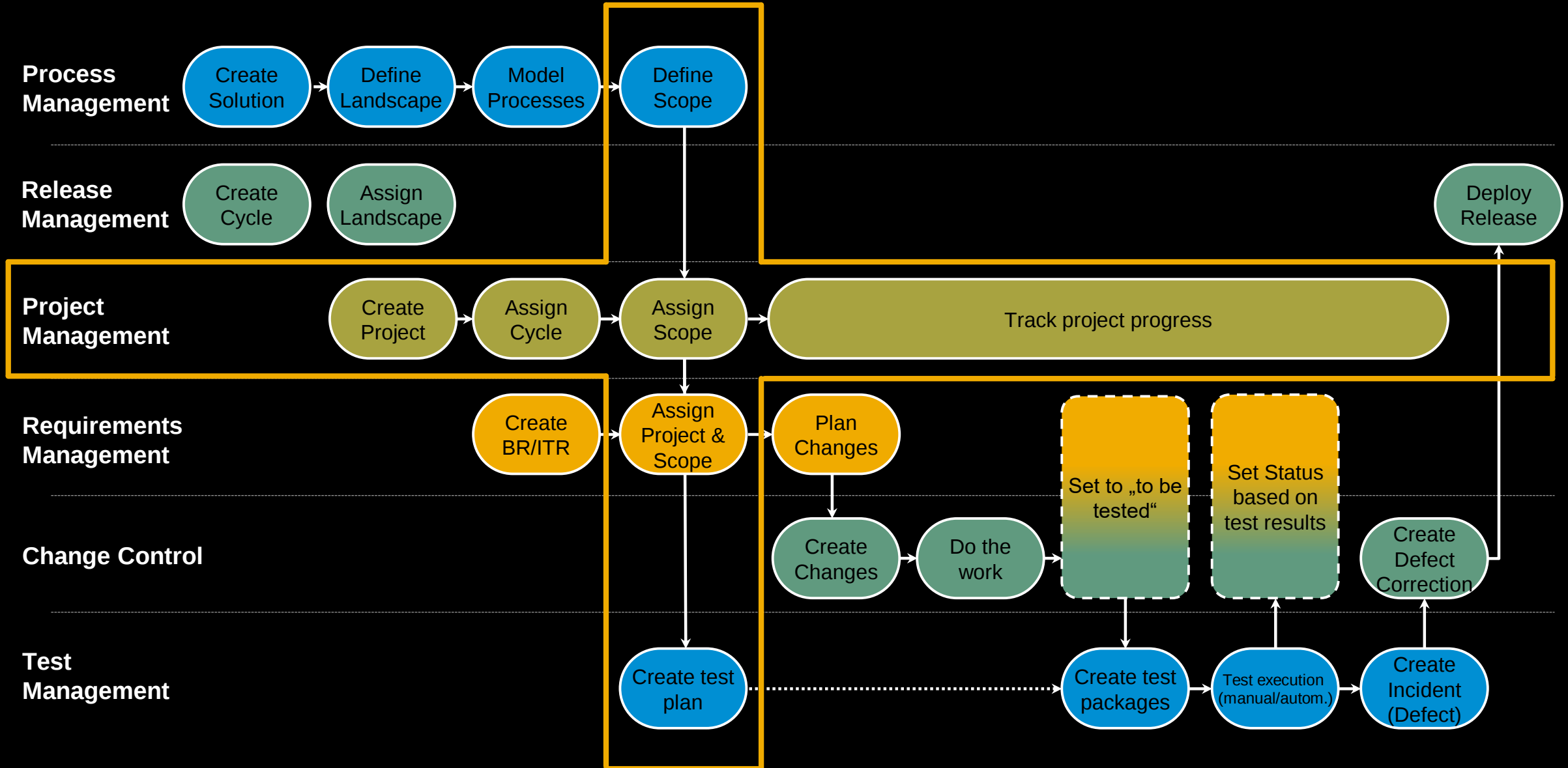
Focused Build is a turn-key solution to manage agile development projects.

What Is Included in Focused Build?

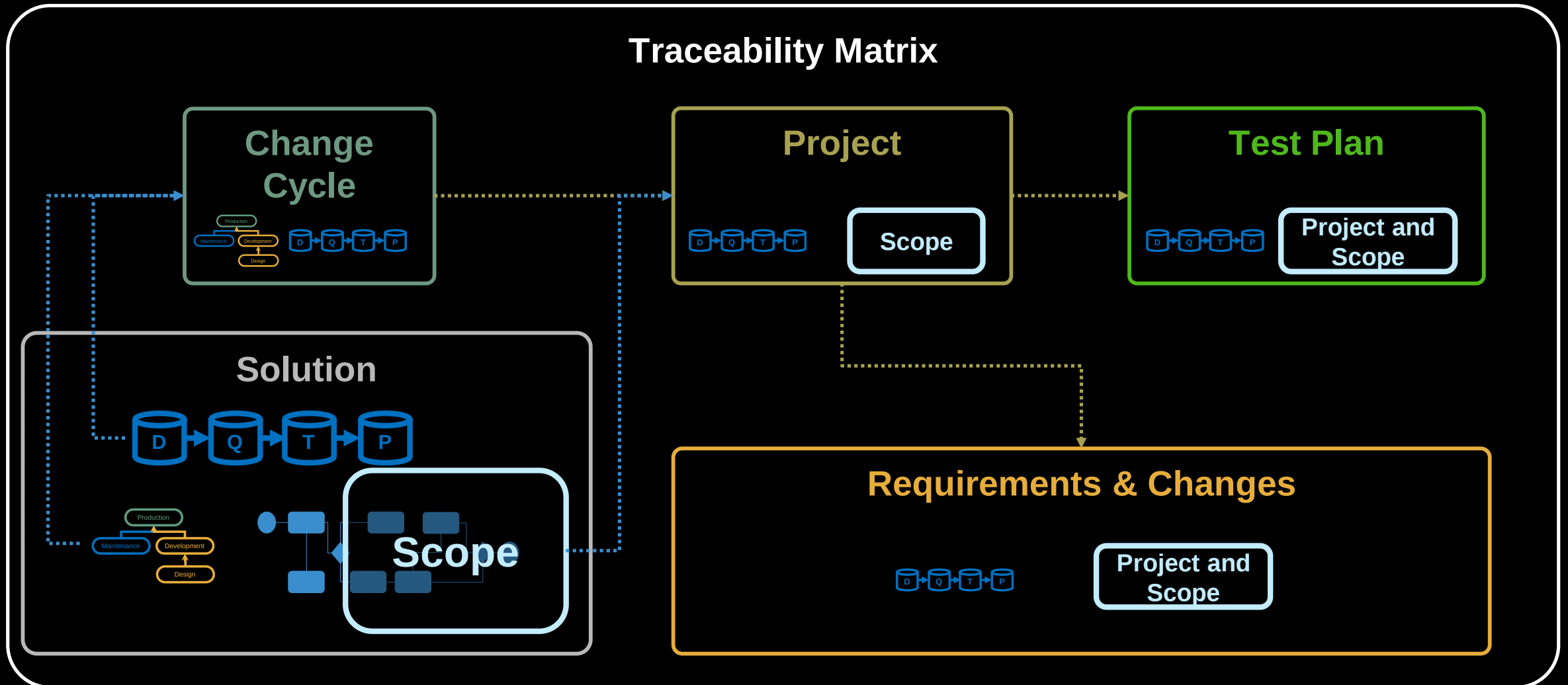


■ : Powerful, and flexible, configurable engines of SAP Solution Manager ■ : Turn-key solutions tuning powerful engines for a focused use case

Best-of-Suite, Integrated process flow for SAP Solution Manager 7.2



Integration of Project and Scope in Requirements to Deploy



Focused Insights

Approach

Focused Insights is a **Focused Solution**: turnkey solutions based on SAP Solution Manager.

Focused Insights is an **add-on** installed on top of SAP Solution Manager.

Focused Insights is available to all customers:

<https://support.sap.com/en/solution-manager/focused-solutions.html>

Goal



Focused Insights



SAP Solutions management **reporting** for all IT users
SAP IT Services & Solutions **performances optimization**.
Operations and **Control Center** platform.



SAP Solution Manager



SAP solutions management platform
Derive maximum value from your SAP solution.

Focused Insights for SAP Solution Manager: Content

Platform for SAP IT Services & Solutions optimization



Pre-packaged SAP UI5 content based on SAP Best Practices.

Dashboard Models

Pre-defined catalog of indicators for SAP IT management based on SAP Solution Manager

Dashboards Indicators



Focused Insights for SAP Solution Manager: Key features

Platform for SAP IT Services & Solutions optimization

- Access to all indicators in form of statuses, trends, history and compliance view.
- Dynamic Analysis with rolling period.
- Cross-reporting for **Build** and **Run** use cases for IT and Business for operators, key users, SAP Basis, service manager and CIO.



Use Cases

As a CIO, you need to give to your IT organization the mean to get full **visibility**, **transparency** and **control** over all the components contributing to the performance of your SAP landscape.

Visibility



Strategic

- Align IT organization with corporate strategy
- Align business and IT organizations
- Measure service performance and progresses
- Communicate on organization's strategic objectives

Dashboards for executives

Control



Governance

- Control solution status and trend against the forecasts
- Comply with service level agreements
- Monitor and identify early good and bad trends
- Optimize the usage of resources

Dashboards for managers

Transparency

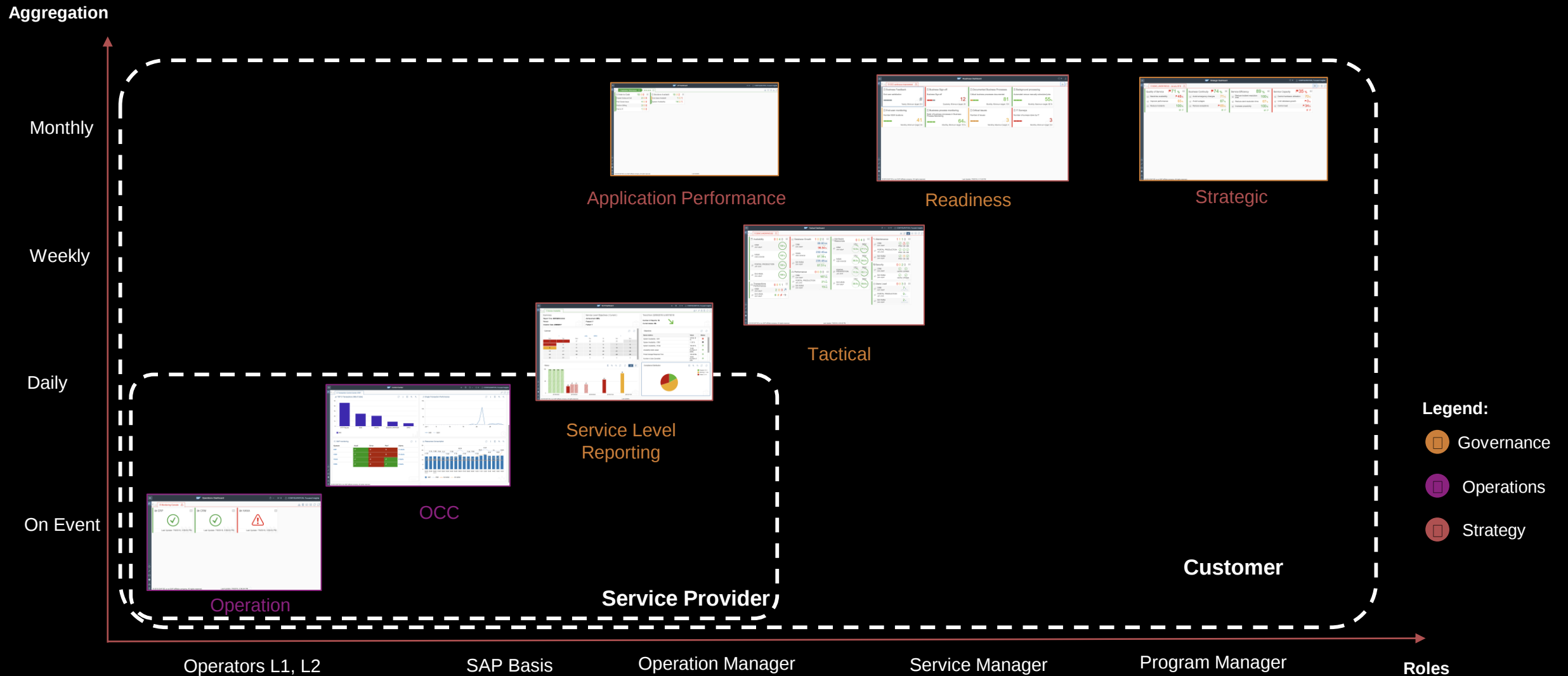


Operation

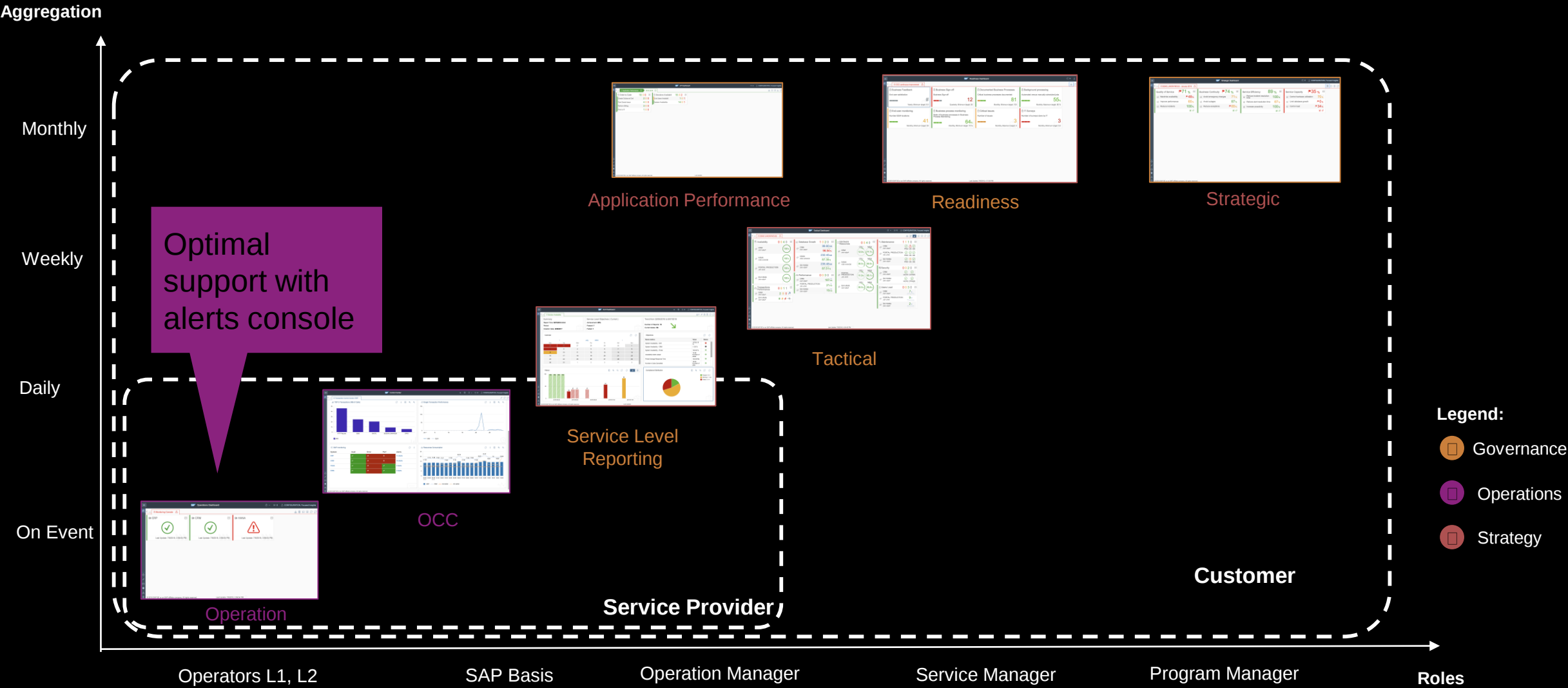
- Design custom specialized views
- Build hierarchies and aggregated indicators
- Jump-in to integrated SAP Solution Manager expert tools

Dashboards for experts

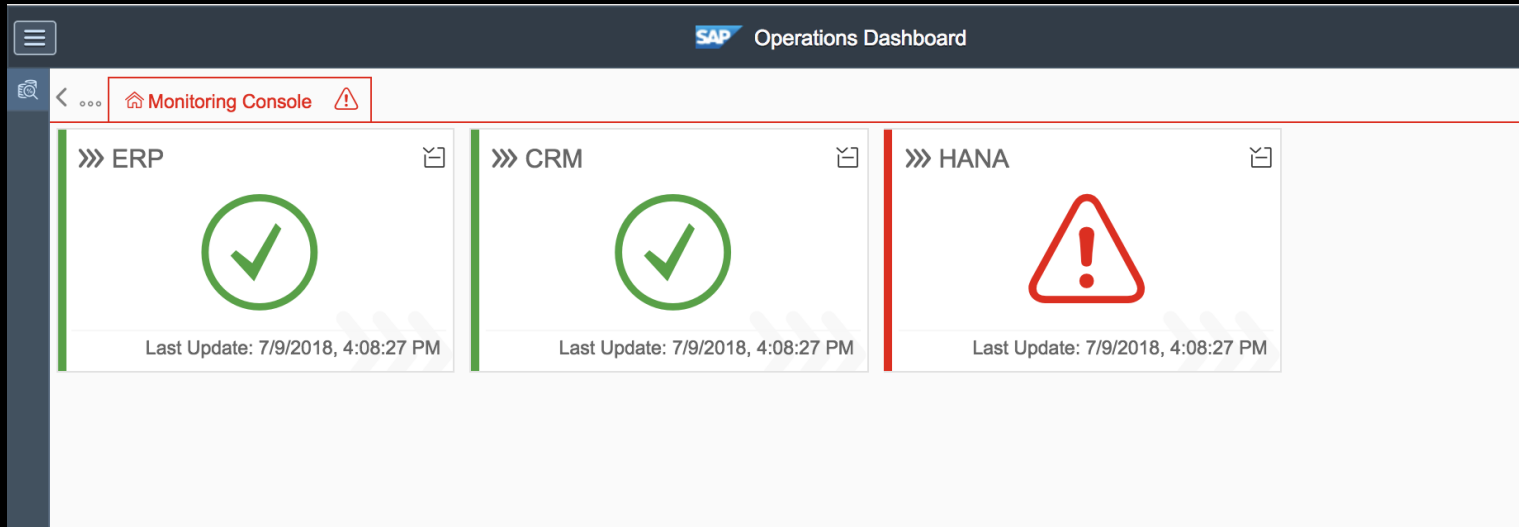
SAP Focused Insights is packaged as **Dashboards Models**. pre-defined template corresponding to a best practice use-case



Operation Dashboard



Operation Dashboard

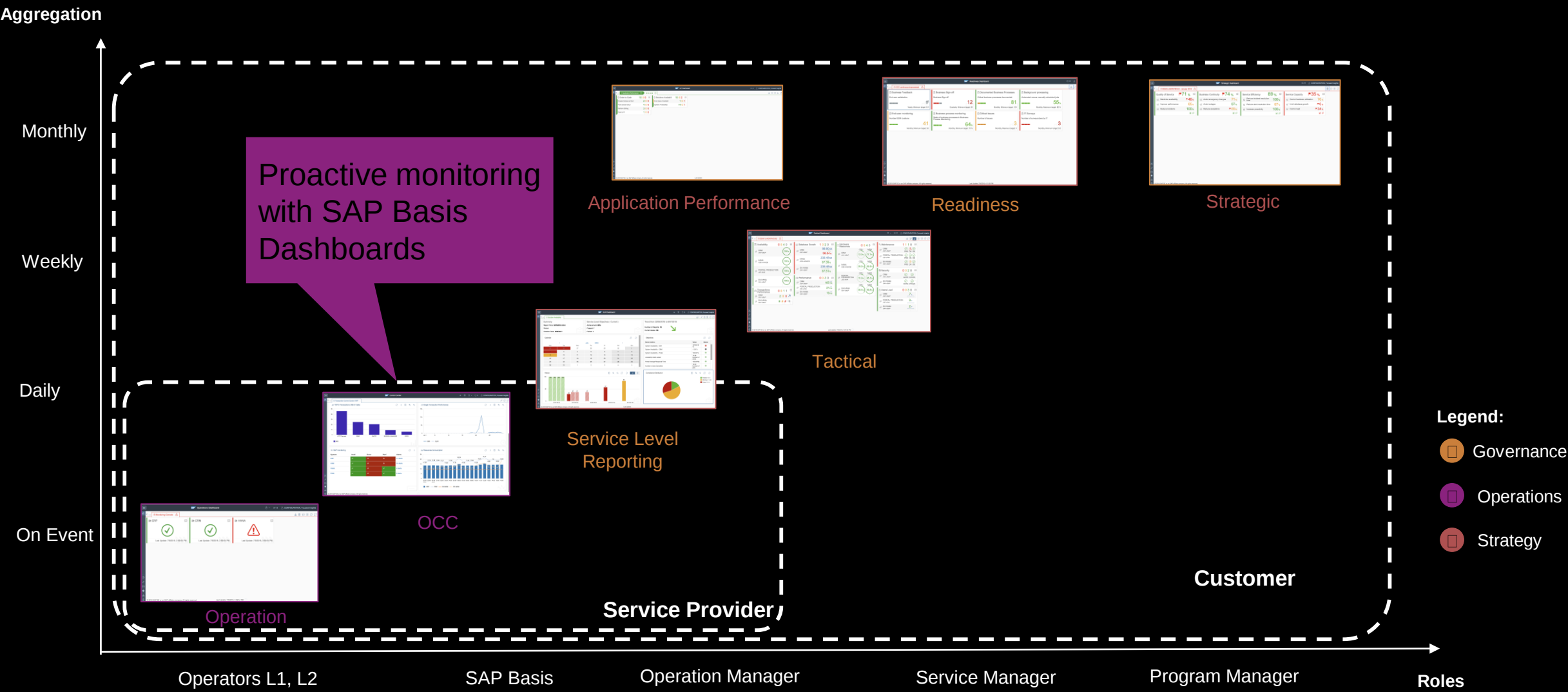


With the **Operation** dashboard, you can detect and solve alerts to track issues as they occur.

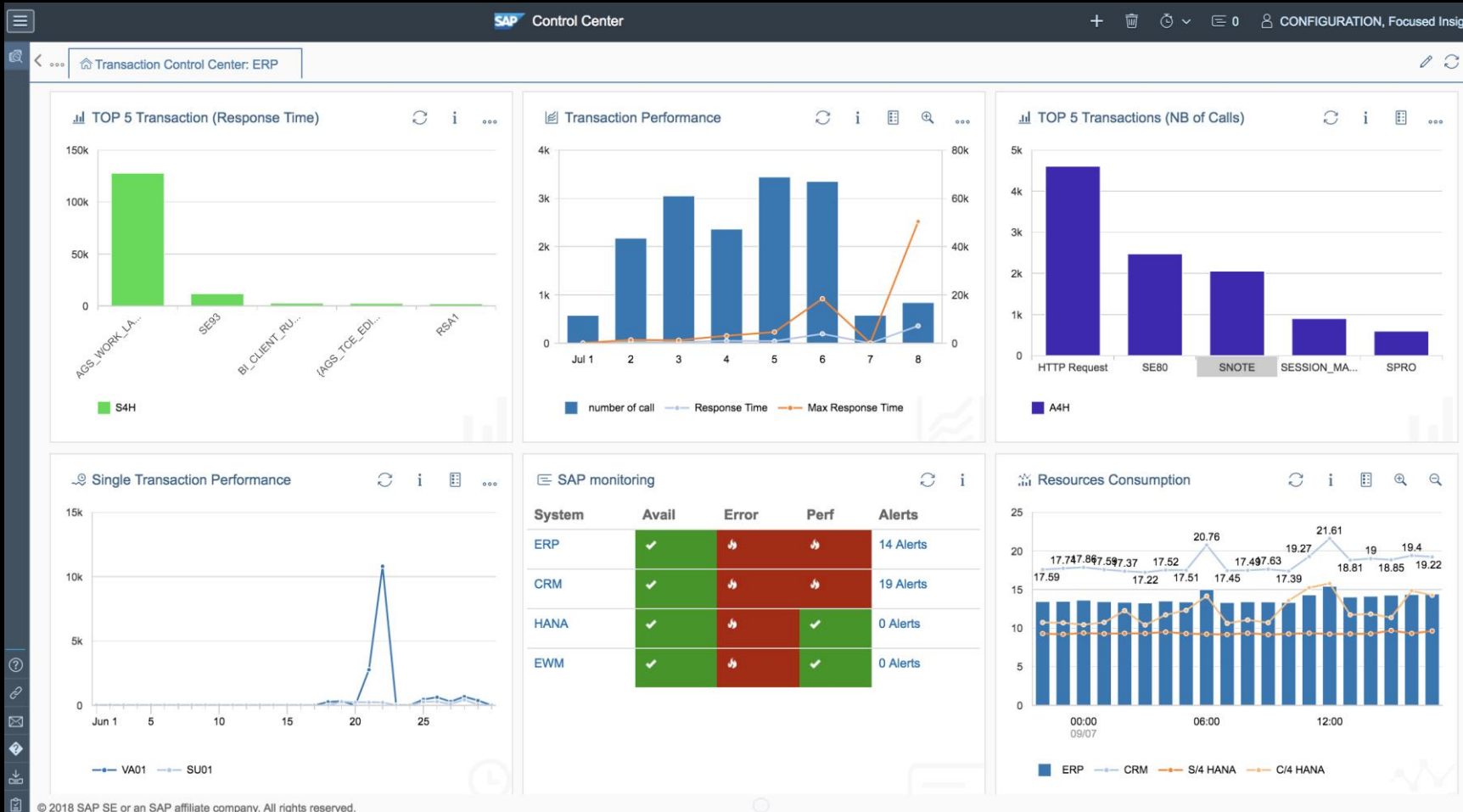
With the alert console of Focused Insights, your team knows the current situation of your SAP environment.

Your first and second level support organization can operate your solution with insight into the root cause of issues and the ability to drill down into the problem.

Control Center Dashboard



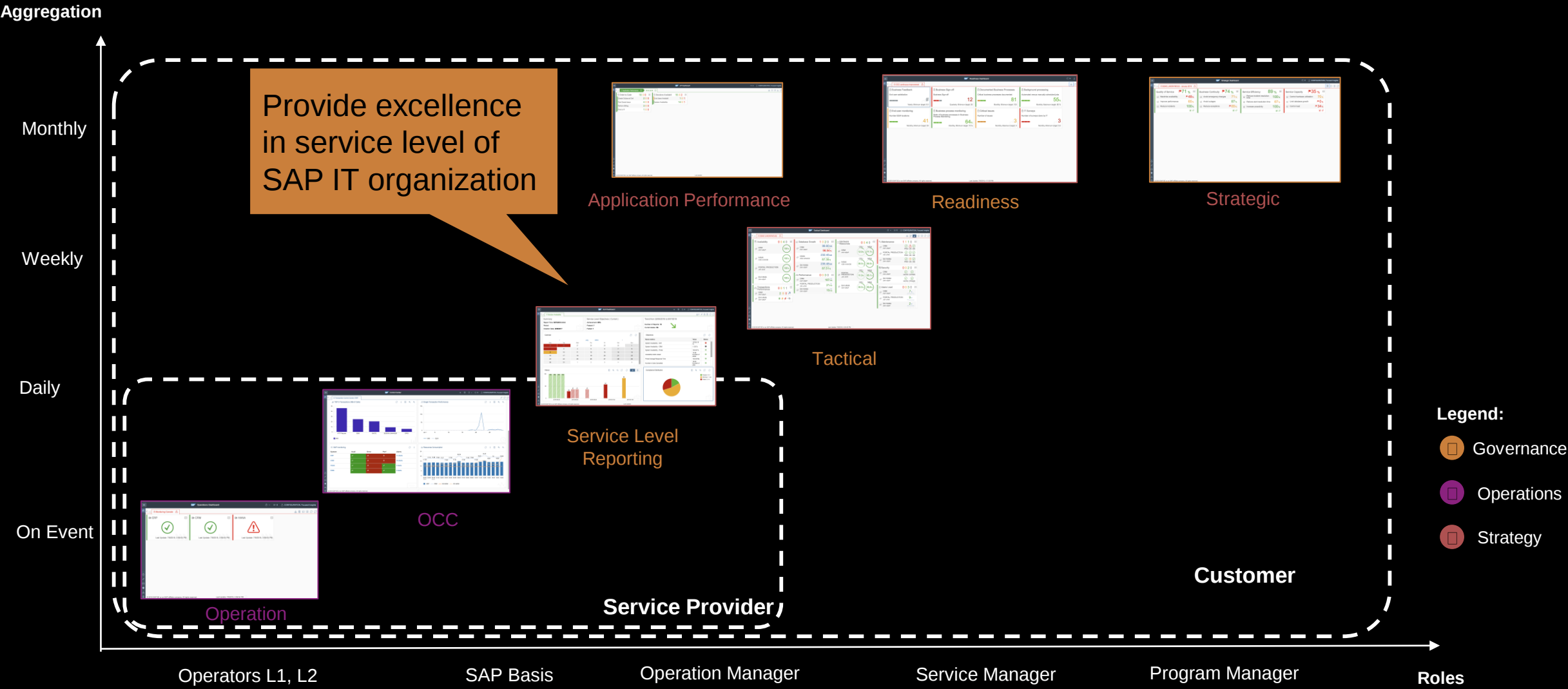
Control Center Dashboard



Through **Control Center** dashboards, you can view in real-time the key areas of your SAP environment with multiple indicators correlated in single views for early detection of top offenders.

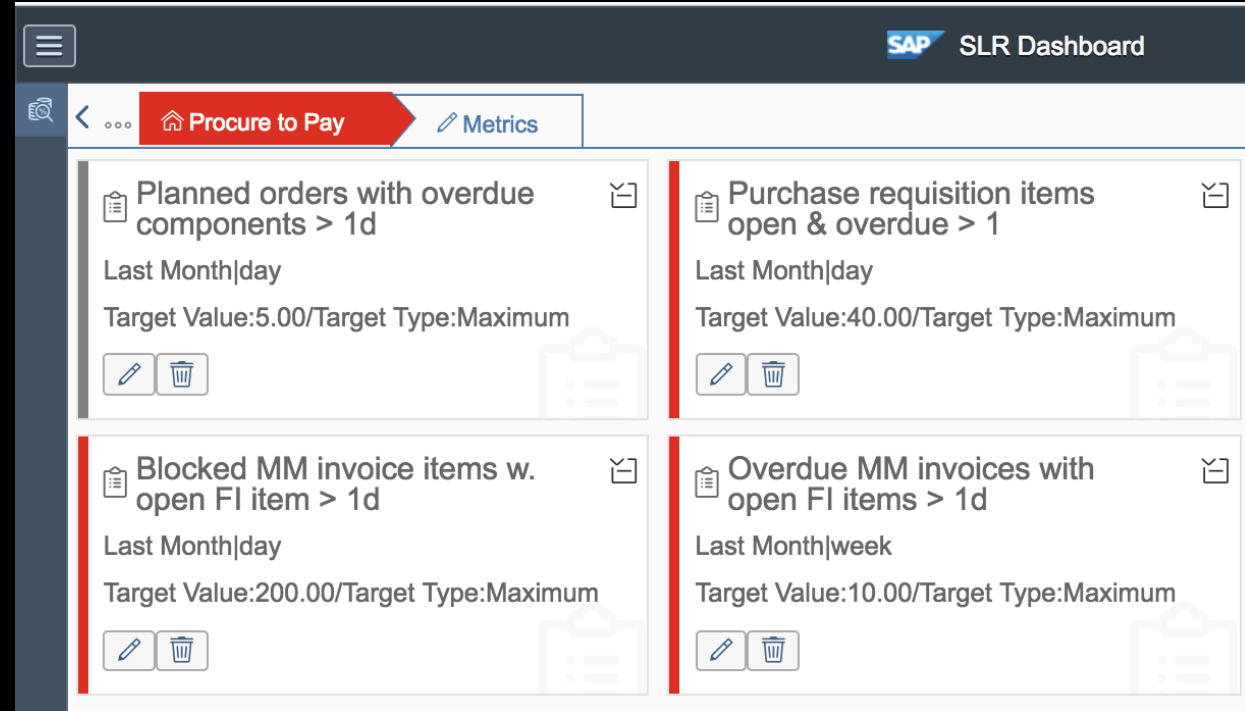
The capacity to detect issues at early stage is a game changer in improving users experience.

Service Level Dashboard



Service Level Dashboard

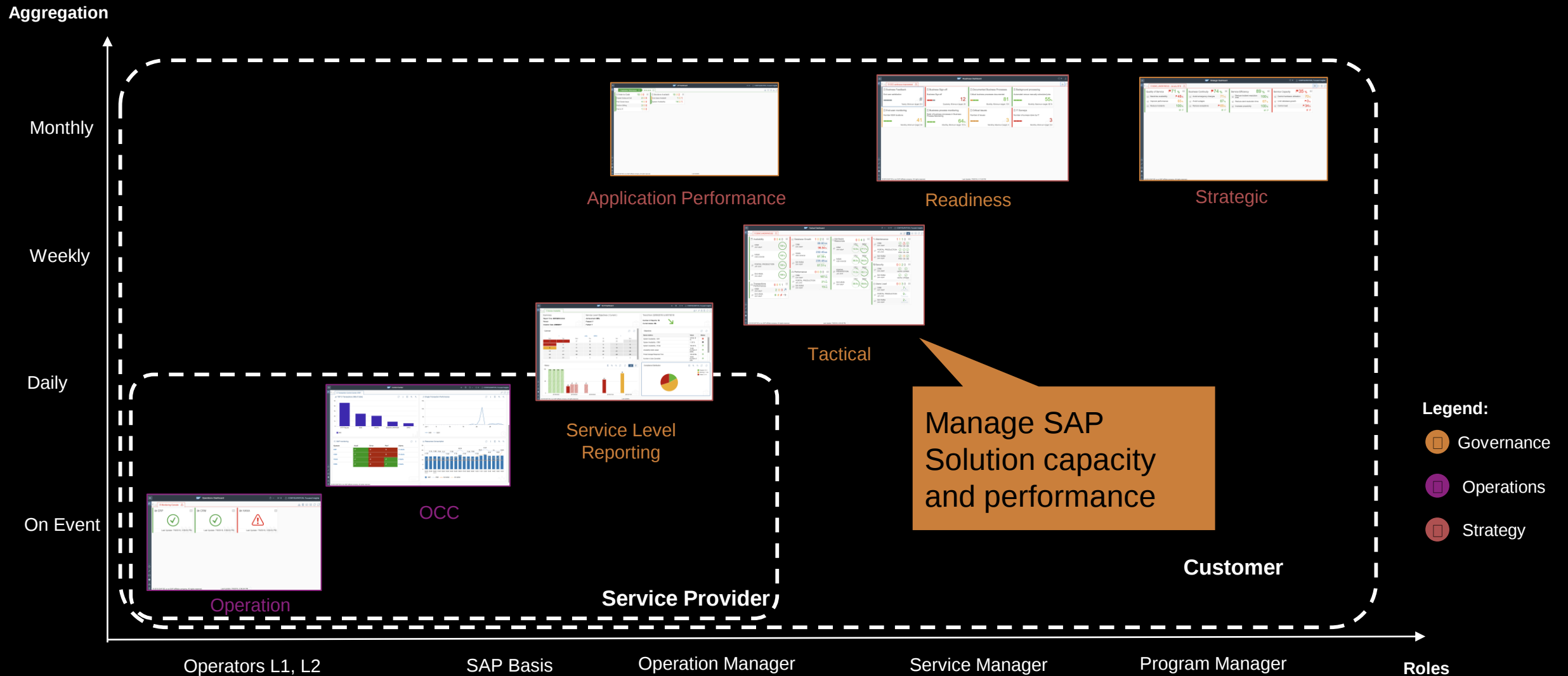
Setting objectives and monitoring target achievements allow High-performing SAP IT services to report on the value they provide to the business.



With **Service Level** dashboards, building and maintaining a service level report is an easy task that SAP service manager could realize in a few clicks.

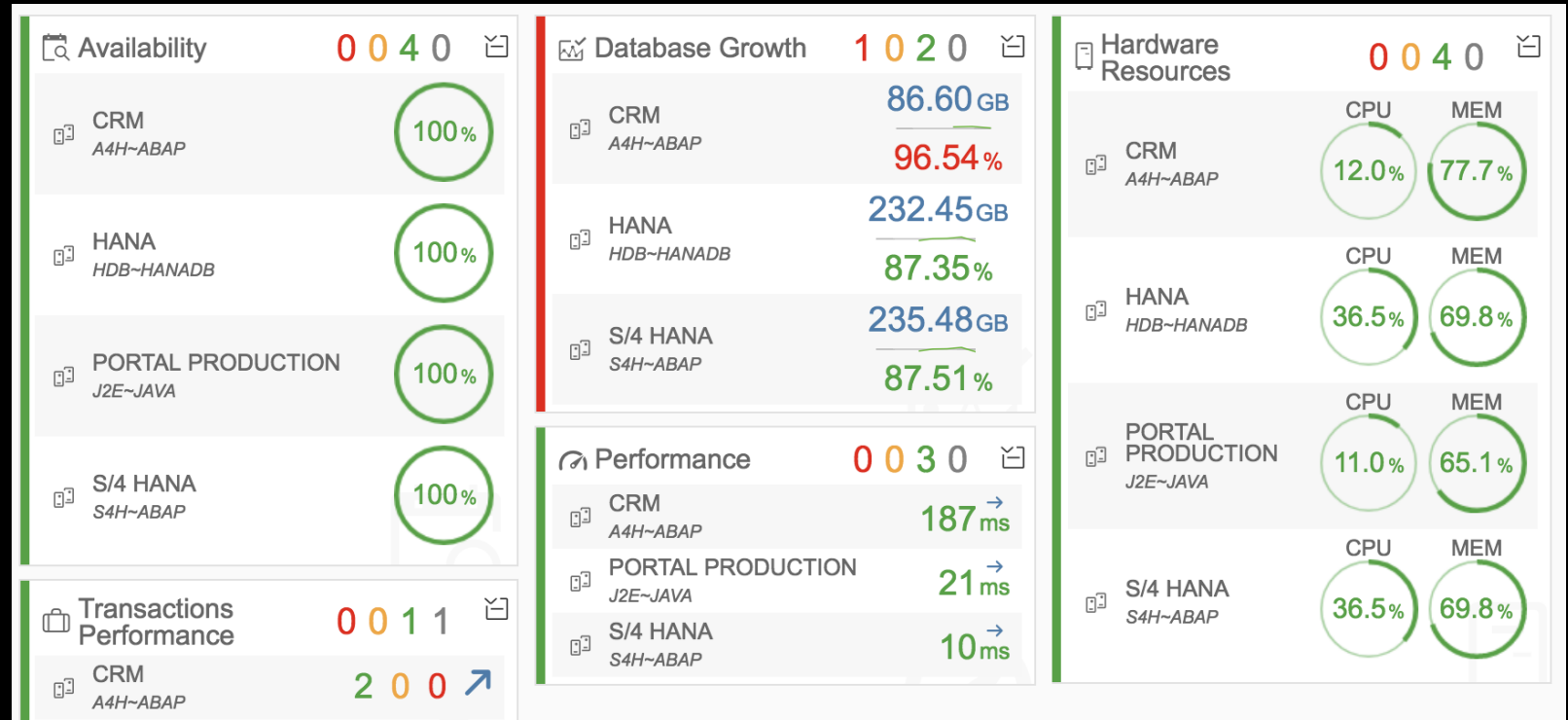
Based on the full range of SAP IT and business indicators, your teams have a centralized management console to design, build, and monitor service agreements for SAP Solutions. It combines automation and flexibility to measure and manage your levels of service in a consistent automated manner.

Tactical Dashboard



Tactical Dashboard

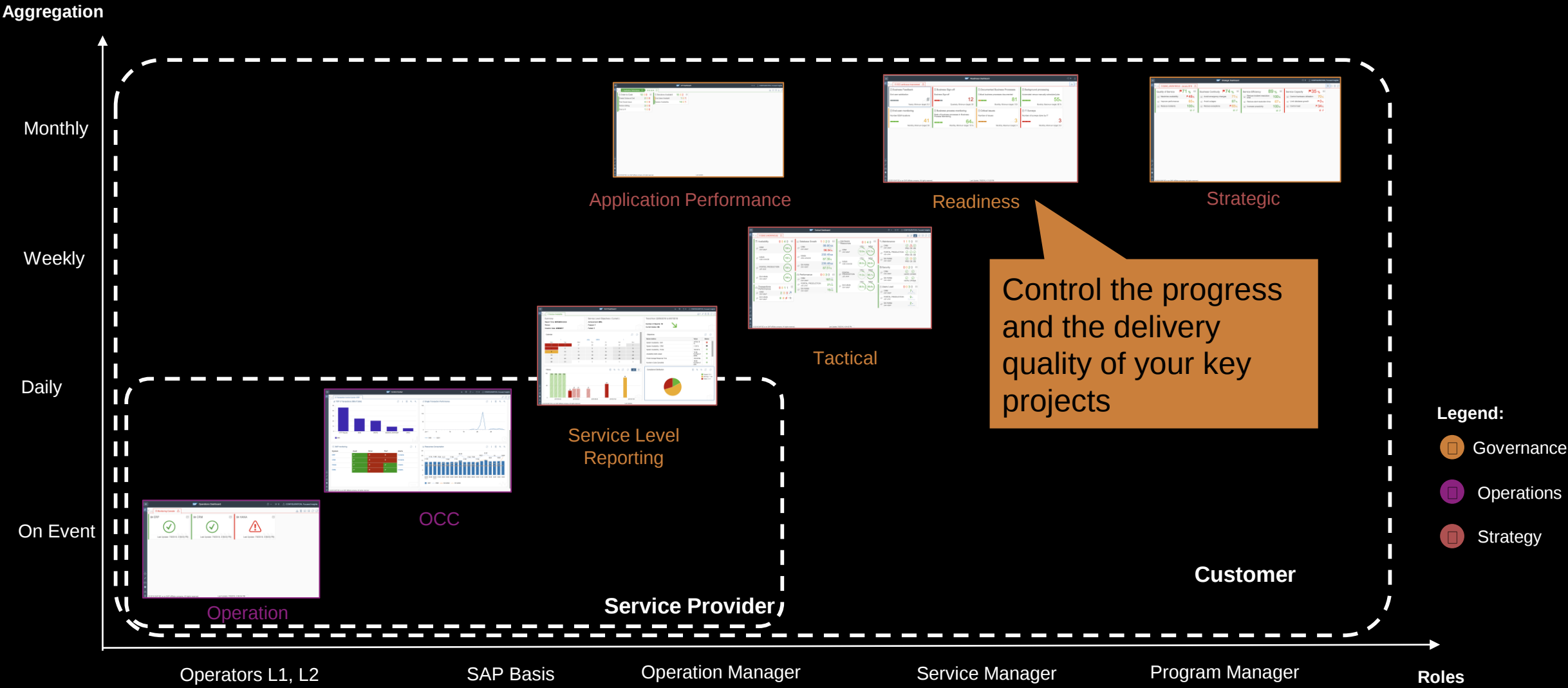
The performance of your SAP solution relies on capacity and health indicators like workload, volume, capacity, resources utilization...



To optimize the capacity of your SAP environment you need to visualize those key elements in a way that will help you to improve your application performance.

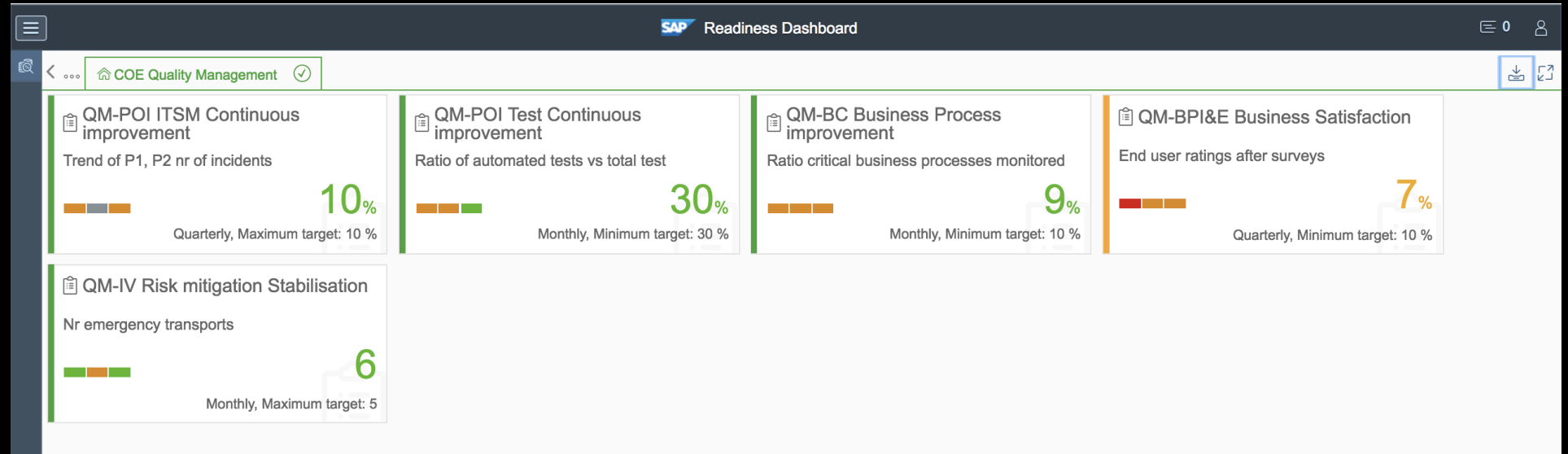
- With real-time indicators visualization, **Tactical** dashboards help you to quickly identify issues.
- At the same time, through historical views, you can determine trends and perform detailed and predictive analysis.

Readiness Dashboard



Readiness Dashboard

The **Readiness** Dashboard provides you with a simple and fast way to track the progress of your projects.

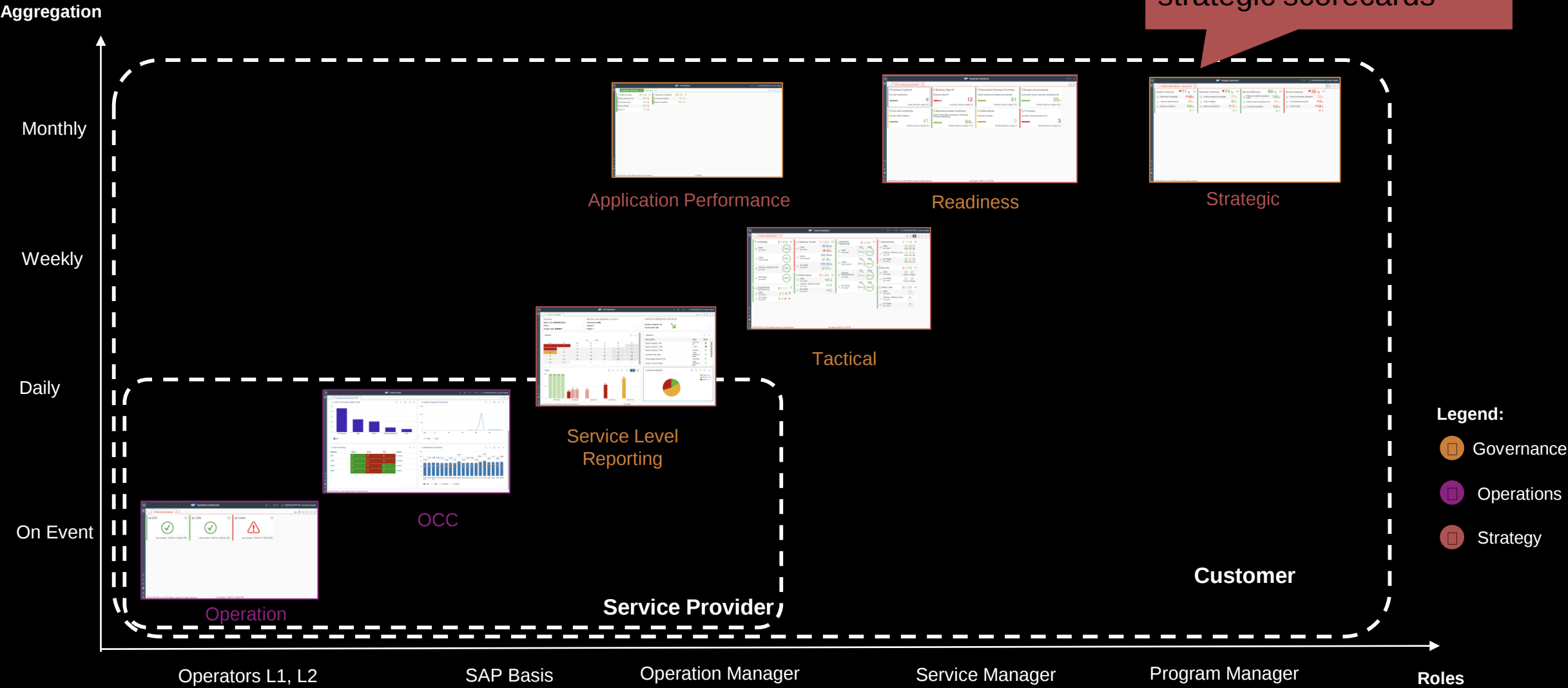


Without a meaningful way to monitor the progress of your projects, performance isn't always easy to measure.

By defining milestones and associating targets to your main indicators, project managers can lead their teams to higher standards, greater quality and successful projects.

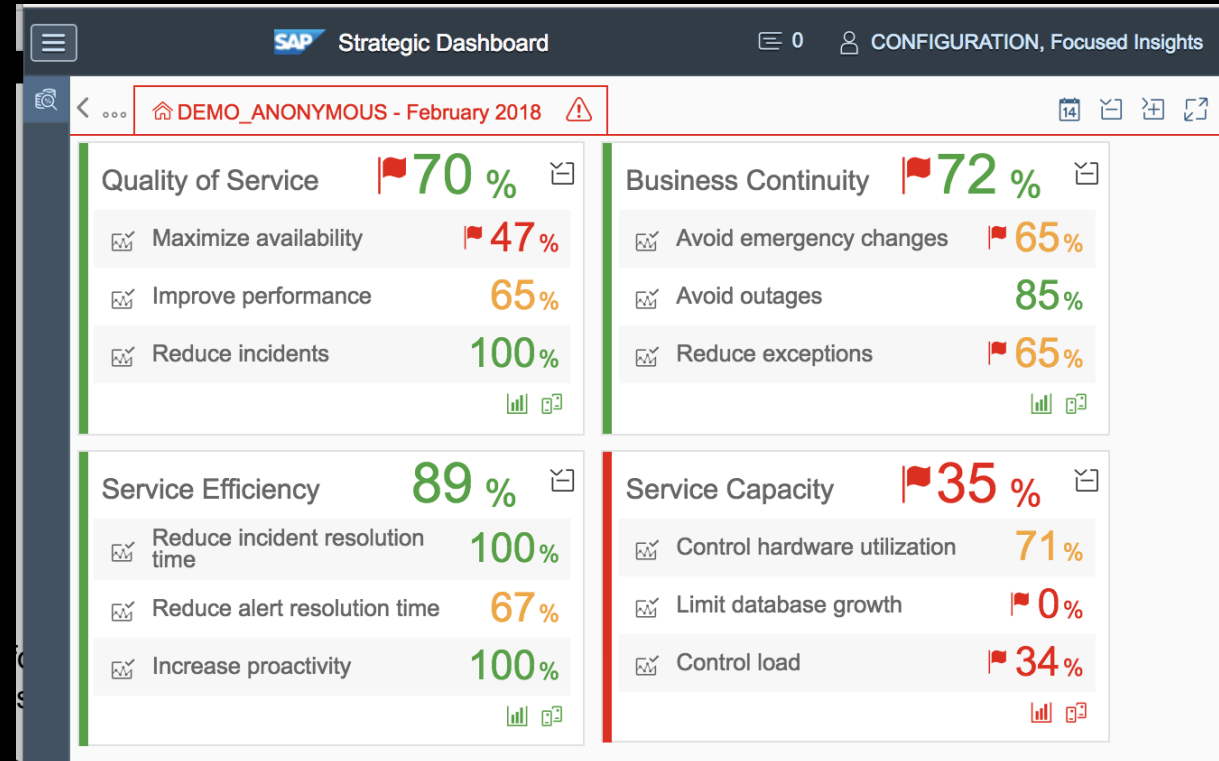
Strategic Dashboard

Implement continuous improvement with strategic scorecards



Strategic Dashboard

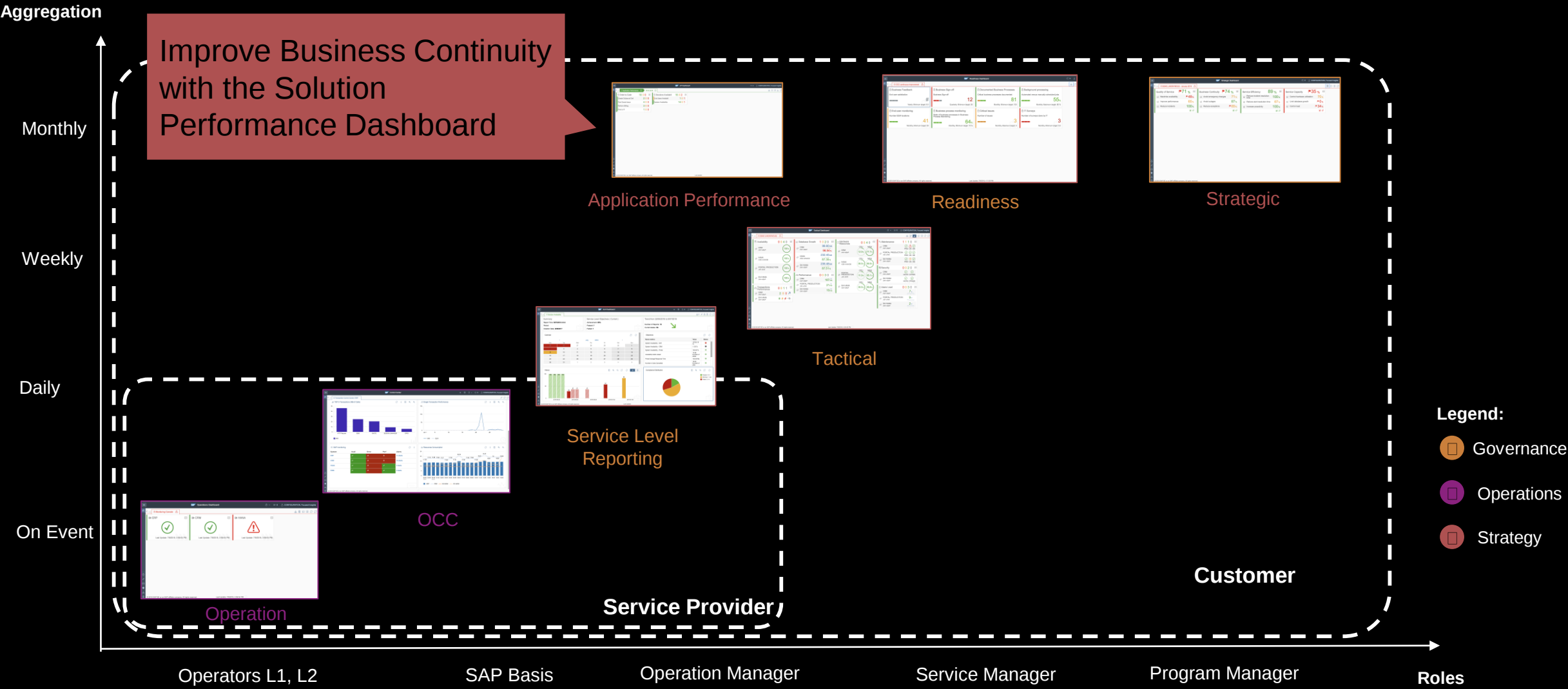
With Focused Insights, you can monitor progress of your IT organization with intuitive performance scorecards.



Being able to measure your performance over long period of time helps you to put in place effective continuous improvement processes.

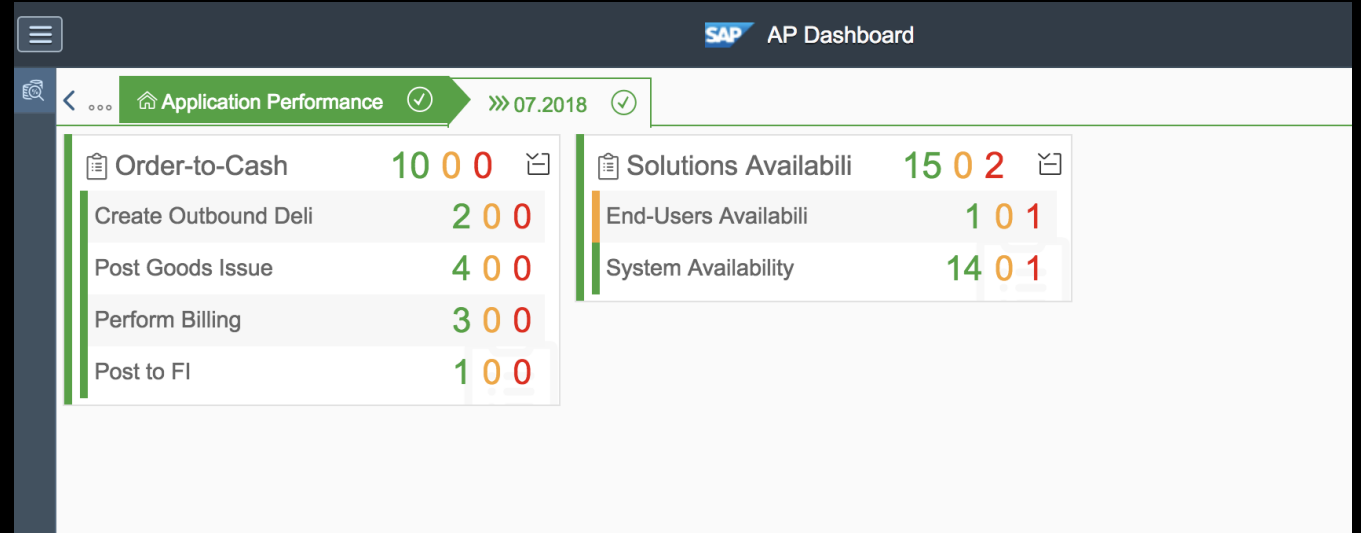
It easy to keep your strategic plans on track. You can improve visibility and collaboration with a single source of data and prioritize and focus resources towards your business objectives.

Application Performance Dashboard



Application Performance Dashboard

The performance of your SAP Solution is a measure of the results achieved by your core business processes.



Detecting and solving abnormal situations degrading the overall performance of your solution is not enough when you want to lead high-performing SAP IT services.

You need to be able to track high level incidents and alerts over a long period of time.

With **Application Performance** dashboards, you can monitor the compliance of the continuity of your core processes. This is a key feature to ensure a high level of satisfaction of your end-users.

Additional information

SAP Solution Manager Demo

- <https://blogs.sap.com/2017/09/18/focused-insights-online-demo/>

Focused Solutions (software package)

- <https://support.sap.com/en/solution-manager/focused-solutions.html>

Focused insights Central Notes

- <https://launchpad.support.sap.com/#/notes/2392728>

Focused Insights 2.0 documentation:

- SP1: <https://help.sap.com/viewer/product/FINSIGHTS/210/en-US>
- SP2: <https://help.sap.com/viewer/product/FINSIGHTS/220/en-US>

Focused Insights FAQ

- <https://wiki.scn.sap.com/wiki/display/SM/SAP+Solution+Manager+WIKI+-+Focused+Solutions>

Focused Insights: Metrics Documentation

- <https://wiki.scn.sap.com/wiki/display/SM/Focused+Insights+for+SAP+Solution+Manager>

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Focused Build for SAP Solution Manager

Take control of agile innovation projects

Expedite the capture and delivery of new business models and related requirements, integrate on-site and remote teams, and simplify reporting by extending the power of SAP Solution Manager with Focused Build

EUR 250.00

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per user

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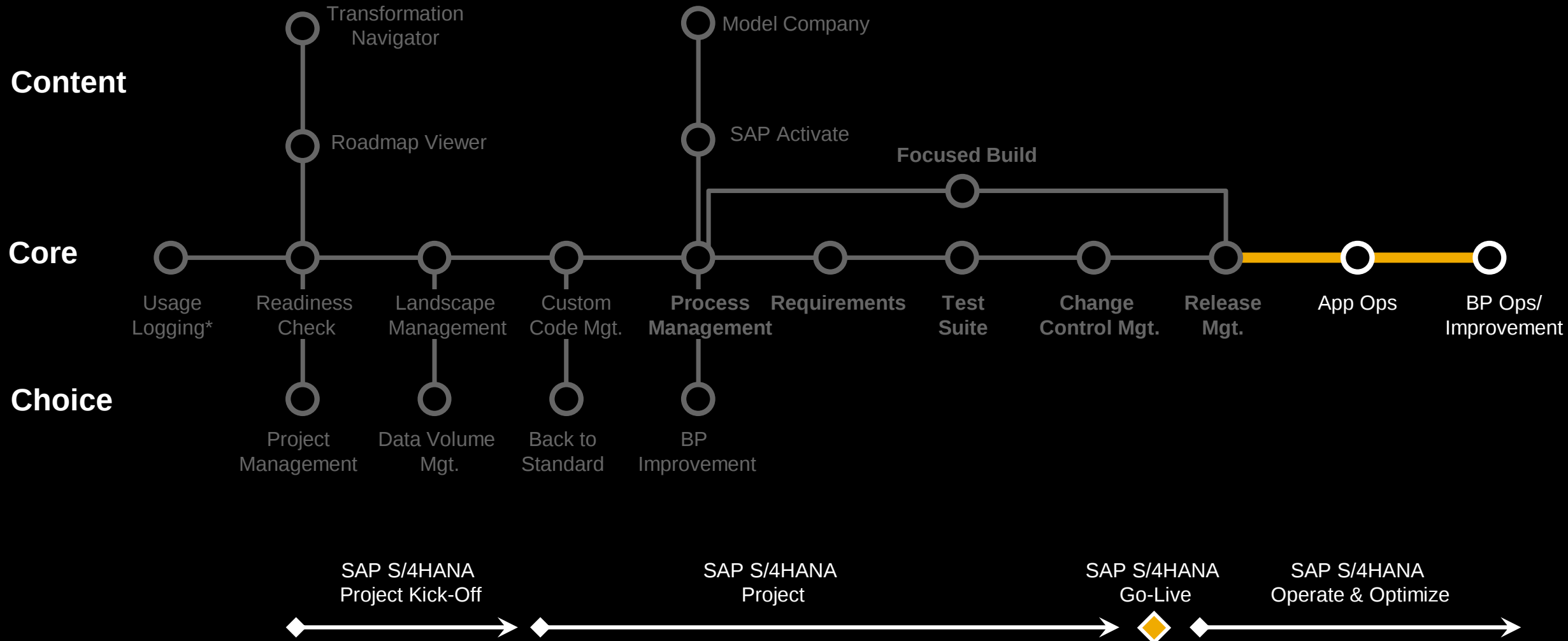
As of **2020**, the usage rights of SAP Solution Manager include SAP Focused Build and Insights – no additional costs!

Focused Run remains on SAP price list and SAP Store.

Run with SAP Solution Manager



SAP Solution Manager 7.2 for **SAP S/4HANA** Run



Cloud Classification and Responsibilities

		On Premise	Private Cloud	Public Cloud		
						
Business Process Management	Business Context					
	Applications					
Application Management	Middleware / Platform					
	System					
System Management	Database					
	Operating System					
	Virtualization					
	Servers					
IT Infrastructure Management	Storage					
	Networking					

Legend:

-  Completely managed by Customer
→ No transparency for Service Provider
-  Managed by Service Provider but SLAs and KPIs are defined
→ Customer has transparency about critical events and SLAs
-  Completely managed by Service Provider
→ No transparency for Customer

Two solutions for RUN: SAP Solution Manager and Focused Run

SAP Solution
Manager

+

Focused Run

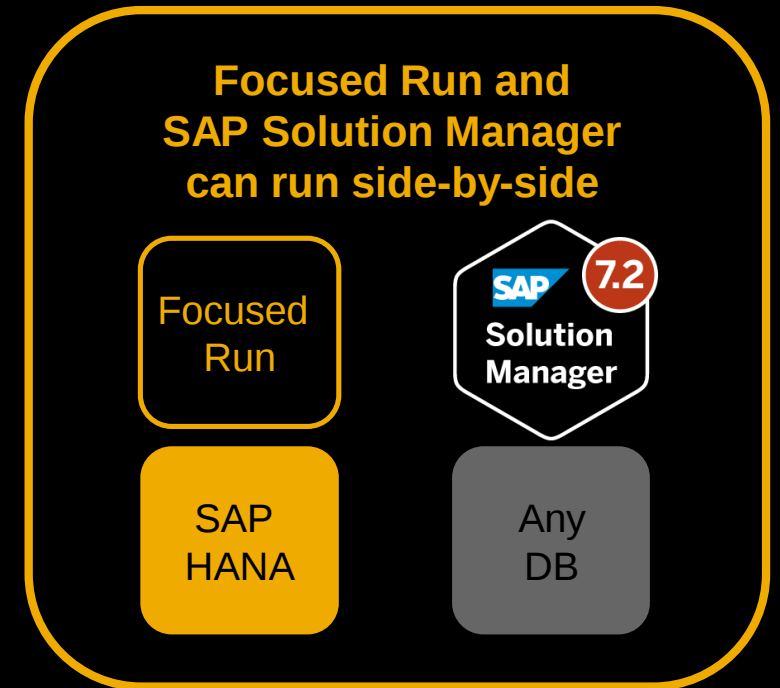
Focused Run

if you have 1000+ agents or have **advanced needs**

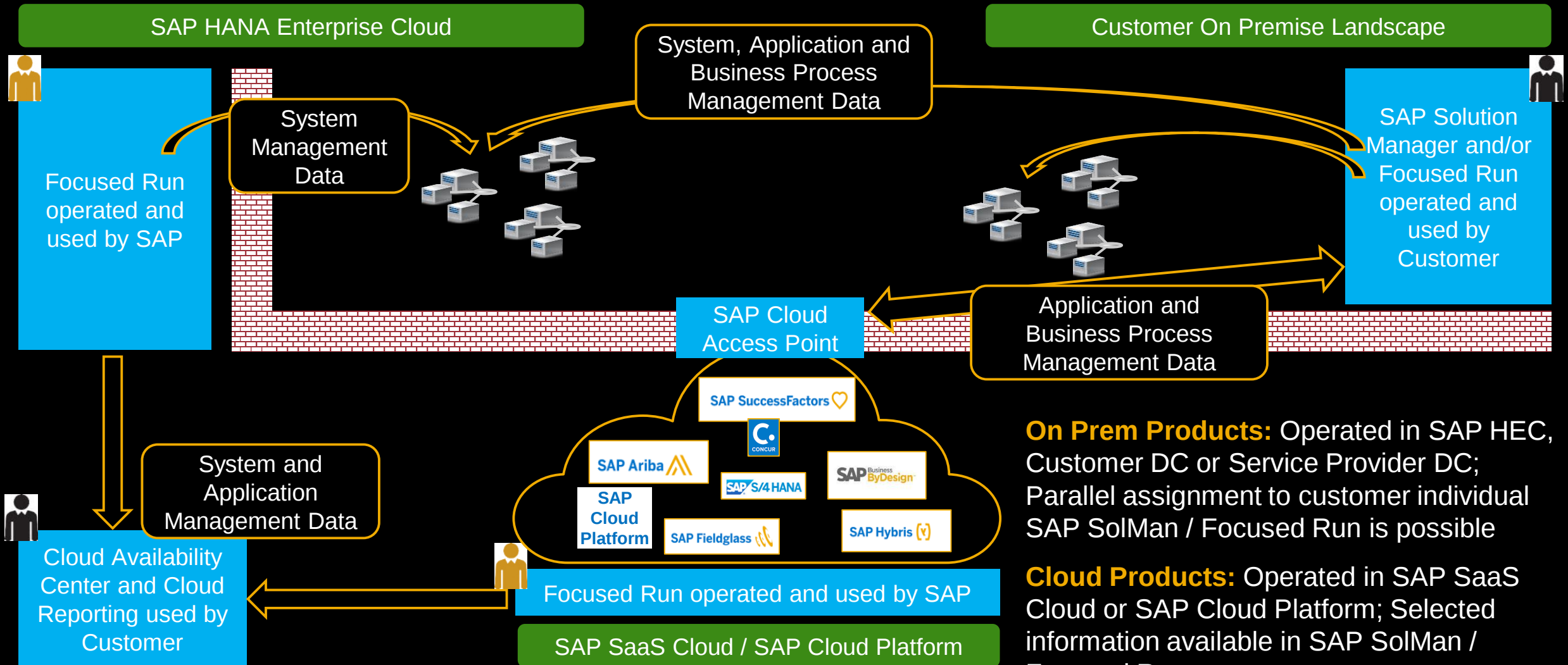
	SAP Solution Manager 7.2 AGGREGATED	Advancements in Focused Run 2.0 SINGLE ITEM GRANULARITY, MACHINE LEARNING, AI
User Monitoring	Synthetic User Monitoring based on probes by robots	Real User Monitoring based on single end user requests
Integration Monitoring	Interface & Connectivity Monitoring based on statistical error information	Integration monitoring on single message level and e2e correlation
System Management	Monitoring, Administration, Analytics, Health check,...	System anomaly analysis and metric forecasting

Focused Run – Mission statement

- Is a powerful solution for service providers who want to host their customers in a central, scalable, safe, and automated environment with minimal TCO
- Addresses customers & partner with advanced needs for example in configuration monitoring, user monitoring, integration monitoring, dashboarding & artificial intelligence
- Uses the full power of SAP HANA as a platform, including replication, partitioning, predictive analytics, and compression
- Is a separate installation, which can run side-by-side with an existing SAP Solution Manager
- Provides feature rich and powerful functionality dedicated to operations of IT solutions
- Isn't covered by maintenance fee, but needs to be licensed separately from SAP



Operations for hybrid landscapes



Scope of Hybrid Support

Integration Monitoring

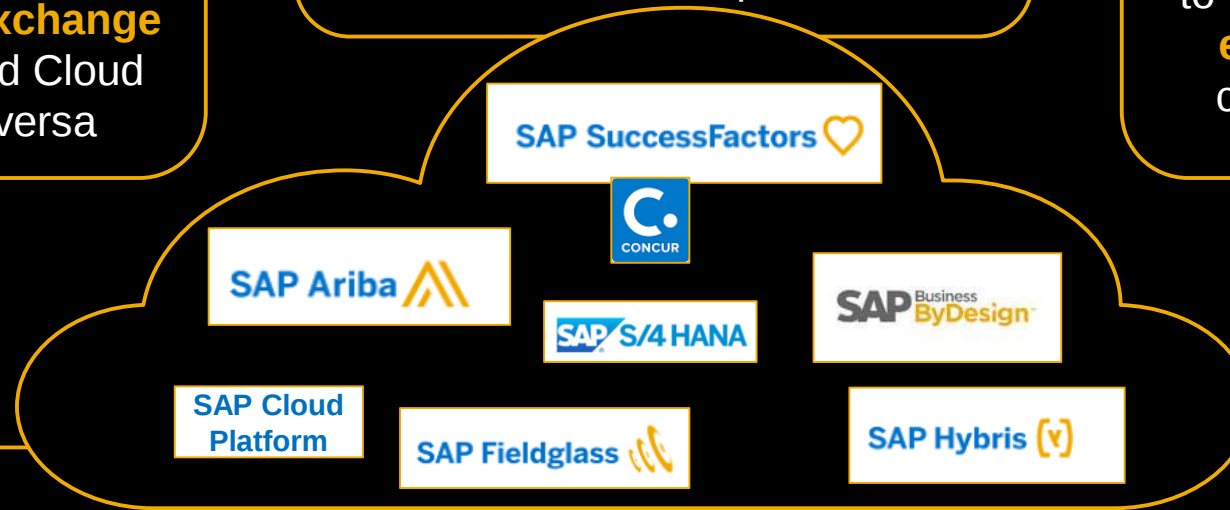
to ensure **reliable data exchange between** On Premise and Cloud components and vice versa

Job Management

to **manage and monitor jobs in cloud products** necessary to execute business processes

Exception Management

to **forward relevant application exceptions** from SAP Cloud components to Customer



Data Consistency Management

to ensure **consistency of data** stored in SAP Cloud and Customer On Premise

Business Process Monitoring

to provide **Business Process KPI's** for SAP Cloud Scenarios

User Monitoring & User Tracing

to ensure **availability and performance** of SAP Cloud scenarios from **end user perspective**

Integration Monitoring powered by SAP Solution Manager & Focused Run

Benefits: Visualization of **integration scenarios covering On Prem and Cloud Applications and Integration Platforms**. Monitoring of application **exceptions, throughput and performance metrics**. Support of **orchestrated interfaces** as well as **peer-to-peer interfaces**.

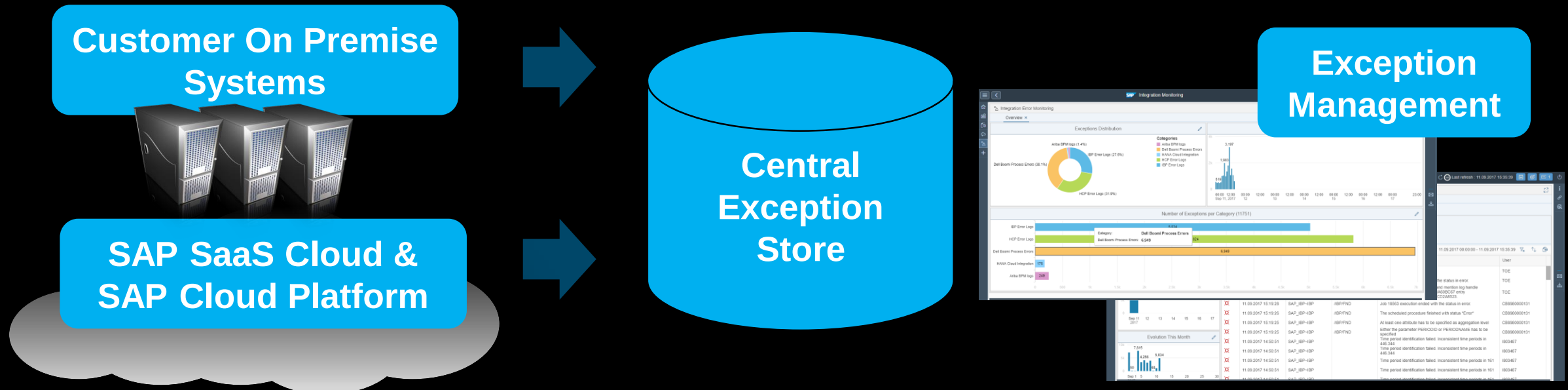
Coverage: SAP SuccessFactors, SAP Ariba Supply Chain Collaboration, SAP Cloud Platform Integration, SAP Process Integration, ...



Exception Management powered by SAP Solution Manager & Focused Run

Benefits: Retrieval of **business critical exceptions from Applications and Integration Platforms** running in SAP SaaS Cloud, SAP Cloud Platform or On Premise. Central handling of exceptions via **Exception Management Cockpit** including **Alerting Integration**.

Coverage: SAP SuccessFactors, SAP Ariba Supply Chain Collaboration, SAP Hybris Cloud for Customers, SAP Integrated Business Planning, SAP Cloud Platform, Concur, SAP S/4 HANA, ...



Synthetic & Real User Monitoring & Trace Analysis powered by SAP Solution Manager & Focused Run

Benefits: End-to-end measurement of performance and availability within hybrid landscapes based on recorded end-user scenarios executed from different locations of the customer. **Tracing of single end user activities** for SAP Cloud Platform.

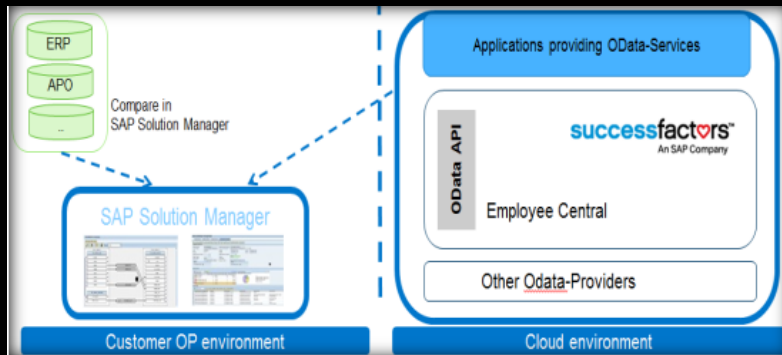
Coverage: Possible for all HTML-based user interfaces and API's exposed by SAP Cloud scenarios, e.g., SuccessFactors, etc. Real User Monitoring available for SCP NEO.



Data Consistency Management powered by SAP Solution Manager

Benefits: Usage of central **Solution Manager to check consistency status of data which are distributed in a hybrid scenario** to ensure data consistency between On Premise and SAP SaaS Cloud and SAP Cloud Platform components

Coverage: Possible for all REST/OData and file based APIs exposed by SAP Cloud scenarios, e.g. SuccessFactors, SAP Ariba Supply Chain Collaboration, S/4HANA CE ...



Cross-Database Comparison

Result Overview

View:	* [Standard View]	Print Version	Export	Rename Inconsistency Types	
	Number of Objects	Type of Inconsistency	Percentage	Number of Objects (Iteration)	Percentage (Iteration)
	5 130	Objects Compared	100,00 %	5 130	100,00 %
	2	Objects Identical	0,04 %	2	0,04 %
	5 128	Objects Exist Only in Source 1	99,96 %	5 128	99,96 %
	0	Objects Exist Only in Source 2	0,00 %	0	0,00 %
	0	Objects Exist with Differences	0,00 %	0	0,00 %

Parameters for Source Type 1

URL Extension: SUCCESS_FACTORS
Query: EMPLOYMENT/STATUSPERSONNEL/STATUSPERSONNEL

Parameters for Source Type 2

URL Extension: SUCCESS_FACTORS
Query: EMPLOYMENT/STATUSPERSONNEL/STATUSPERSONNEL

Iteration Parameters

Comparison-Specific Filters

Data Model for Comparison

Diagram showing Table Source 1 (EMPLOYMENT/STATUSPERSONNEL) and Table Source 2 (EMPLOYMENT/STATUSPERSONNEL) connected by a PERSONIDEXTERNAL relationship.

Business Process Monitoring powered by SAP Solution Manager

Benefits: Contextualization of all business critical exceptions like document backlog or interface errors within the business process flow across the complete landscape to ensure smooth execution and continuous improvement of the business process flow

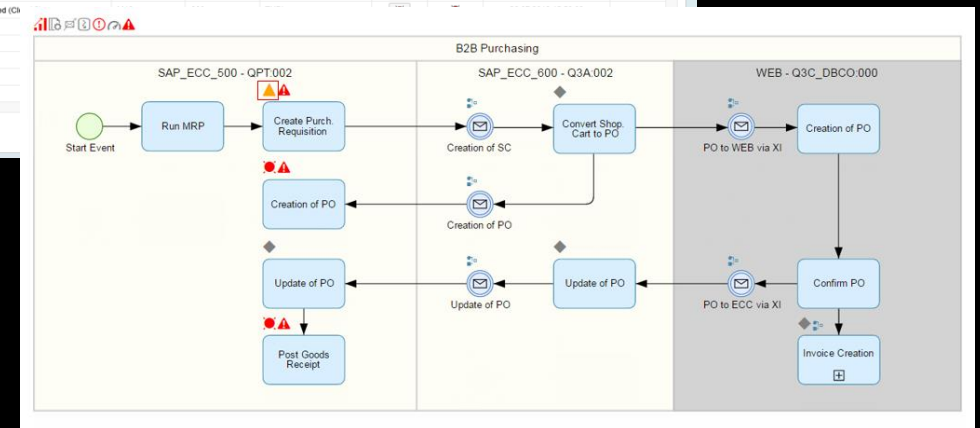
Coverage: Possible for all REST/OData-based APIs exposed by SAP Cloud scenarios



RFC, ADBC

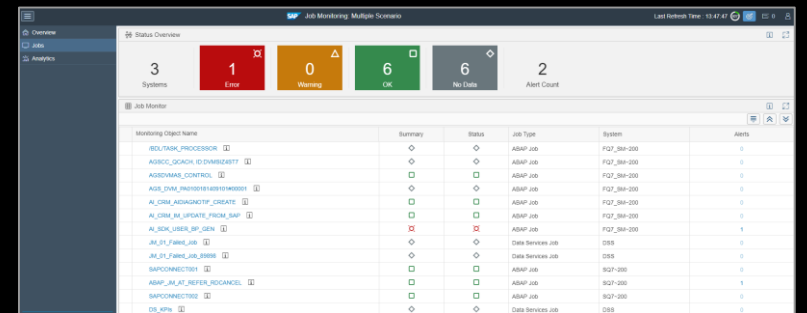
Alert for	Managed Object	SID	Client ID	BP Operations Area	Current	Worst	Last Change Triggered	Status
Table Entry Counter for OData	Sales Orders Created (Cloud)	NOR	000	THBL			27.07.2016 20:04:09	
Table Entry Counter for OData	Products (Discontinued) (Cloud)	NOR	000	THBL			27.07.2016 19:35:09	
Table Entry Counter for OData	Products (Discontinued)	M16	800	THBL			26.07.2016 16:05:09	
Delivery Items	Delivery Items	M16	800	THBL			22.07.2016 17:53:05	
Table Entry Counter for OData	Orders Created (Cloud)							

OData



Lab Preview

Coverage: Possible for all REST/OData-based APIs exposed by SAP Cloud scenarios



Support for cloud and hybrid products

Availability overview



System Management	Available	Not planned	Available	Not planned	Not planned	Not planned	Not planned	Not planned	Not planned	Not planned	Not planned	Not planned
Exception Management	Available	Available	Available	Available	Available	Available	Planned (2019 Q4)	Available	Available	Available	Available	Available
Integration Monitoring	Available	Available	Available	Available	Available	Available	Planned (2019 Q4)	Available	Available	Available	Available	Available
User Experience Monitoring / Synthetic User Monitoring	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Real User Monitoring / Performance Management	Available	Planned (2019 Q4)	Available	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned
End-to-End Trace Analysis	Available	Planned (2019 Q4)	Available	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned
Data Consistency Management	Available	Planned (2019 Q4)	Not Planned	Not Planned	Available	Planned (2019 Q4)	Not Planned	Available	Available	Not Planned	Planned (2019 Q4)	Planned (2019 Q4)
Job Management	Available	Available ⁽²⁾	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Available ⁽²⁾
Business Process KPIs	Available	Planned (2019 Q4)	Not Planned	Not Planned	Planned (2019 Q4)	Planned (2019 Q4)	Not Planned	Available	Planned (2019 Q2)	Planned (2019 Q2)	Planned (2019 Q4)	Planned (2019 Q4)

⁽¹⁾ SAP Hybris designates SAP Hybris Commerce platform

⁽²⁾ Available since SAP Solution Manager 7.2 SP05 with prerequisite SAP note 2669548

Details on availability and restrictions are documented on the [SAP Solution Manager 7.2 expert portal page](#)

Built-in Support



Built-In Support



SAP CoPilot

Collaboration, assistance and support on each screen of your SAP application



Collaboration & Assistance

- Chat-based collaboration between end-users, key-users, IT and SAP Support
- Chatbot-based digital assistance
- Outlook: optional integration into customer support tools (ITSM, chat & collaboration)

Contextual Awareness

- Automatic and guided collection of relevant data
- Proactive assistance based on context analysis
- Automated categorization, simplified forms and context transfer

SAP Support Integration

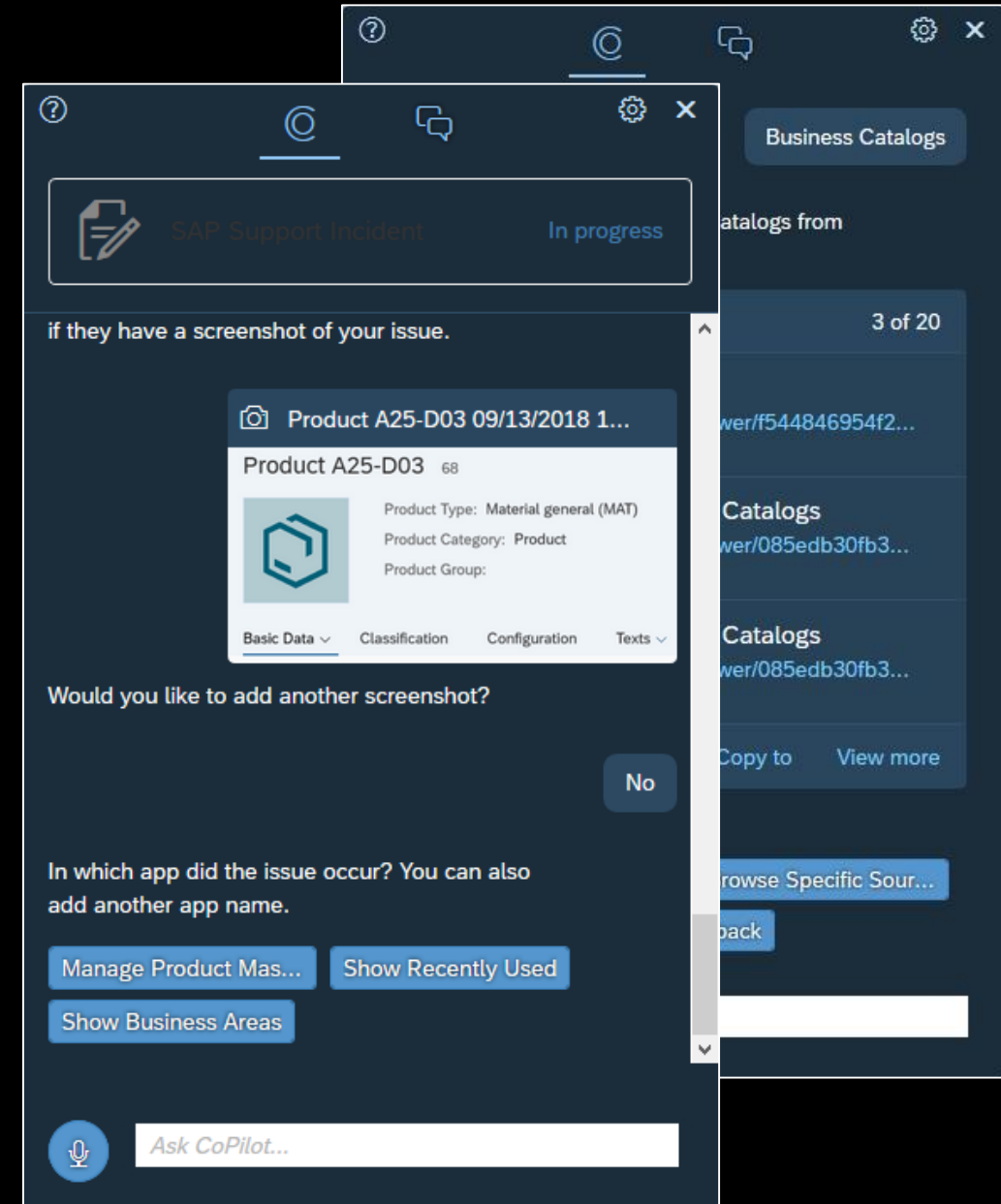
Direct access to

- SAP Support Channels
- Knowledge & Enablement
- Services & Systems
- Customer Influence

Built-in Support Key Features

Contextual Awareness

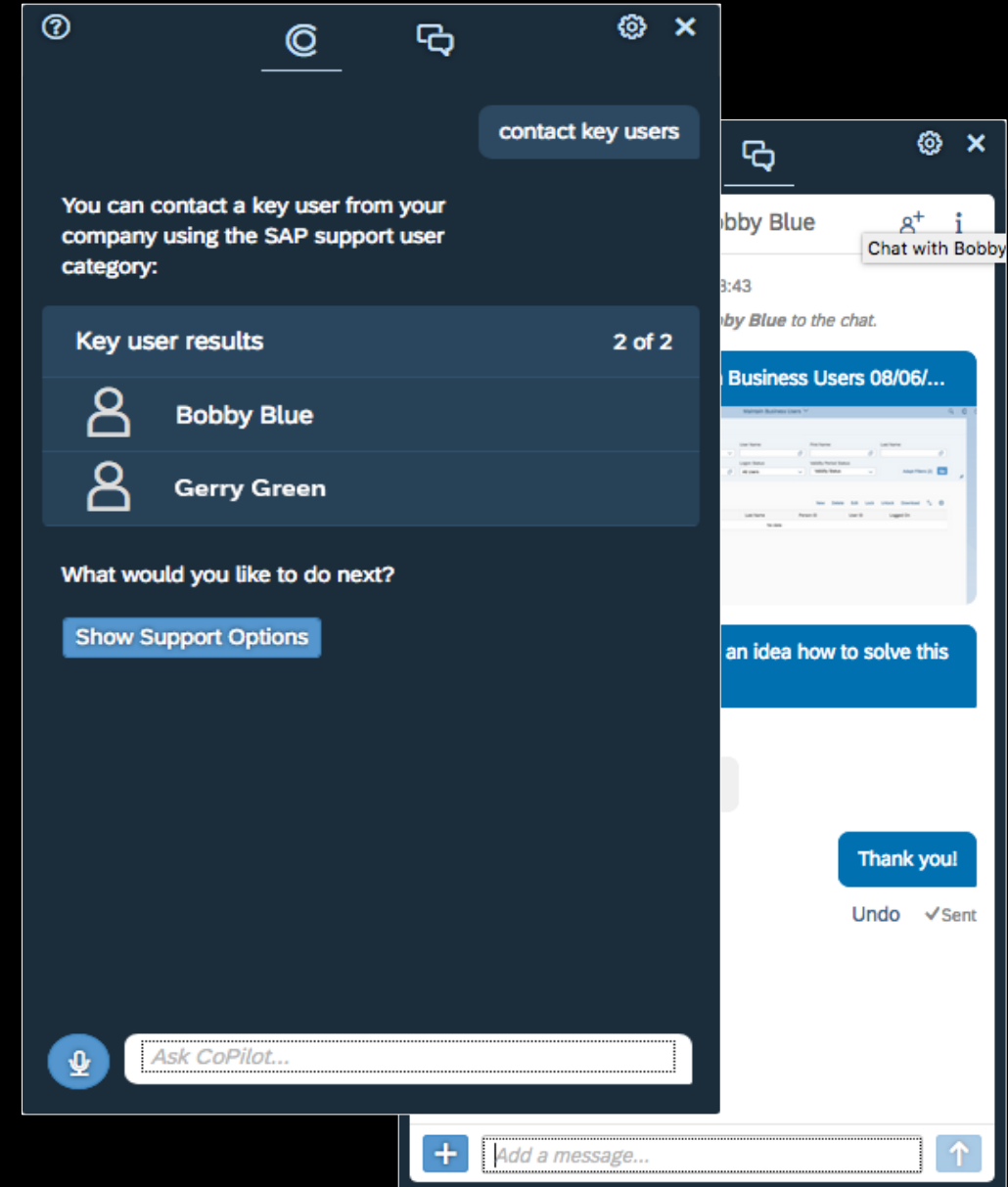
Knows the context the user is working in and provides **proactive assistance.**



Built-in Support Key Features

Collaboration & Assistance

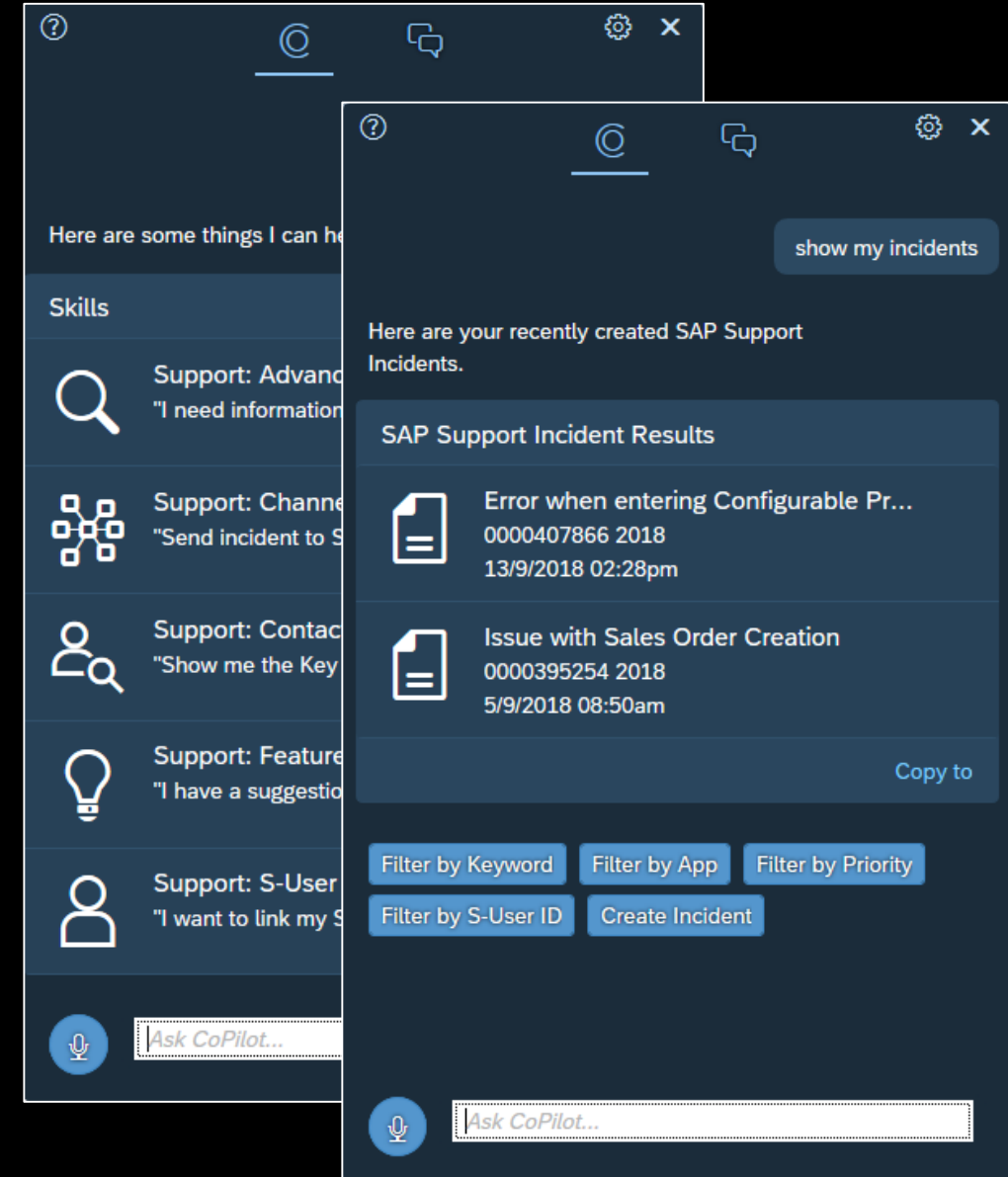
Connects users to **share and collaborate**. Offers chatbot based **digital support**.



Built-in Support Key Features

SAP Support Integration

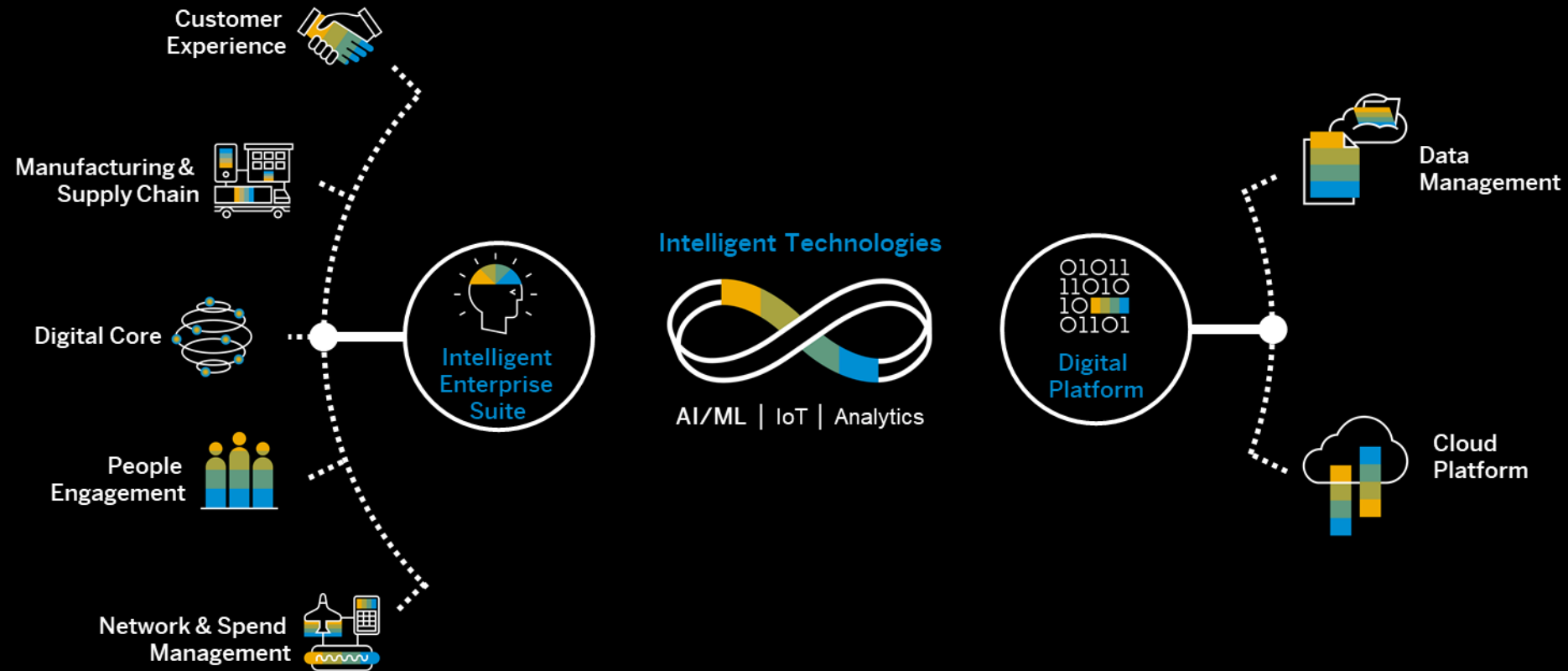
Get access to all **SAP support offerings and channels** out of your application.



SAP Cloud ALM



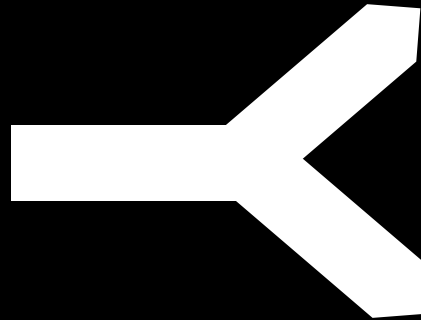
Intelligent Suite



Trends that change ALM needs



On-premise in own data center,
hosting or Infrastructure-as-a-Service



ALM in the Cloud for the Intelligent Suite



- Software-as-a-Service
- Platform-as-a-Service

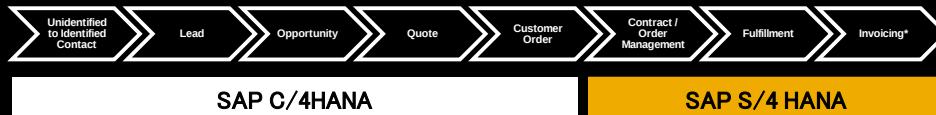


- Movement to SAP S/4HANA and simplification of customer landscape

The Four Pillars of the Intelligent Suite

Integrated, automated, and intelligent Customer Journey

Example: Lead to Cash



Consistent User Experience



Harmonized UI based on SAP Fiori



Digital assistance with SAP CoPilot



Harmonized Services like Single Sign On

Master Data Maintained Once

Buyer/Seller Master Data



SAP Ariba

Vendor/Customer Master Data



SAP S/4HANA

Customer Master Data



SAP C/4HANA

Harmonized Cloud Stack and Operations



Harmonized Cloud Operations processes

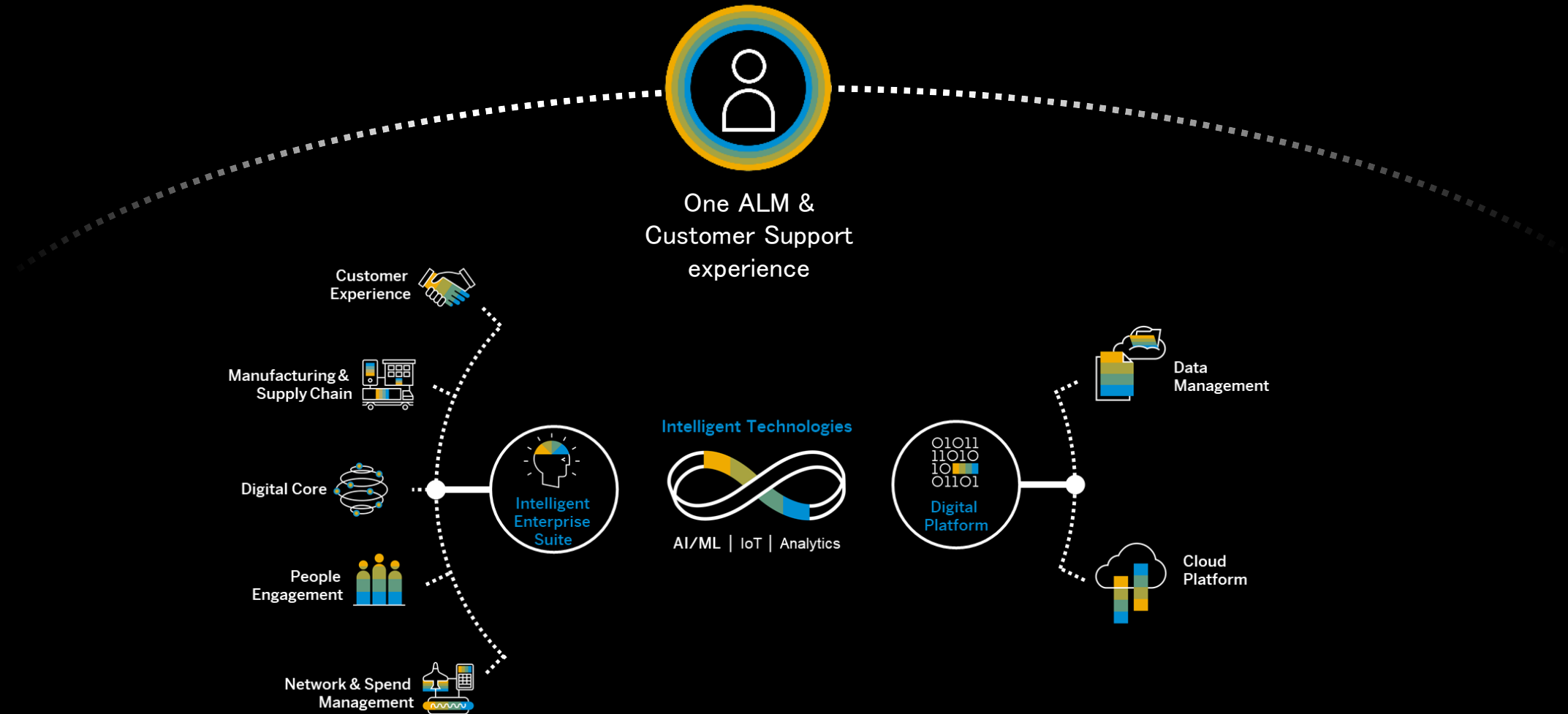


E2E analytics and planning



Multi-cloud with hyper-scalers

ALM for the SAP Intelligent Enterprise Suite

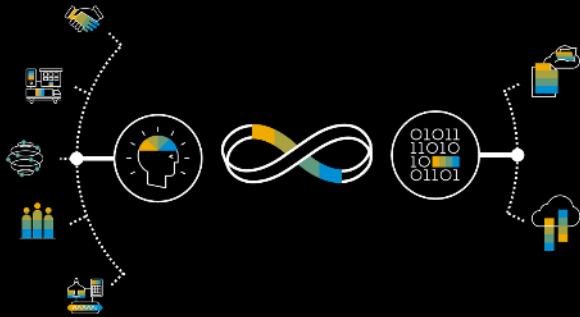




SAP Cloud **ALM**

Three-year plan

A brand new, **cloud-based ALM** offering.



For the Intelligent Suite

- for cloud-centric customers
- manages cloud and hybrid solutions
- supports every SAP solution

In the public cloud

- re-thought, newly designed, and built on modern cloud technology
- starts with trial and is for life
- ready for immediate consumption
- is cost-efficient for customers

Manage implementation of the Intelligent Suite



Harmonized, Content-Driven Implementation of the Cloud-centric Intelligent Suite. Quality assurance and knowledge transfer for partner-led implementations.

Demand

Build

Test

Deploy

Consume best practice content and perform Fit-to-Standard Workshops

Perform configuration activities and manage extensions

Manage integration and acceptance tests

Orchestrate consistent deployment to production

Manage operation of the Intelligent Suite



Customer's **harmonized, proactive Operation** of the Cloud-centric Intelligent Suite

Monitor

Proactively monitor integration, users, business processes and applications

Diagnose

Diagnose alert and identify root cause

Correct

Corrective action in customer business or IT

Improve

Improve business process and optimize usage

SAP Cloud ALM supports the entire lifecycle

SAP Cloud ALM - Processes

Run

Monitor

Diagnose

Correct

Improve

Build

Demand

Build

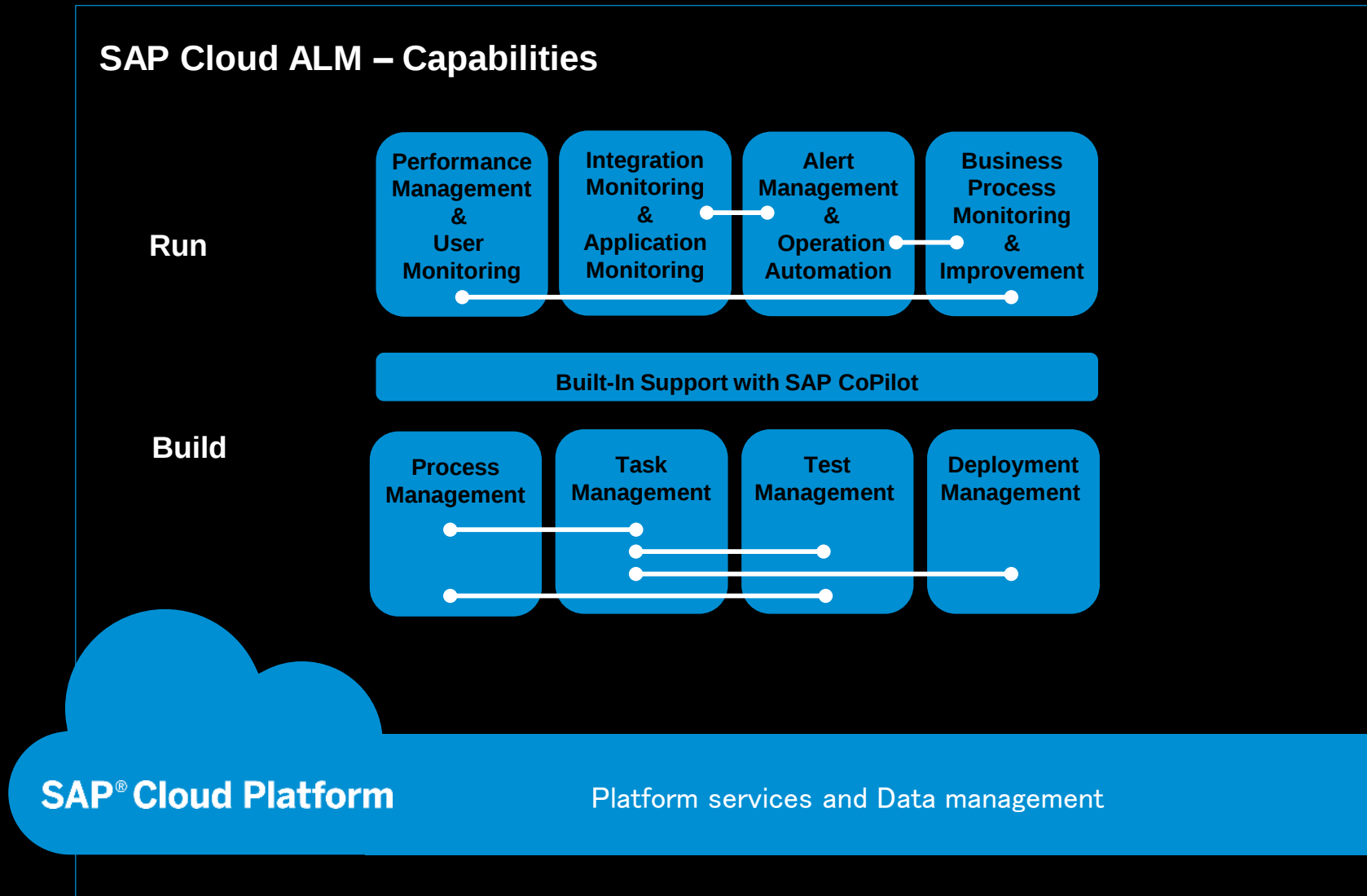
Test

Deploy

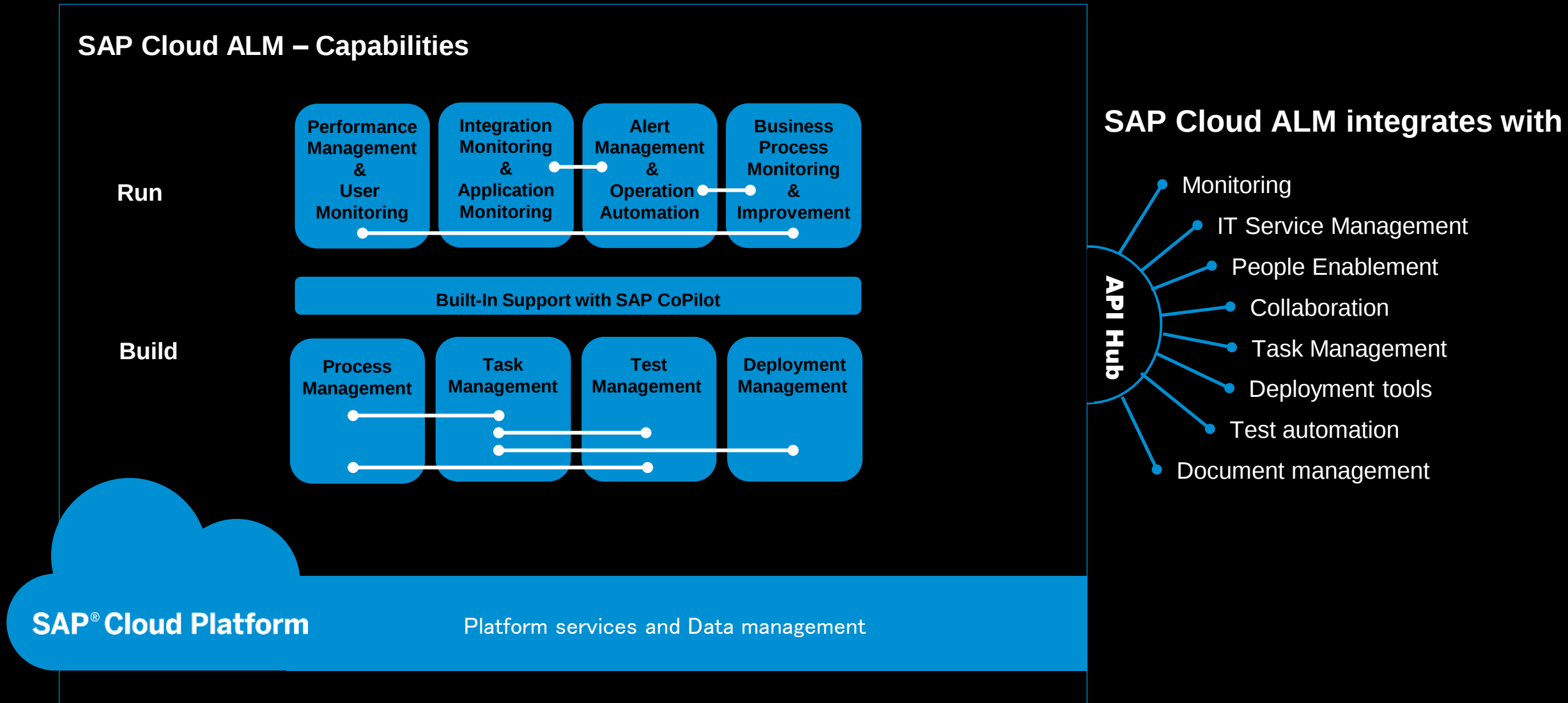
SAP® Cloud Platform

Platform services and Data management

SAP Cloud ALM High-Level Architecture



SAP Cloud ALM is Cloud Native and Open



How can customers consume SAP Cloud ALM?

- SAP Cloud ALM is part of SAP Enterprise Support
- You are entitled to use SAP Cloud ALM
 - if you subscribe to an SAP Cloud Service (including SAP Enterprise Support, cloud editions) OR
 - after you sign an amendment to your SAP Enterprise Support agreement

The SAP Cloud ALM usage rights are part of SAP Cloud Enterprise Support.

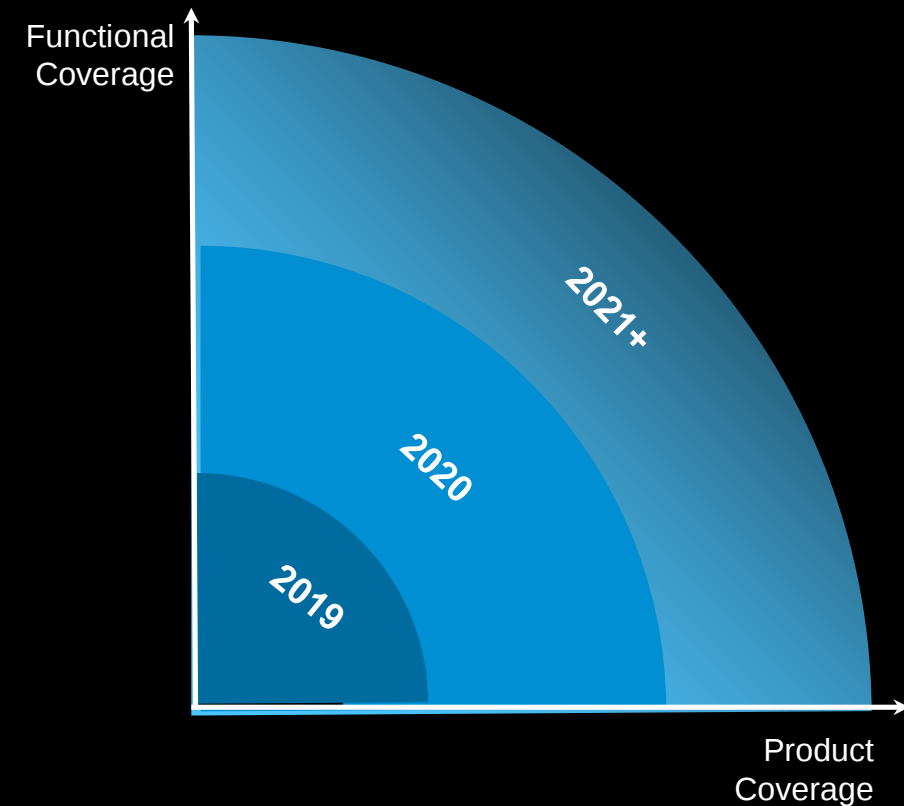
What is the SAP Cloud ALM Roadmap?

SAP makes SAP Cloud ALM available step-by-step.

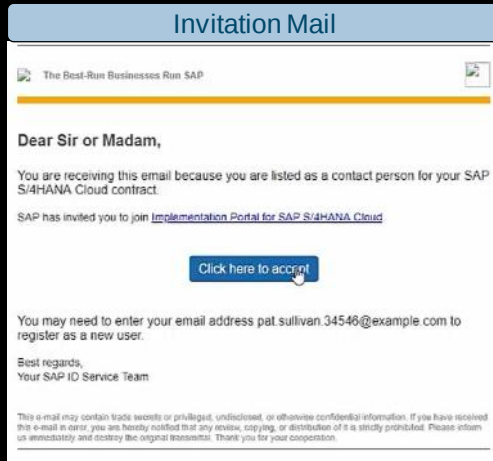
SAP Cloud ALM starts with the implementation portal for SAP S/4HANA Cloud.

We will extend the scope to complete lifecycle coverage.

We will extend coverage of SAP products to all SAP solutions.

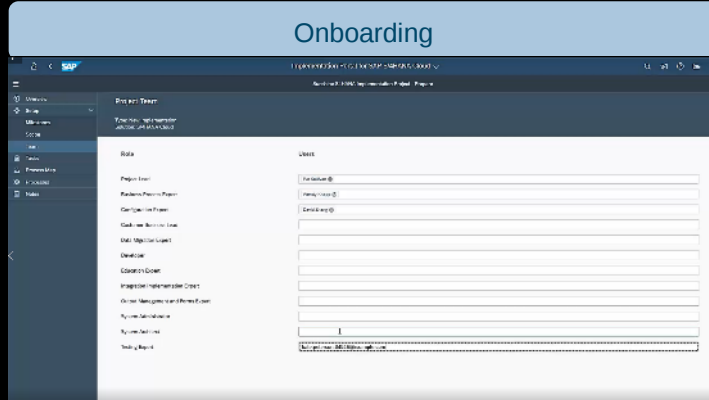


Implementation portal for SAP S/4HANA Cloud



SAP Cloud ALM is available immediately.

The project lead receives an invitation mail with a log-on link to SAP Cloud ALM



Team members are onboarded by entering their e-mail address.
By default, each team member is assigned to a role

With just 2 steps, SAP Cloud ALM is ready for implementation

What the analysts say ...



“SAP Cloud ALM has the potential to really change the game for SAP”

<https://wp.me/p1RZ4t-md>

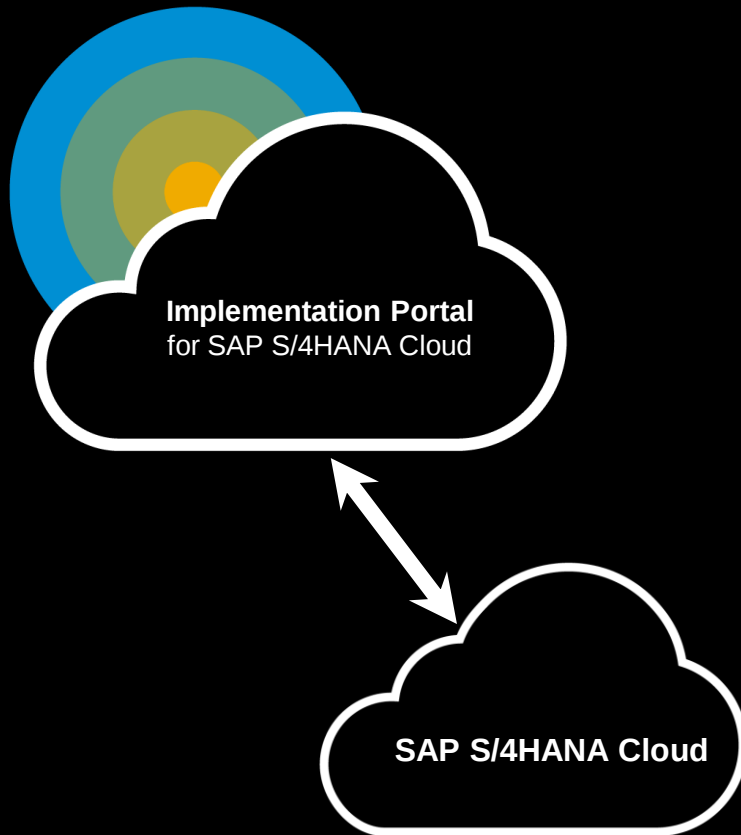
Josh Greenbaum
Principal, Enterprise Applications Consulting

Implementation Portal for SAP S/4HANA Cloud



Implementation Portal for SAP S/4HANA Cloud

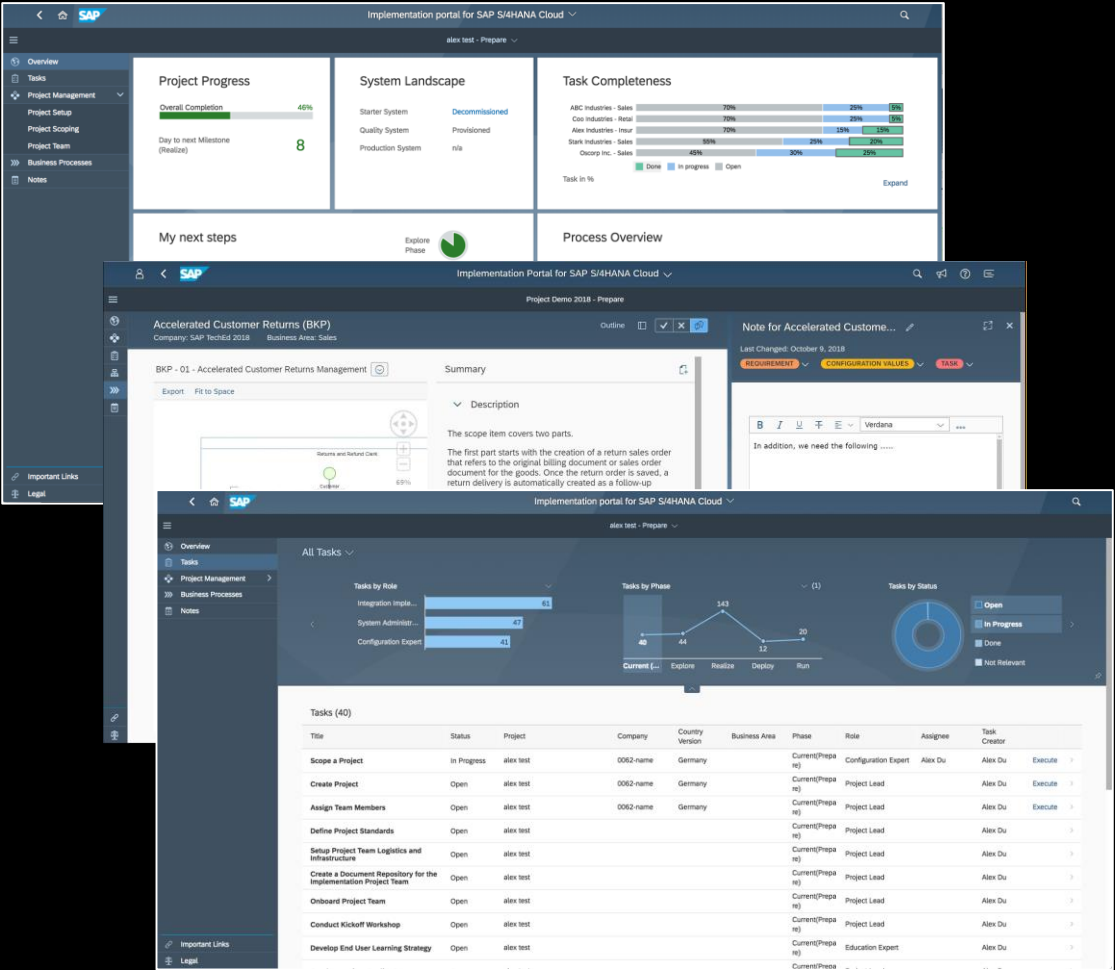
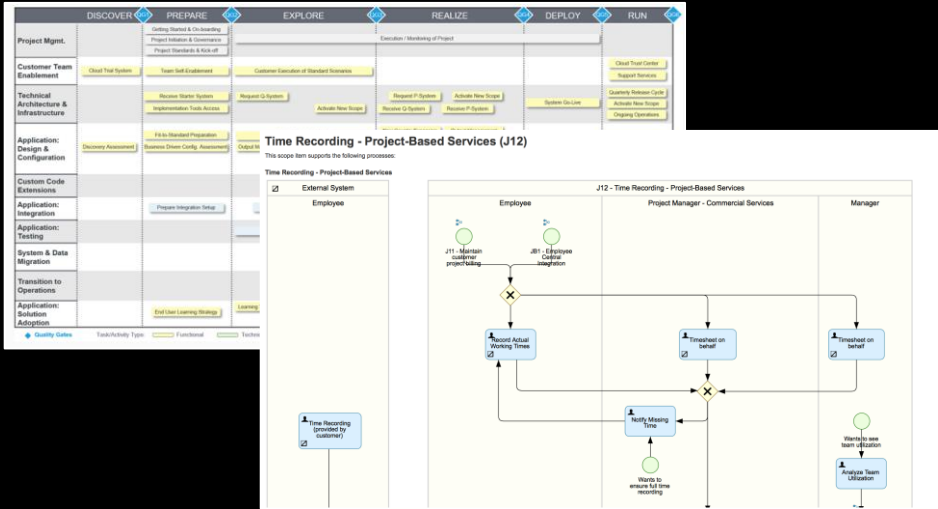
Fast and guided implementation of your SAP S/4HANA Cloud



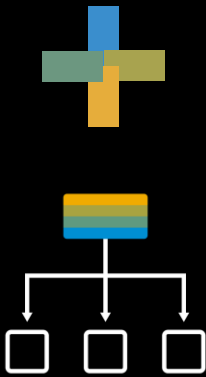
Key Capabilities

- **Self-guided** and **content-driven** implementation of SAP S/4HANA Cloud based on SAP Activate
- **Instantaneously** available – no setup or configuration
- Fast onboarding of project **Teams**
- Manage **Implementation Tasks** – automatically generated and adapted to customer scope
- Convenient visualization of **Business Models** and related **Process Descriptions**
- Supports **Fit-to-Standard** workshops with access to SAP S/4HANA systems and efficient solution scoping
- **Progress Monitoring** of implementation activities

Content-driven implementation projects



Company



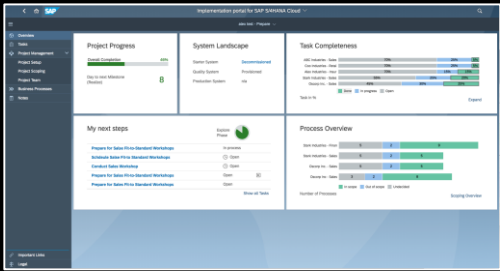
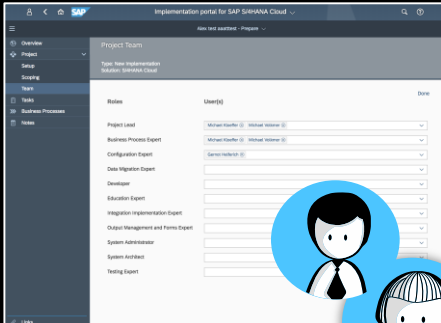
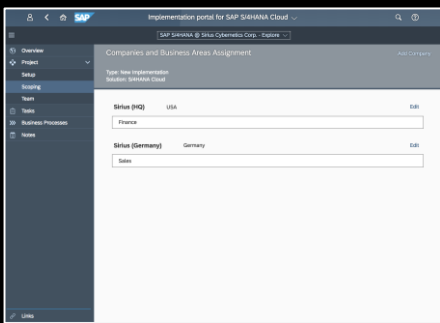
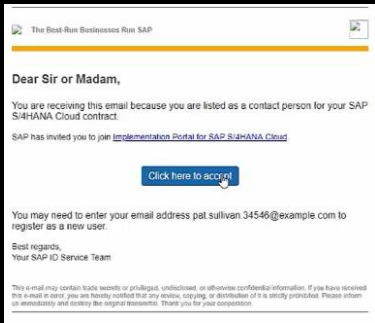
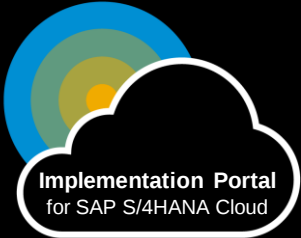
Business Area



Team



Implementation Portal for SAP S/4HANA Cloud



Invitation Mail



Scoping



Onboarding



Progress Monitor

Receives an invitation mail and gets instantaneous access to the Implementation Portal

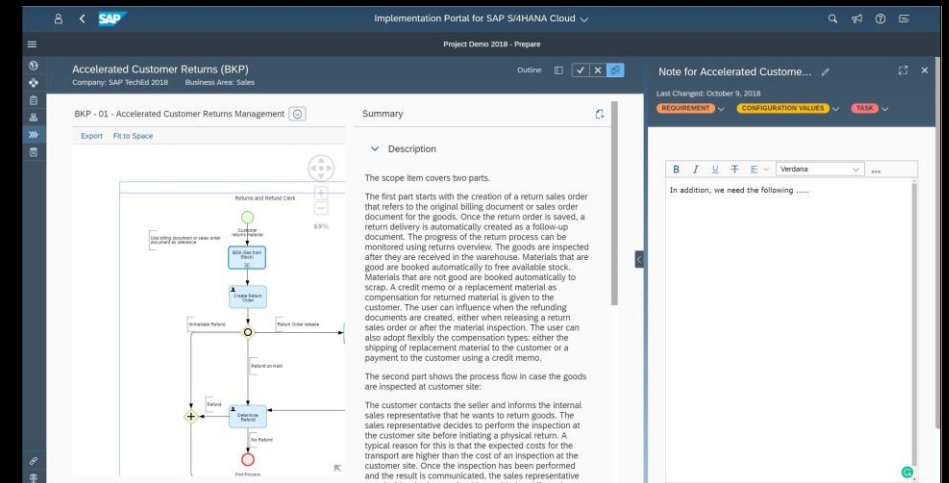
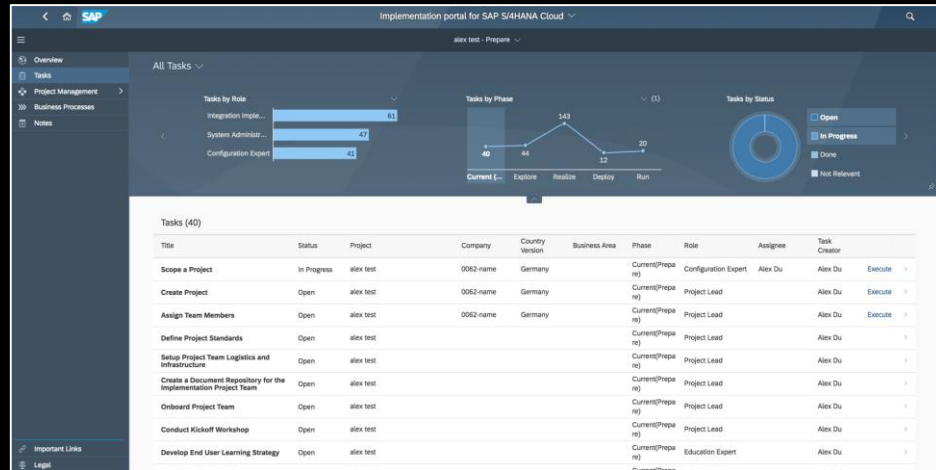
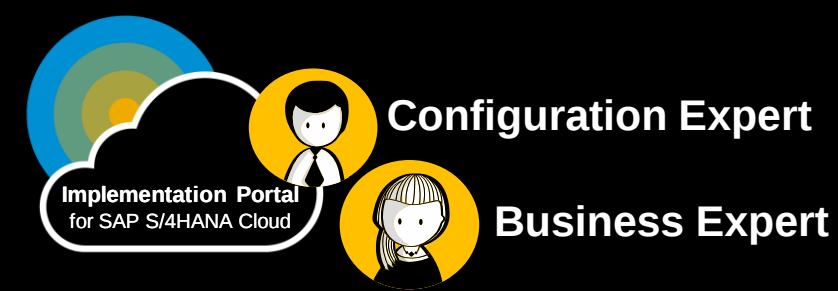
Defines scope for implementation project, e.g. Companies, Business Areas and Timelines

Performs fast and convenient onboarding of implementation team members and assignment to roles

Monitors the progress of implementation task execution

From invitation to progress monitoring in 20 minutes...

Implementation Portal for SAP S/4HANA Cloud



Content-driven implementation

Tasks automatically assigned to implementation team members – specific to their roles

Tasks created from **Notes**

Fit to Standard workshops

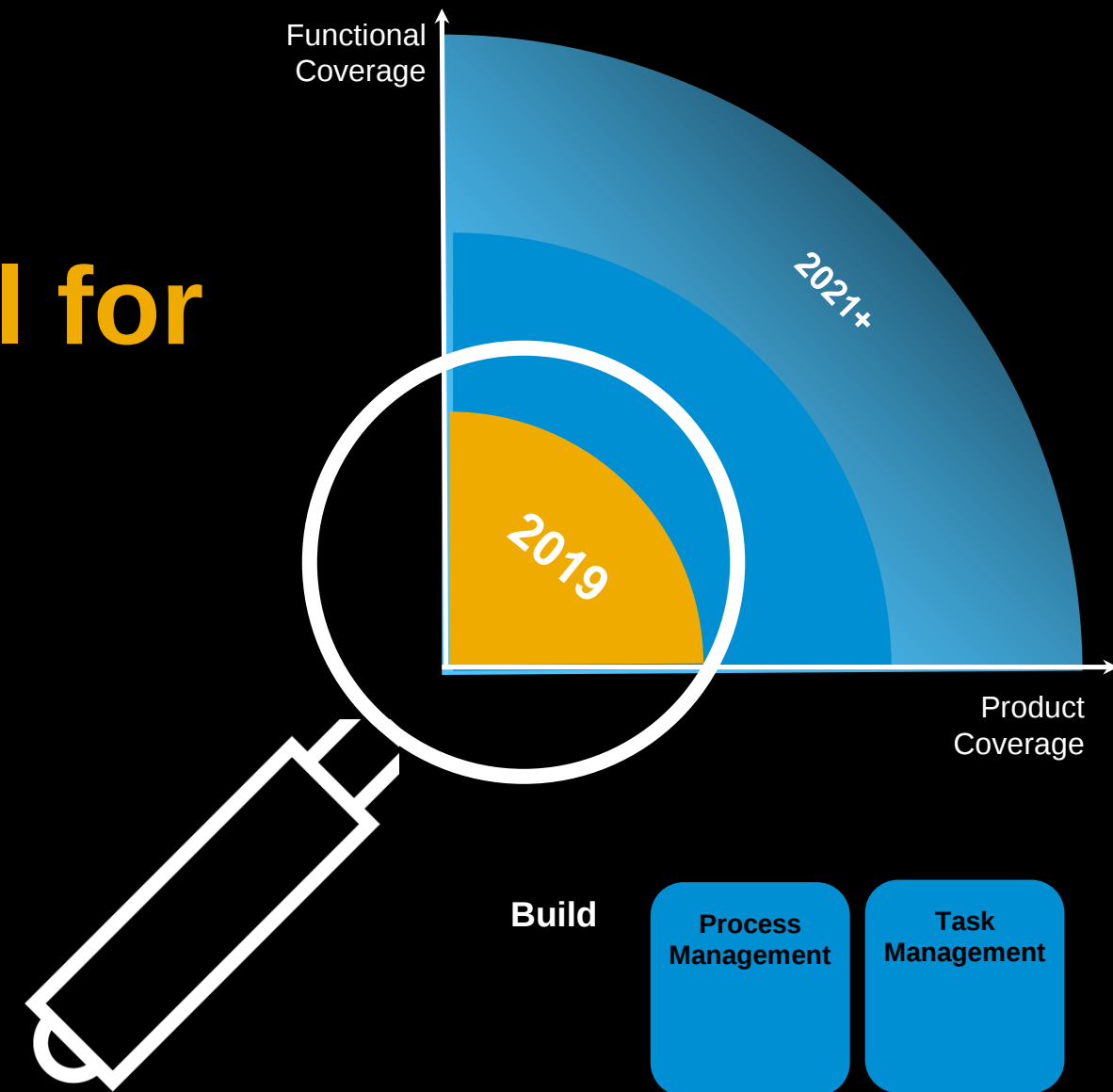
View Best Practice **Processes** and related **Process Descriptions** with 1-click access to S/4HANA Cloud systems

Record **Notes** for comments, documentation and requirements

SAP Cloud ALM – Implementation Portal for SAP S/4HANA Cloud

Demos:

- [Configuration Expert](#)
- [Project Lead](#)



How are SAP Cloud ALM and SAP Solution Manager related?



How are SAP Cloud ALM and SAP Solution Manager related?



https://commons.wikimedia.org/wiki/File:Peace_Arch,_U.S.-Canada_border.jpg

The Peace Arch is a monument situated near the westernmost point of the Canada–United States border, between the communities of Blaine, Washington and Surrey, British Columbia

Inscription on the US side:

Children of a common mother

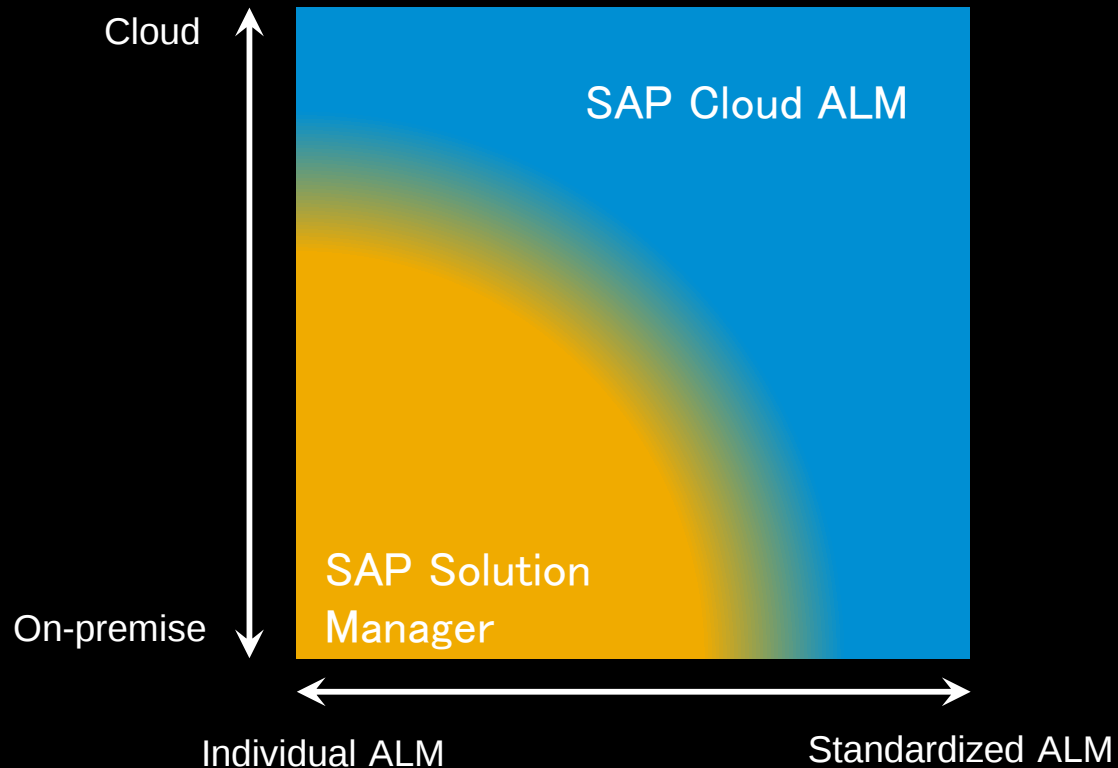
SAP Cloud ALM and SAP Solution Manager are both ALM tools

Inscription on the Canadian side:

Brothers dwelling together in unity

SAP Cloud ALM and SAP Solution Manager are independent, but related ALM solutions

The bigger Picture: SAP's new ALM portfolio



SAP Cloud ALM extends ALM into the cloud and makes ALM more standardized

SAP has the right ALM solution for all customers!

How to find the right ALM solution

Case 1: Customer has an on-premise-centric solution and plans to keep it.



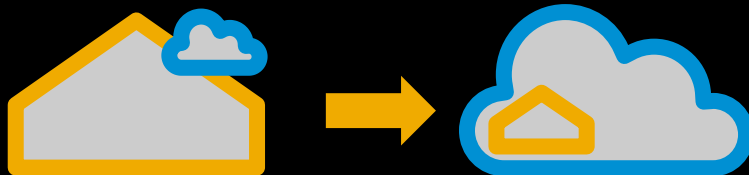
Case 2: Customer has a cloud-centric solution or is cloud only.



Case 3: Customer has a small, standard on-premise solution



Case 4: Customer moves to cloud or standardized ALM

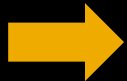


Where are our SAP Solution Manager customers today?



Customers have an on premise-centric solution, many of them with:

- a multi-track landscape
- a significant portion of custom code
- individual integrations between SAP and non-SAP systems
- tailored business processes
- own release schedules



In a nutshell:

Today, many customers have very individual SAP solutions

How do customers do ALM for on premise-centric solutions?



Customers need an ALM tool which can:

- handle a wide variety of landscapes
- document, test, deploy and retire custom code
- monitor interfaces between SAP and non-SAP systems
- model, publish and monitor business processes
- manage change and releases

In a nutshell:

Customers need an ALM swiss-army knife to manage their on-premise-centric SAP solution with

- a lot of options
- flexible engines that can be tailored to the customer's need
- generic content and methodologies
- management of technology



Customers are happy with SAP Solution Manager



Designed for the SAP Business Suite

- built on proven technology
- extended to SAP S/4HANA and the Cloud
- single source of truth

Built for customers

- SAP user groups strongly supported, influenced and defined the scope
- continuous customer connection closes gaps and ensures ALM success

Most complete and comprehensive ALM tool

- included in SAP support offerings
- vibrant partner eco system
- end-to-end coverage

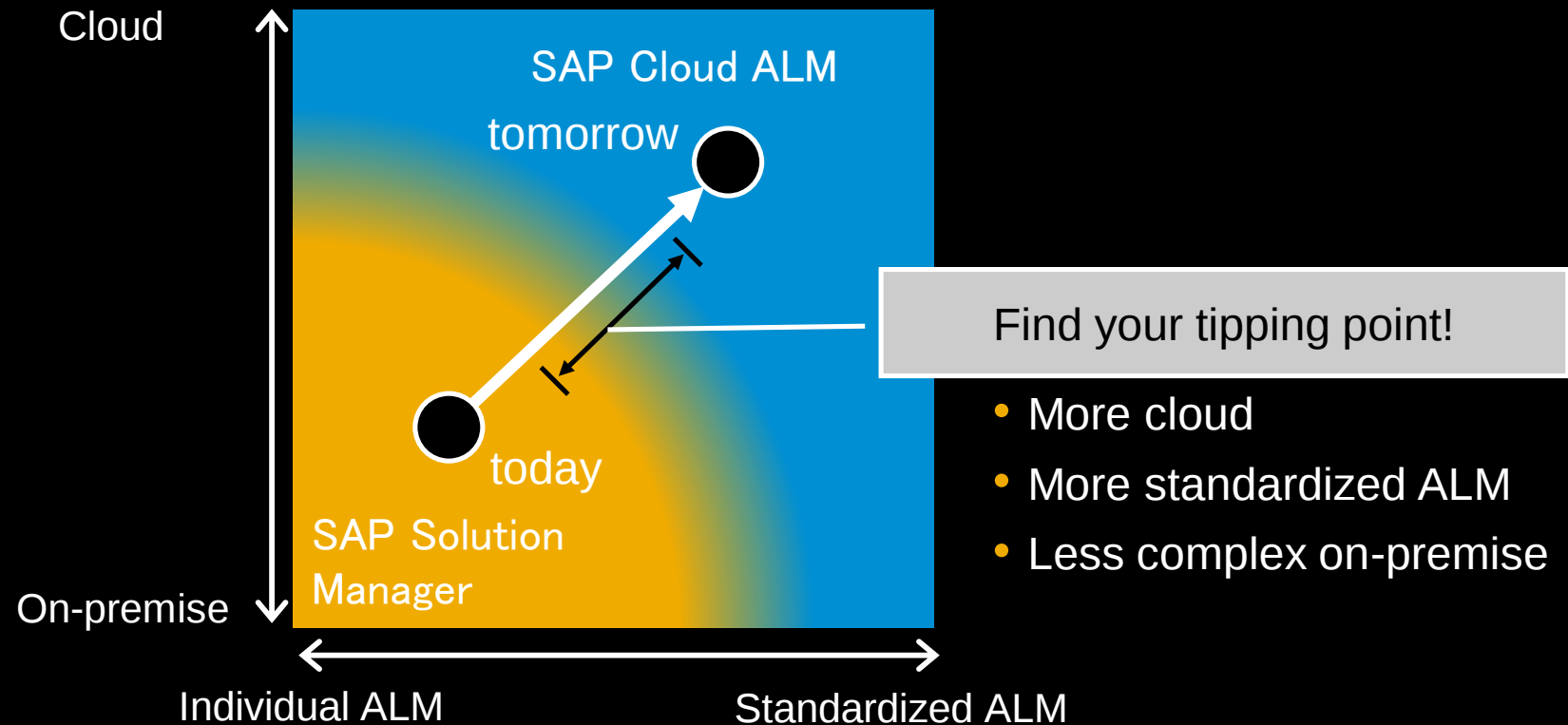
World-wide adoption

- 15.000 productive customers in all regions

ALM tool of choice today and tomorrow for **on premise** and **hybrid** solutions

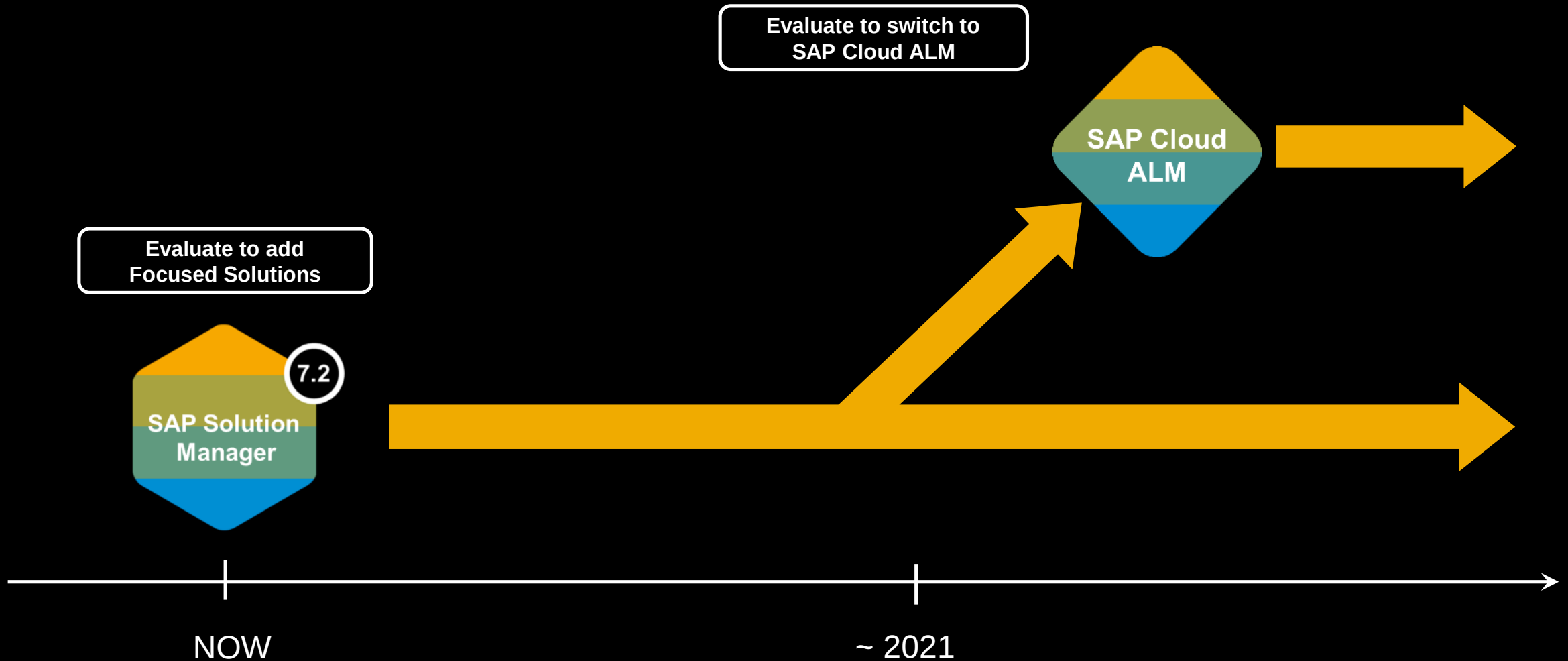
BUT: What if those customers want to move to the cloud and a simplified ALM?

Earliest 2021: Optional transition to SAP Cloud ALM

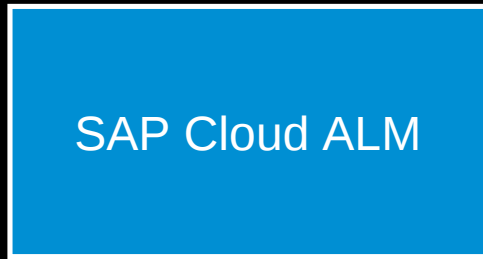


Customers who want to move their ALM also to the cloud may want to find their individual tipping point to SAP Cloud ALM

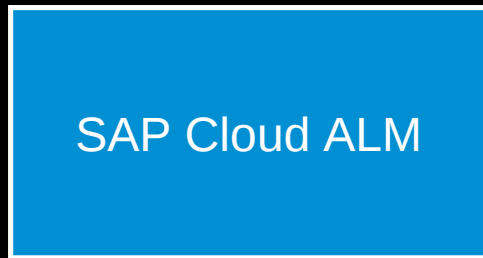
What can SAP Solution Manager customers do NOW and as of 2021?



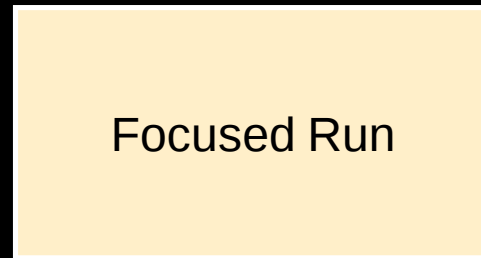
Earliest 2021: Evaluate switch to **SAP Cloud ALM**



OR

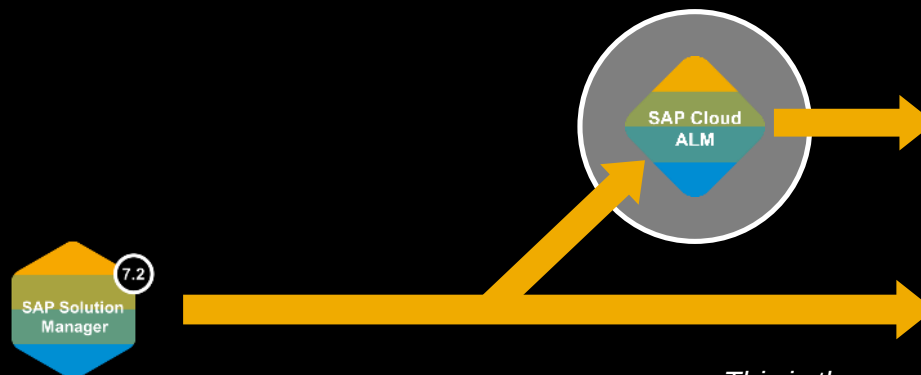


+



Use only SAP Cloud ALM if your landscape moves to cloud

Combine if you want to standardize ALM on a large on-premise landscape with 1000+ agents

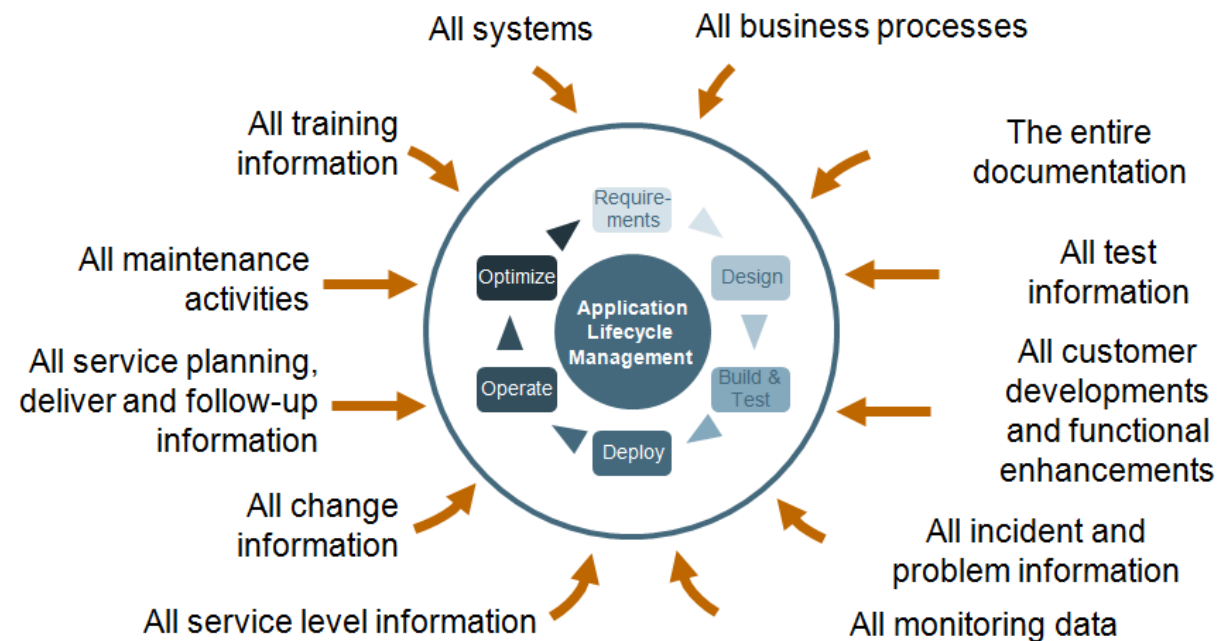


Anybody remember “Single Source of the Truth”?

“End state objectives:

- Same Information
 - Same Systems
 - Same Processes
 - Same Performance
- Everywhere”

Warren Kaufmann, Associate Director, Colgate-Pamolive



© 2009

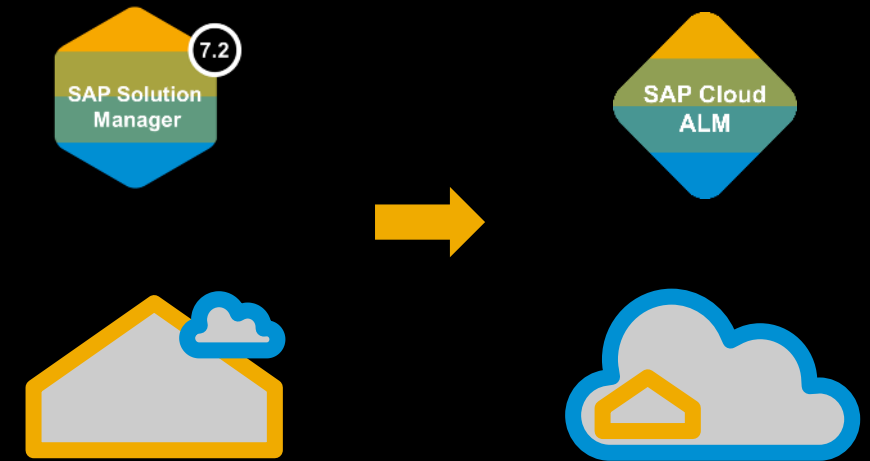
**With SAP Cloud ALM and SAP Solution Manager –
what happens to my Single Source of the Truth?**

How does SAP support the move to SAP Cloud ALM?

To safeguard your Single Source of the Truth

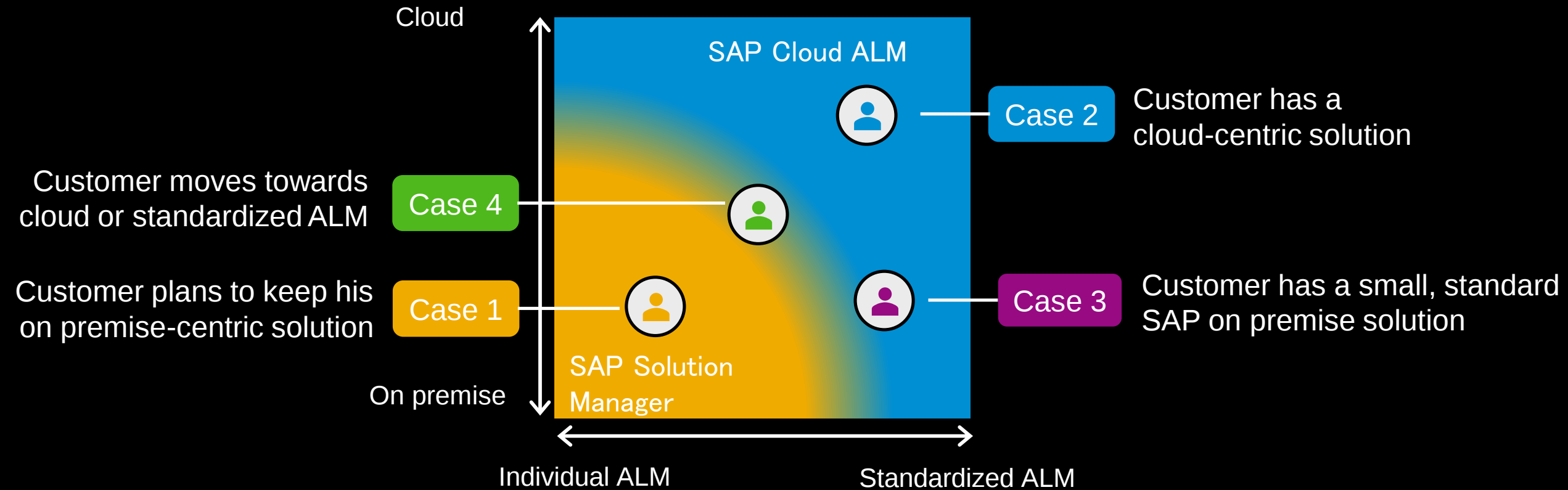
SAP supports the transition from SAP Solution Manager 7.2 to SAP Cloud ALM

SAP does not offer federation between SAP Cloud ALM and SAP Solution Manager



SAP plans to collaborate with customers to support the transition with tools, content, best practices and methodologies

Summary

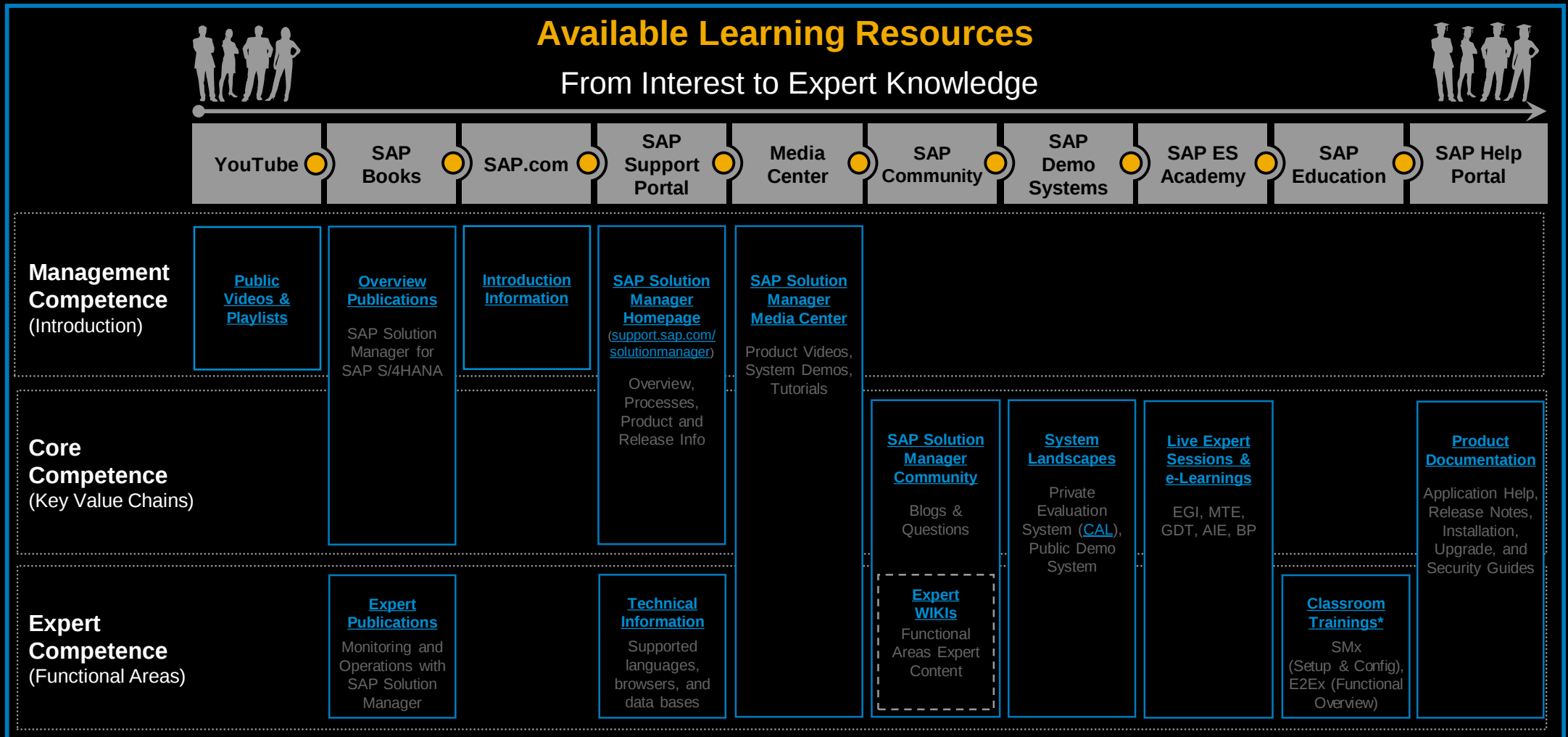


Wrap-Up and Summary



SAP Solution Manager learning resources overview

Build up your knowledge and skills



SAP 7.2
Solution Manager

*) Planned availability Q1 2017

Join our social media family



Follow us on [Twitter](#) (#solman and #CloudALM) and get the latest news, learn about support offerings and events!



Search for “SAP Cloud ALM” on [YouTube](#) for product demos, expert interviews and event insights!



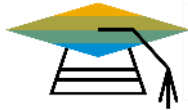
Add SAP Digital Business Services on [Facebook](#) and stay informed about webinars, events and customer stories!



Join the SAP Digital Business Services [LinkedIn](#) group for networking and updates!

SAP Enterprise Support Value Maps for Application Lifecycle Management

Quick wins



A **learning program** will guide you through a set of expertly chosen SAP Enterprise Support offerings, assets, and tools in a sequential and interactive format to empower you to achieve the defined outcome.

Application Operations

[Access Learning Programs >>](#)



Business Process Operations

[Access Learning Programs >>](#)

Change Control Management

[Access Learning Programs >>](#)

Custom Code Management

[Access Learning Programs >>](#)

Design, Build, and Test Business Processes

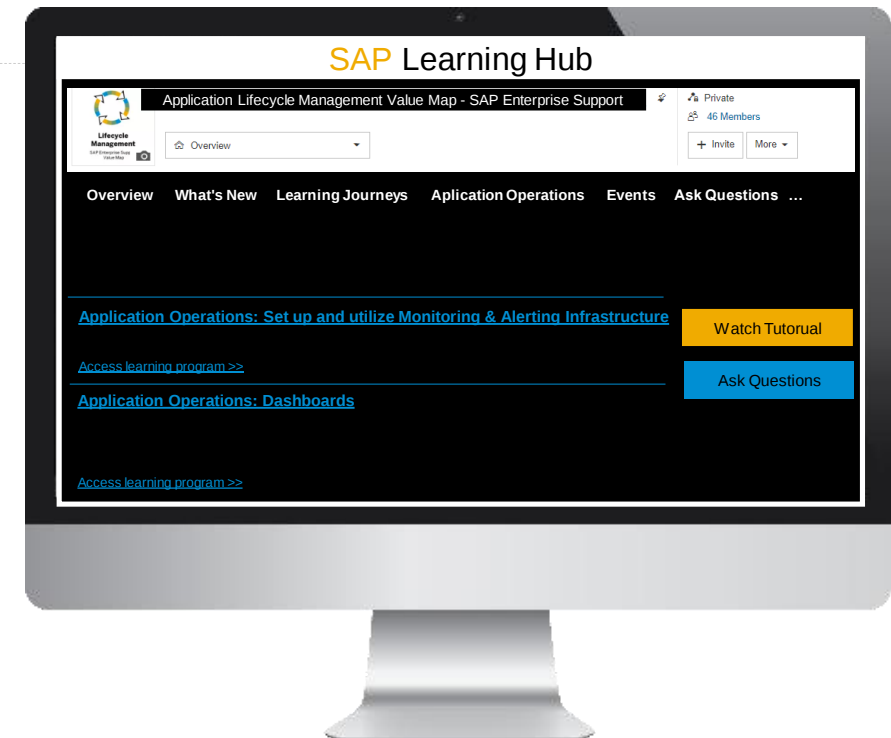
[Access Learning Programs >>](#)

SAP Cloud Application Lifecycle Management

[Access Learning Programs >>](#)

Setup SAP Solution Manager

[Access Learning Programs >>](#)



SAP Enterprise Support Value Maps for Application Lifecycle Management

Learning Journey

A learning



Application Operations

Learn and apply SAP Solution Manager for your Application Operations

[Access Learning Journey >>](#)



Business Process Operations

Learn how you can utilize SAP Solution Manager for your Business Process Operations

[Access Learning Journey >>](#)



Change Control Management

Learn how to control and manage your changes by utilizing SAP Solution Manager for Change Control Management

[Access Learning Journey >>](#)



Custom Code Management

Learn about the tools and processes in SAP Solution Manager to identify, reduce, improve, and manage your custom code

[Access Learning Journey >>](#)



Design, Build and Test Business Processes

Learn how to use the Solution Documentation, Process Modelling and Test Management capabilities of SAP Solution Manager 7.2

[Access Learning Journey >>](#)



SAP Cloud Application Lifecycle Management

Get familiar with SAP Cloud Application Lifecycle Management tool, its roadmap and available features.

[Access Learning Journey >>](#)



Setup SAP Solution Manager

Get familiar with SAP Solution Manager 7.2 as an Application Lifecycle Management tool and explore its different functionalities

[Access Learning Journey >>](#)

Application Operations

Business users expect to always have a stable and well-performing business environment. Here you will learn how you can utilize SAP Solution Manager for your Application Operations and you will be able to apply it in your own SAP Solution Manager.

Ask Questions

Give Feedback

Settings

Join the SAP Learning Room

Are you new to a topic or solution? Here you will find content that helps you gain a general understanding of the topic.

Get introduced to the possibilities in SAP Solution Manager



Assess your current situation and define your scope in Application Operations



Introduction to Application Operations



[Hide Content](#)

Start with an overview

Are you new to a topic or solution? Here you will find content that helps you gain a general understanding of the topic.

System Management

The most important goal of Application Operations is to ensure lines of business can work without technical disruptions and with enough performance to ensure a good user experience.

SAP Solution Manager – Basic Configuration

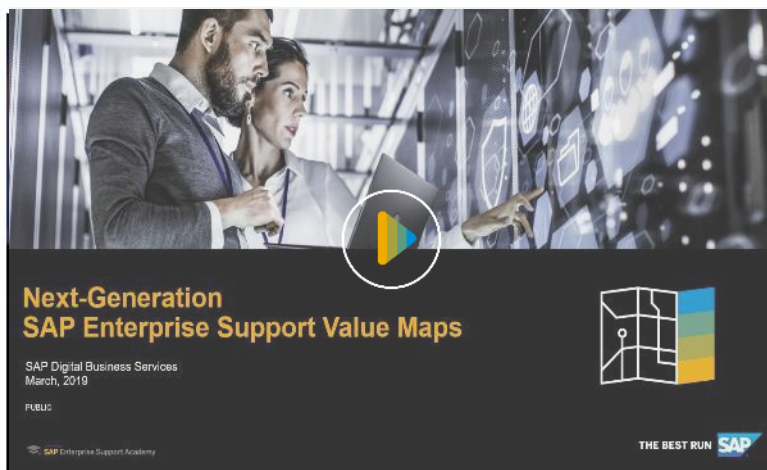




Value Maps

SAP Enterprise Support Value Maps

SAP Enterprise Support Value Maps – an empowerment and support program, which provides direct access to SAP experts, interactive social collaboration forums, acceleration of learning and prescriptive guidance, designed to help you in adopting intelligent technologies, manage hybrid landscapes and gain agility to focus your resources on innovation. Value maps guide you through the knowledge, skills, and services needed to address your business challenges, enabling your company to lead in the experience economy.



Your Benefits

- ✓ All Value Maps in one room
- ✓ Access to peers and SAP experts
- ✓ Maximize the value of your SAP software
- ✓ Embrace innovation adoption & experience economy in the era of Intelligence
- ✓ Boost employee skill level, Learning on 24X7 basis with different learning formats
- ✓ Reduce training expenditures



Request access to the SAP Learning Hub. If you are already registered you should use 'Access Value Maps' button.

Sign Up

Access SAP Enterprise Support Value Maps Learning Room.

Access Value Maps



Summary SAP Solution Manager and Focused Solutions

- SAP Solution Manager is No. 1 for on premise centric customers
- SAP Solution Manager 7.2 value realization just started
- Service Providers adopt Focused Run to operate their solutions
- On-going investments prioritized by customer influence
- We continue to deliver content updates for cloud and hybrid
- Usage rights of SAP Solution Manager include SAP Focused Build and Insights

Summary SAP Cloud ALM and Built-in Support

- SAP Cloud ALM is No. 1 for cloud centric customers
- SAP Cloud ALM will serve as a complementary offering to SAP Solution Manager
- Access to SAP Cloud ALM will be based on SAP cloud solution customer's contract
- Starts with the implementation portal for SAP S/4HANA Cloud
- Enhanced step-by-step with the entire roadmap planned to become available by 2020+
- Built-In Support provides digital assistance and chat-based collaboration

Thank you.

Feedback:

Benjamin.Schneider@sap.com

Appendix

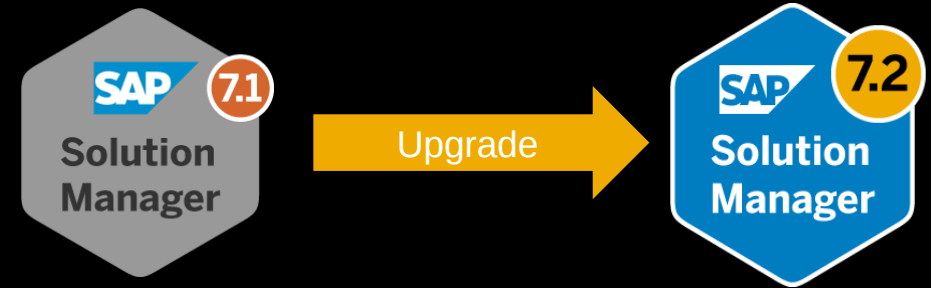
Transition to SAP Solution Manager 7.2



Transition to SAP Solution Manager 7.2

SAP recommends to upgrade to 7.2

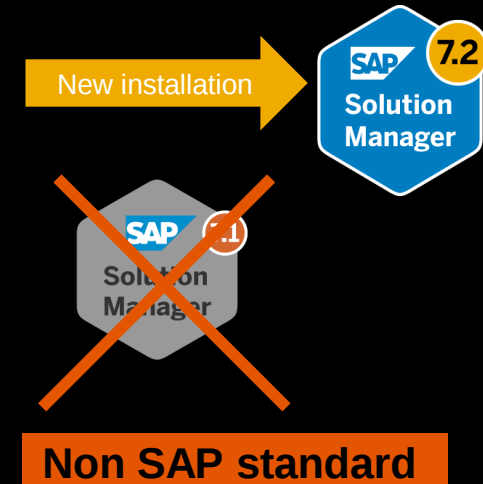
upgrade



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!



Upgrade Navigation tool

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

Technology upgrade

Upgrade SAP Solution Manager foundation

- Upgrade SAP NetWeaver
- Upgrade 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

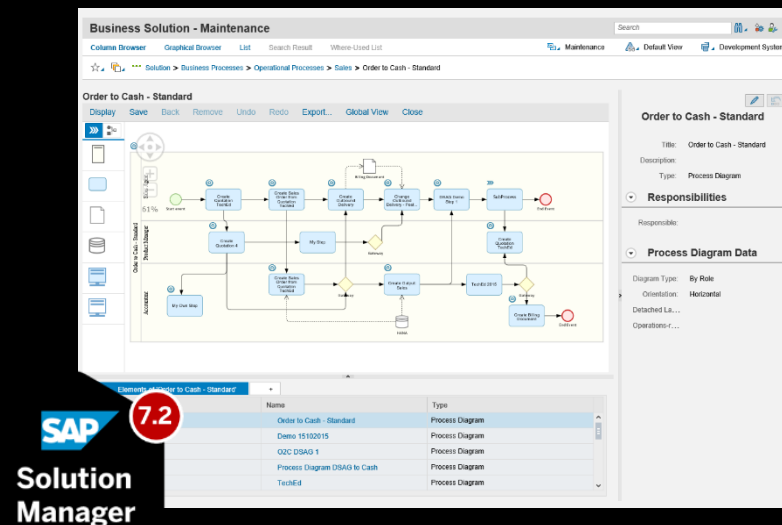
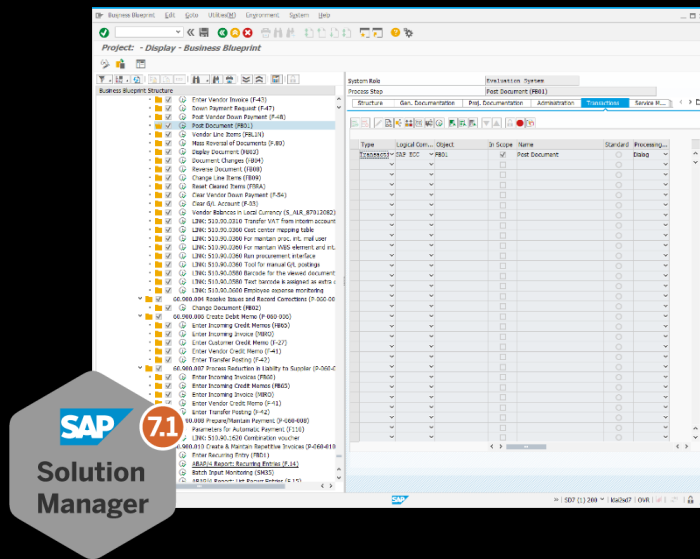
- Packaged corrections (notes, support packages)
- Technology updates (new databases and operating systems)

Content activation

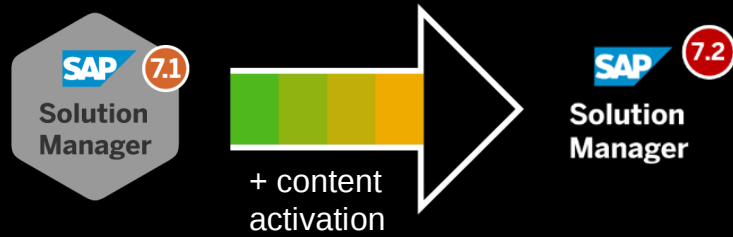


What is content activation?

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”**.



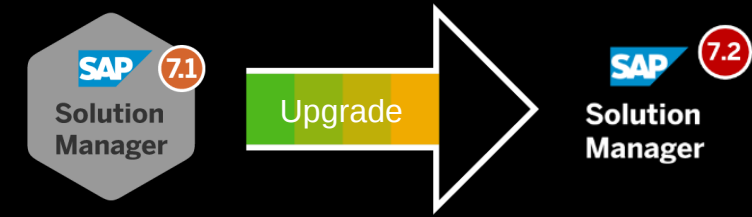
When is content activation required?



Upgrade

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. Maintenance Planner)
- Project Management with IT PPM
- IT Service Management

KBA for parallelization of Set-Up and Activation

SAP Solution Manager on SAP HANA



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

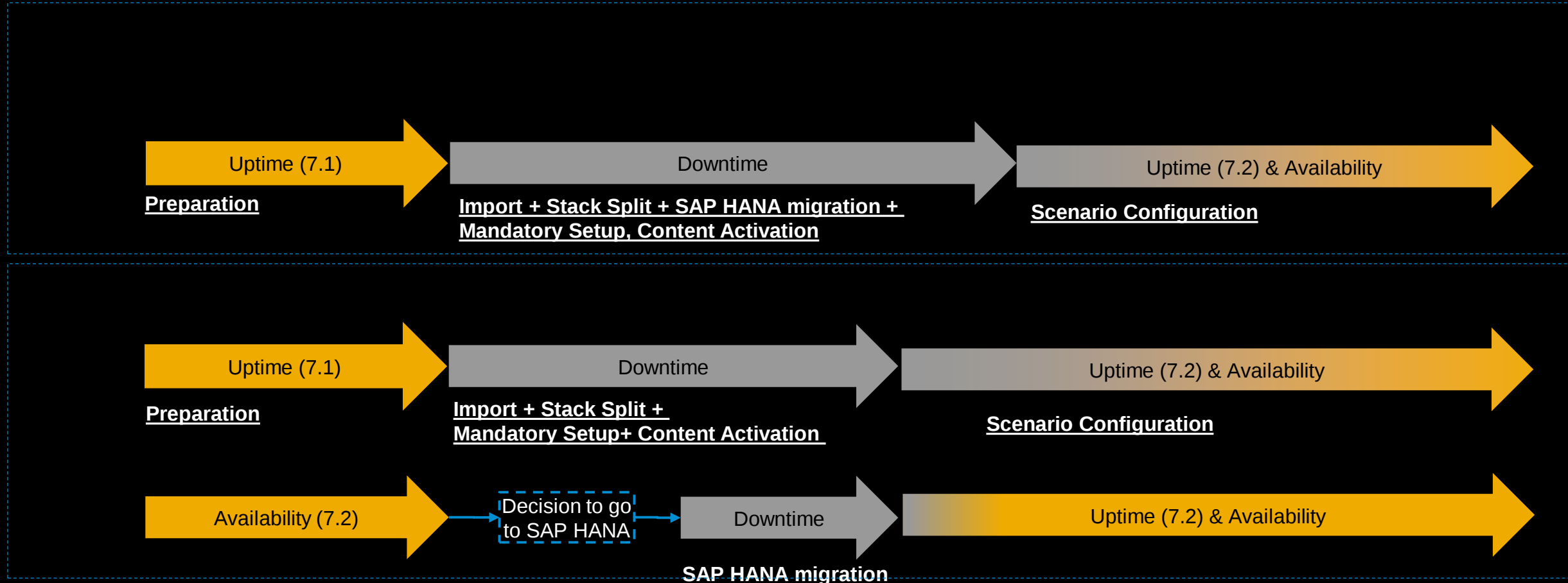
SAP Solution Manager as a door opener for SAP HANA

- 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.

Upgrade to SAP Solution Manager 7.2 on SAP HANA



Choose the 1-step approach to reduce overall efforts.

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

Application Upgrade



Transition efforts per scenario



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



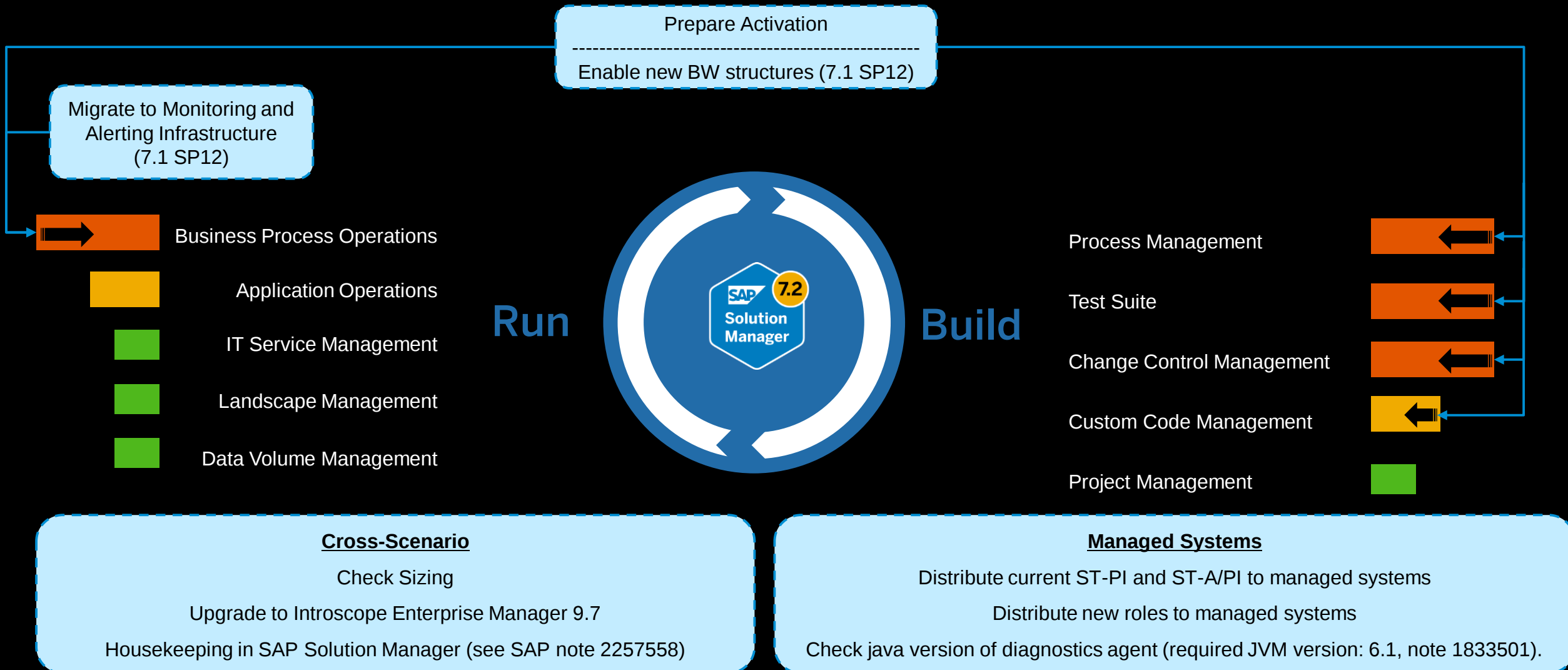
Test drive the upgrade **on premise** in a sandbox system (e.g. copy of production):

- 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.

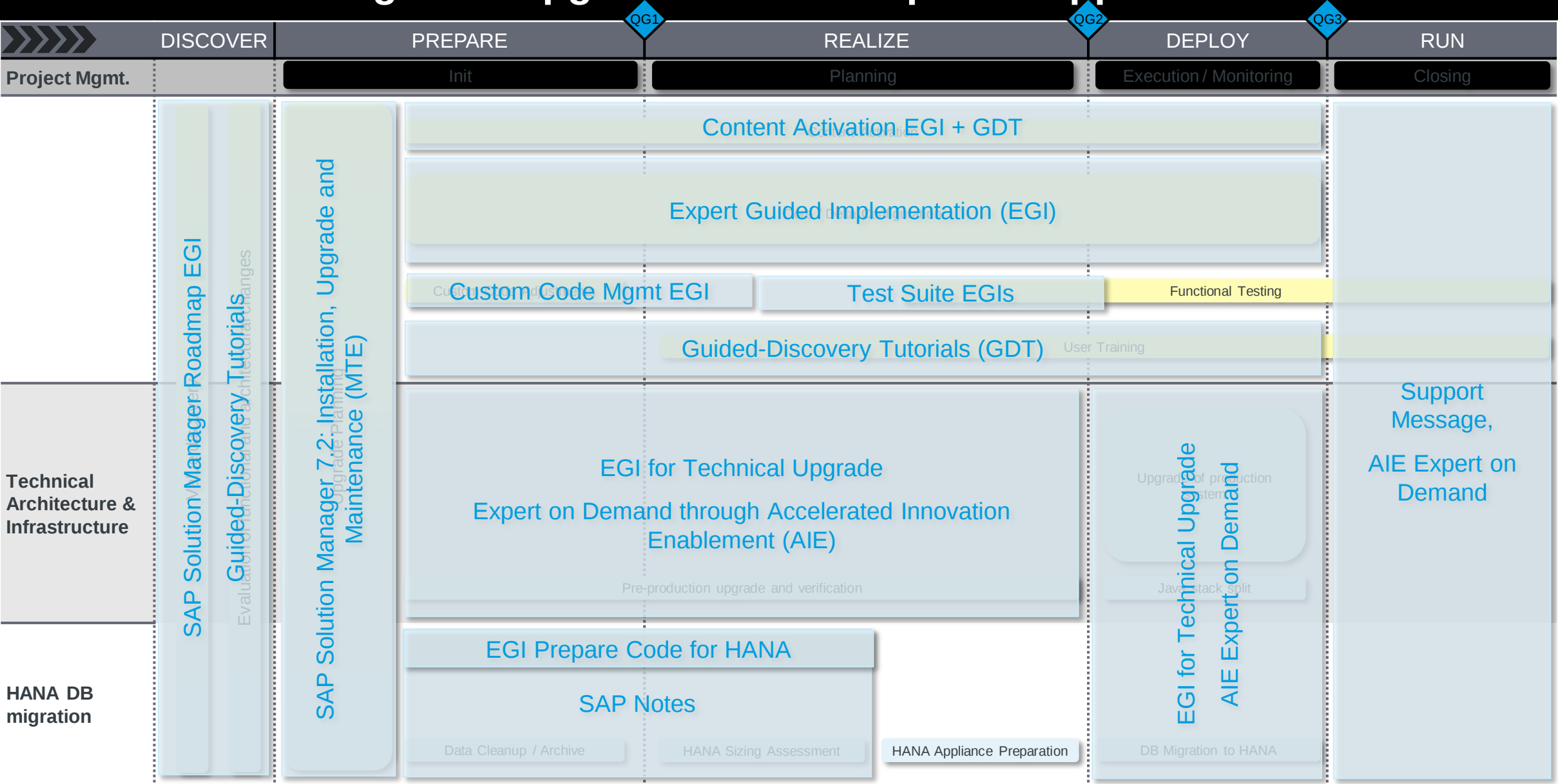
What you can do today to bring down upgrade efforts!



Accelerators

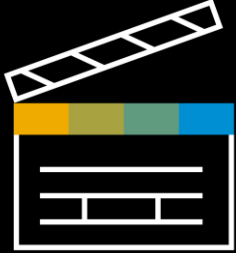


SAP Solution Manager 7.2 upgrade: SAP Enterprise Support



Demo System Landscape

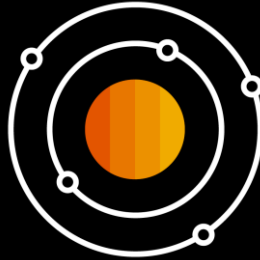
for SAP Solution Manager



Media Center

You are searching demo material for various SAP Solution Manager functionalities and features?

- Navigate through a virtual demo environment at your own pace
- Discover new functionality of SAP Solution Manager 7.2
- Practice when and as often as you want
- Free trial unlimited, without any additional costs.



Internet Demo System

You want to play with a pre-configured public demo system?

- Use the Internet Demo System to play with SAP-provided data on a pre-configured public demo system in the internet.
- Experience a fully-configured SAP Solution Manager 7.2 including Focused Build and Focused Insights.
- Understand how SAP Solution Manager 7.2 interacts with SAP S/4HANA.
- Free trial unlimited, without any additional costs.
- Regular system refresh, system governed by SAP.



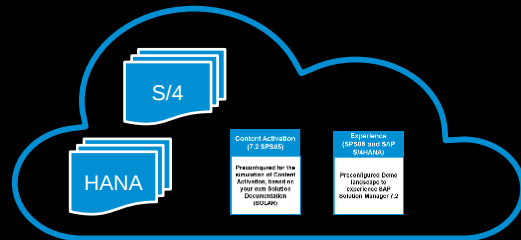
Private Cloud System

You want to experience SAP Solution Manager in private cloud?

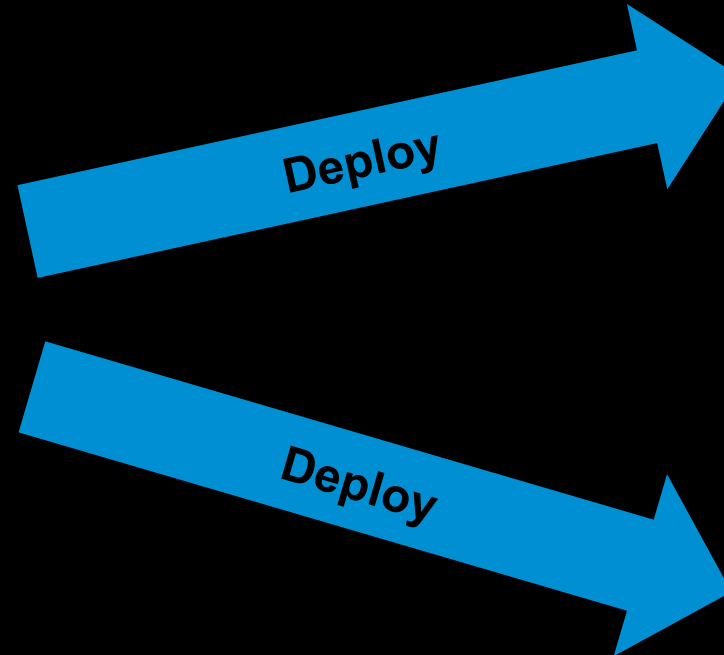
- Use the SAP Cloud Appliance Library (SAP CAL) a pre-configured private demo system in the cloud.
- Test the content activation before executing the upgrade to 7.2.
- Prepare and explore the transition to SAP S/4HANA and transfer results to your SAP Solution Manager.
- Get a 30-day free trial. In addition, you need a cloud provider account (Amazon Web Services (AWS) or Microsoft Azure).
- No system refresh, system governed by yourself.

SAP Cloud Appliance Library (SAP CAL)

Test drive the new SAP Solution Manager



Deploy & use in the cloud
in less than an hour



Content Activation (7.2 SPS07)

simulation of Content
Activation, based on
your own Solution
Documentation
(SOLAR)

Experience (SPS05 and SAP S/4HANA)

Preconfigured Demo
landscape to
experience SAP
Solution Manager 7.2

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