

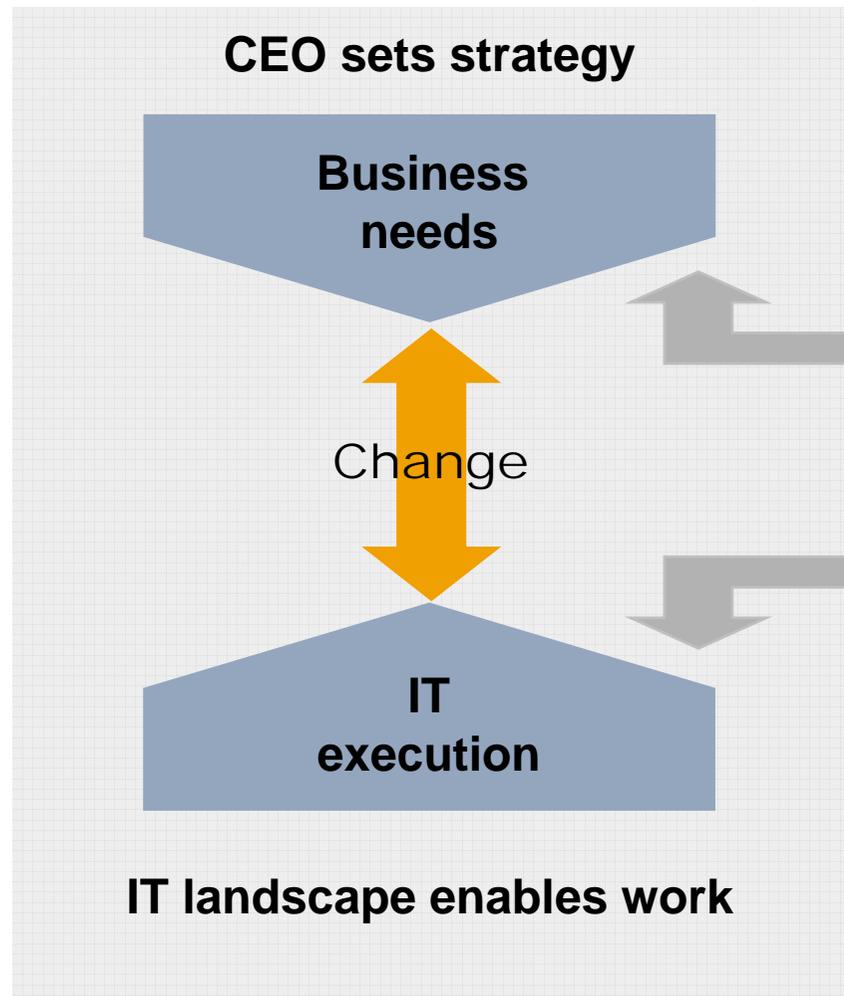


# SAP Solution Manager

: Overview and New Features

**SAP Active Global Support**

# SAP Solution Manager – Business Drivers



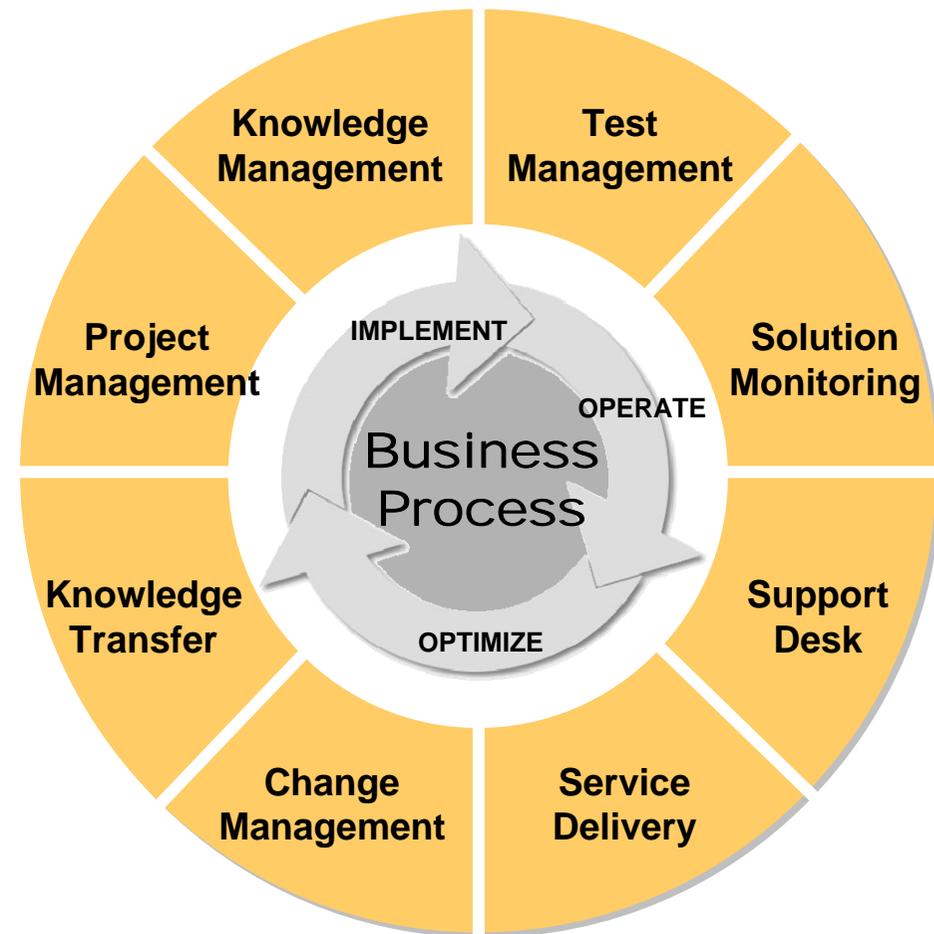
- Streamline global operations
- Be more agile & responsive
- Continue cost cutting initiatives
- Meet higher SLAs
- Enable staff with new skills
- New IT deployments

- 
- IT Infrastructure harder to manage
  - Budgets stretched
  - Security
  - Skill shortages
  - Risk factors have increased
  - Complexity, speed, and investment needed for future innovation will increase

# The SAP Solution Manager Approach

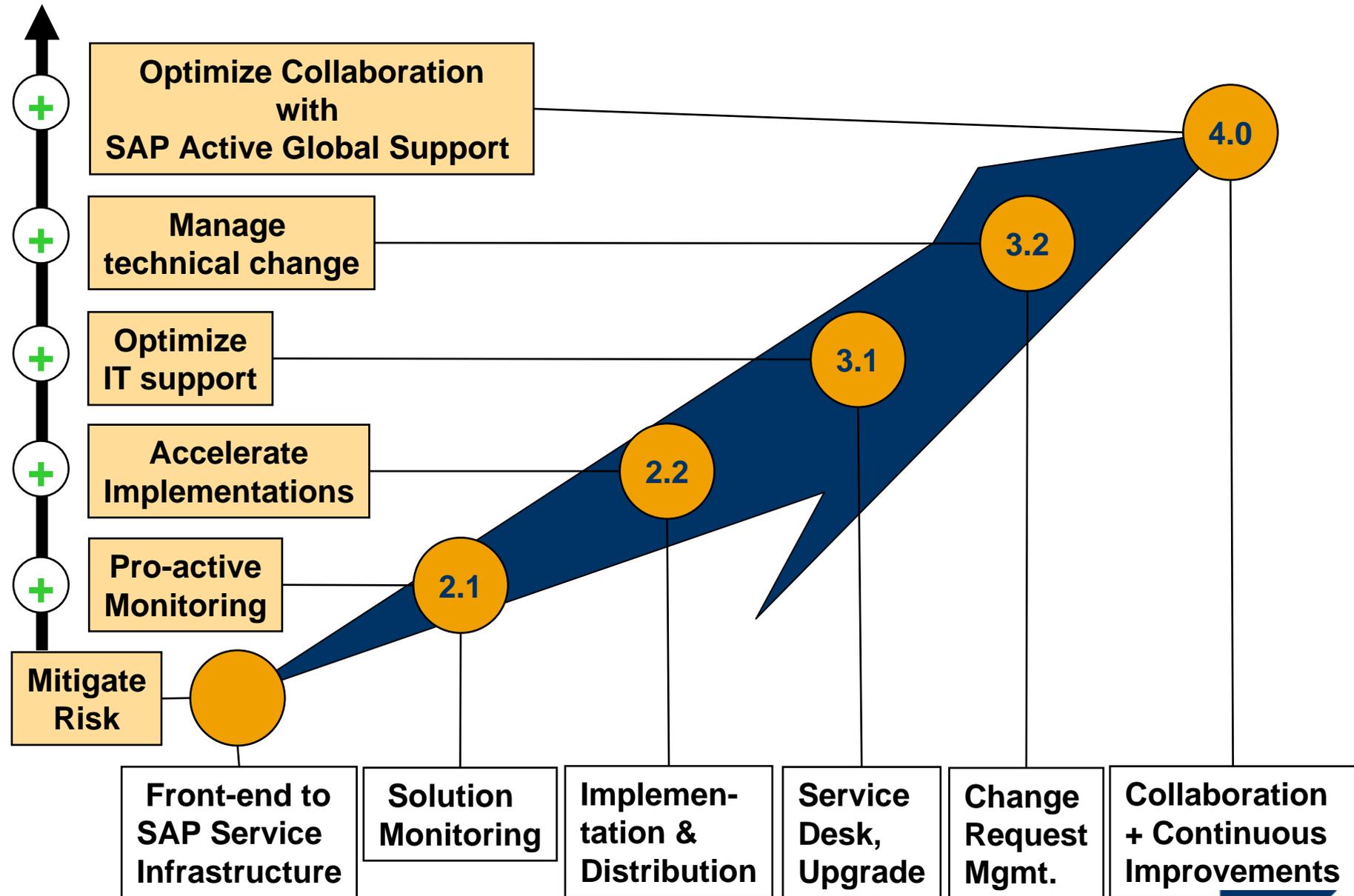
The SAP Solution Manager is a new type of application, which...

- Takes a consistent business-process and phase-oriented approach
- End-to-end functionality for application management and continuous improvement
- Provides full life-cycle support and collaboration with SAP
- Contains best practices for implementation, operation and optimization of SAP solutions
- Is delivered as part of your annual maintenance fee



→ Simply everything you need to manage your SAP solution !!!

# SAP Solution Manager - Evolution



# SAP Solution Manager – Value Proposition



Collaboration



Customer

The support hub and the gateway to SAP

SAP Solution Manager



SAP Development

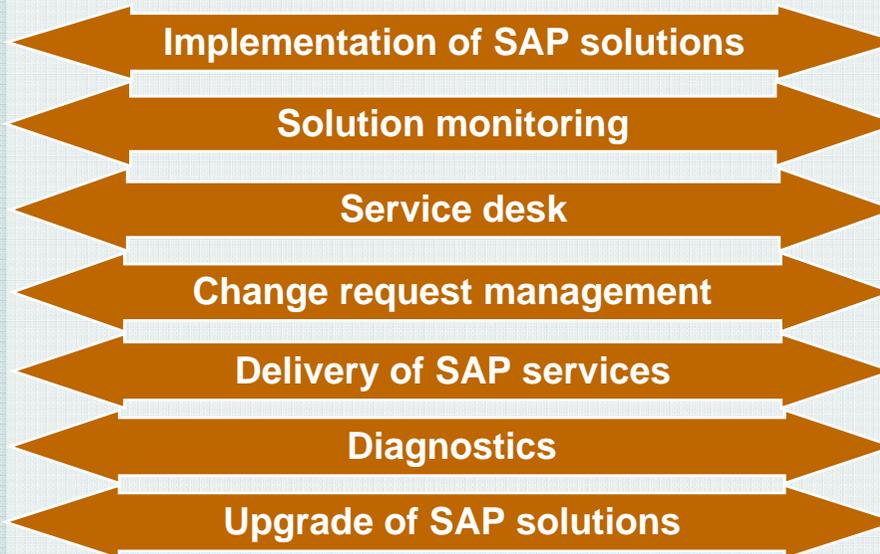
SAP Custom Code Development

SAP Active Global Support

SAP Consulting

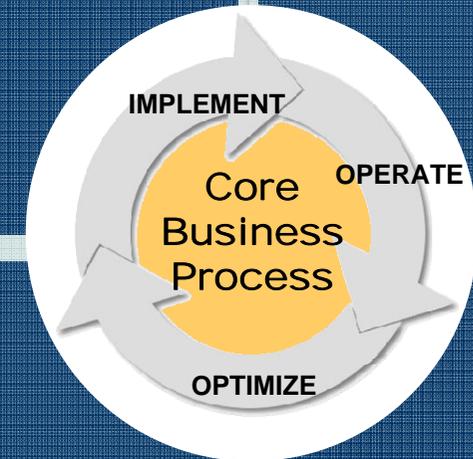
SAP Education

SAP Hosting



Efficiency

Transparency



Control

Flexibility

Standardized & integrated application management



# SAP Solution Manager Scenarios



## Implementation of SAP solutions

- SAP Methods & Tools
- Global rollout
- Customizing sync.
- E-learning mgmt.
- Test management

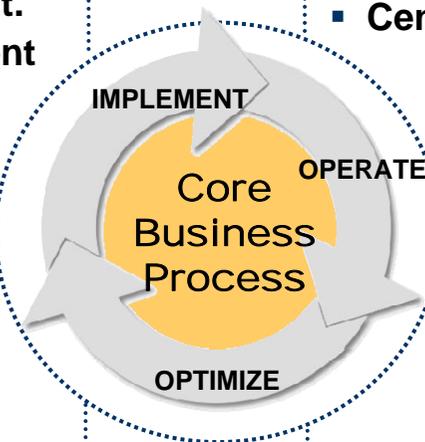
## Solution monitoring

- System monitoring
- EarlyWatch Alert
- Service level reporting
- Business process monitoring
- Central system administration



## Upgrade of SAP solutions

- SAP Methods & Tools
- E-learning mgmt.
- Test management



## Service desk

- Best Practices for messaging
- Solution Manager Diagnostics



## Delivery of SAP services

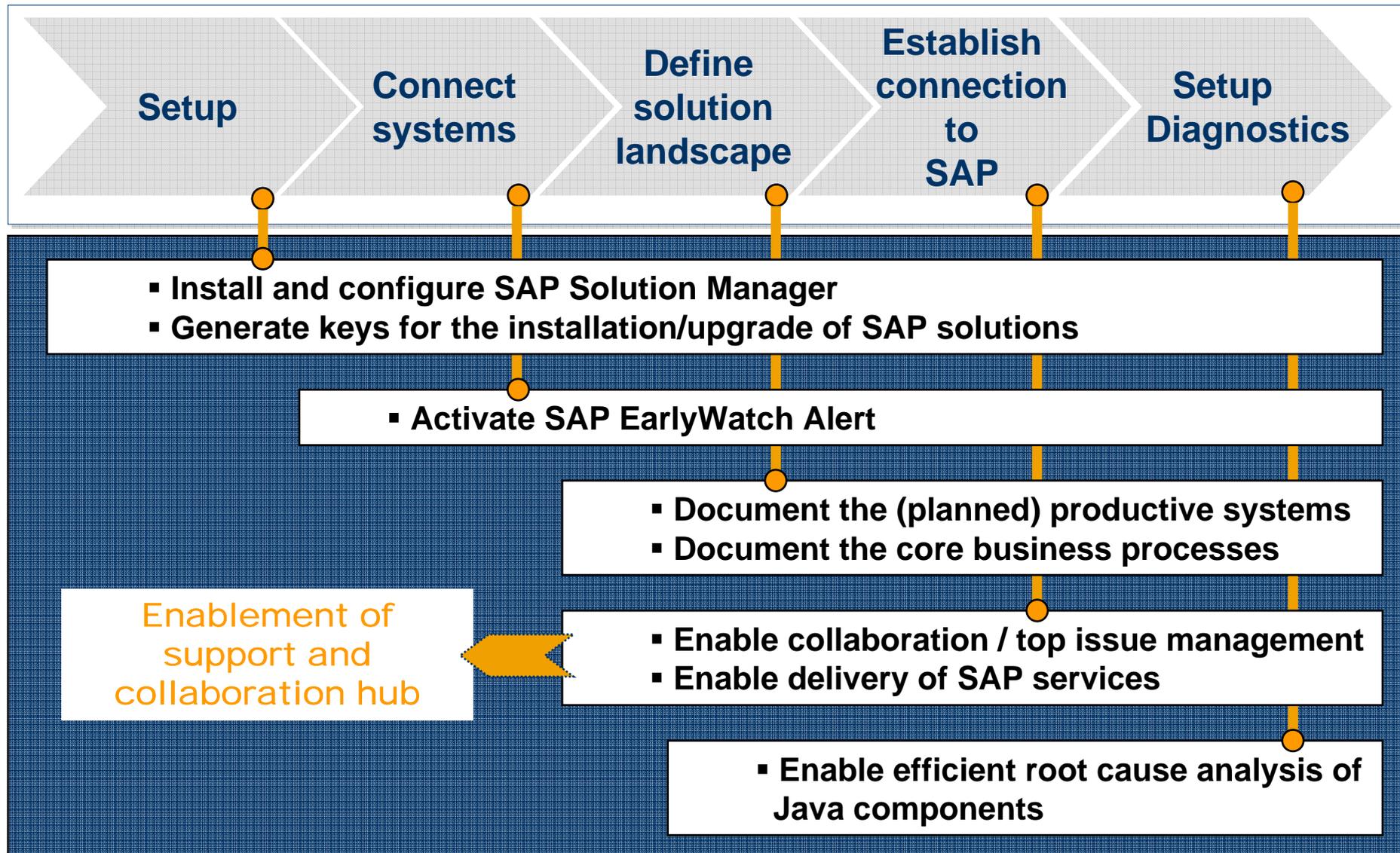
- Onsite/remote delivery
- SAP Safeguarding

## Change request management

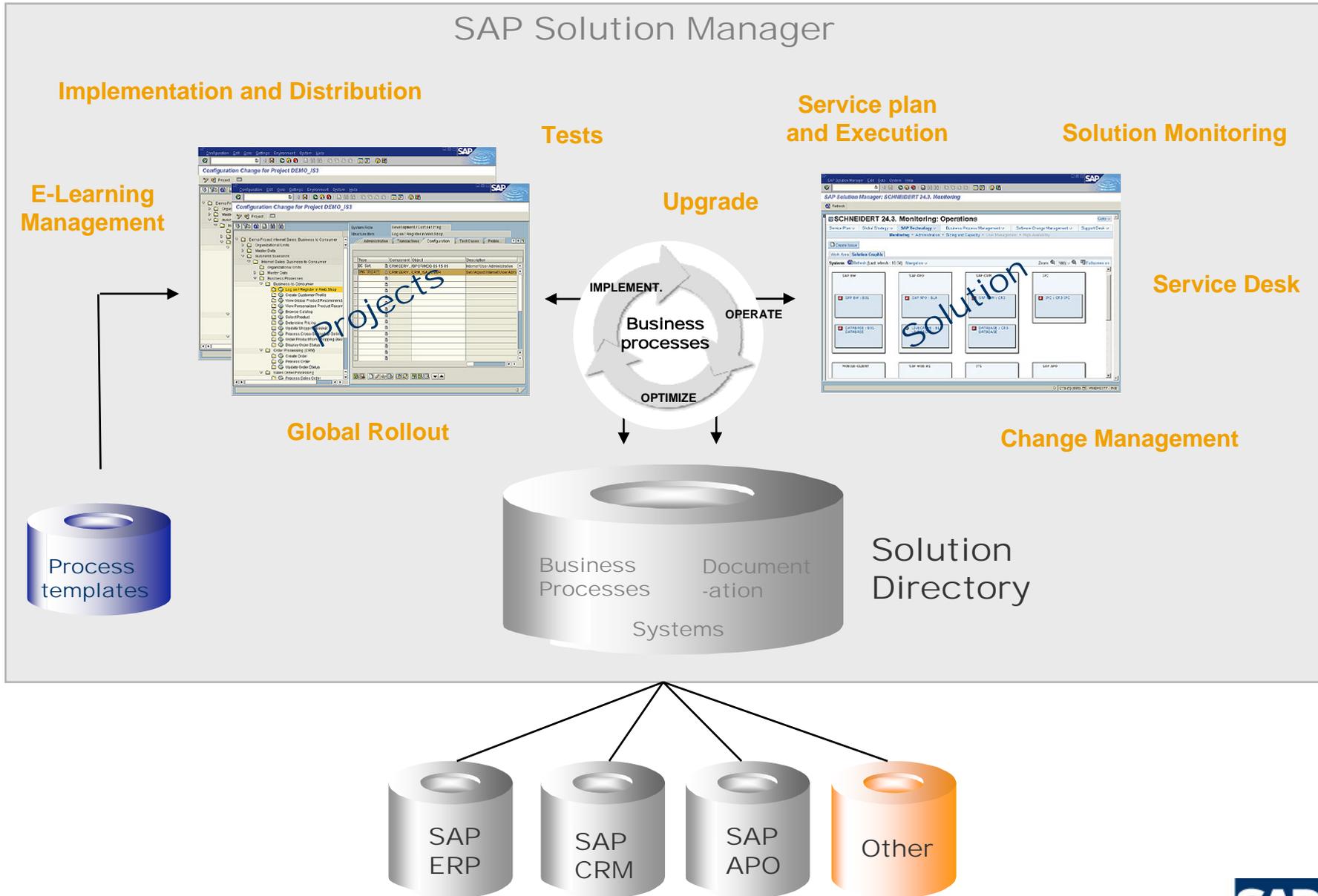
- Follows ITIL standards
- Maintenance processes



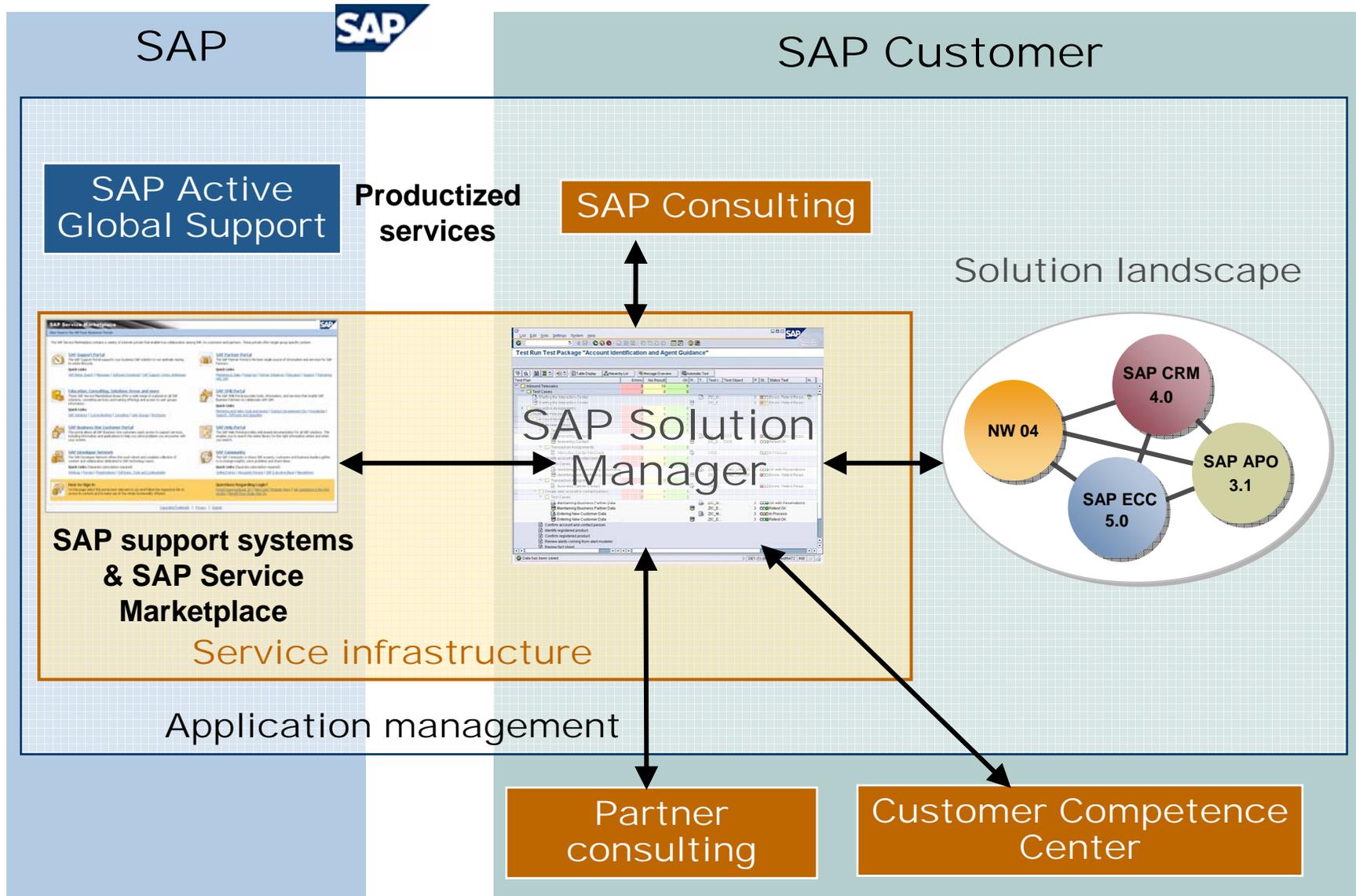
# Getting Started with SAP Solution Manager



# Architecture



# SAP Solution Manager is the front end of SAP's Service Infrastructure



# Communication between Customer & SAP

PREVIOUSLY

SAP

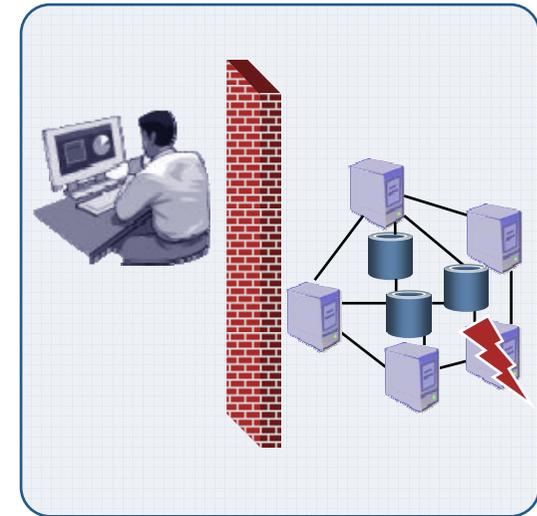


Message



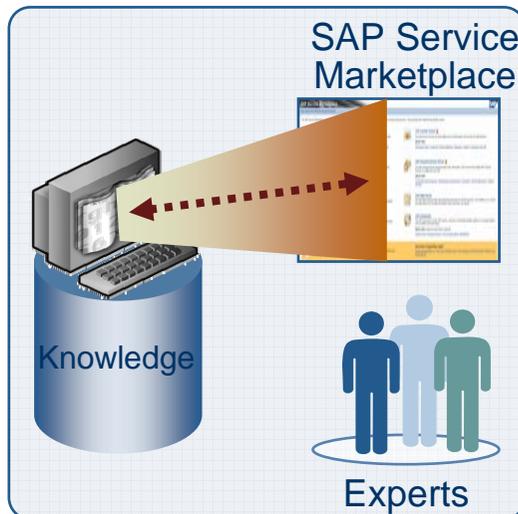
- ← Reactive
- ← Issue driven
- ← Selective
- ← Limited knowledge about the solution

CUSTOMER



TODAY

SAP

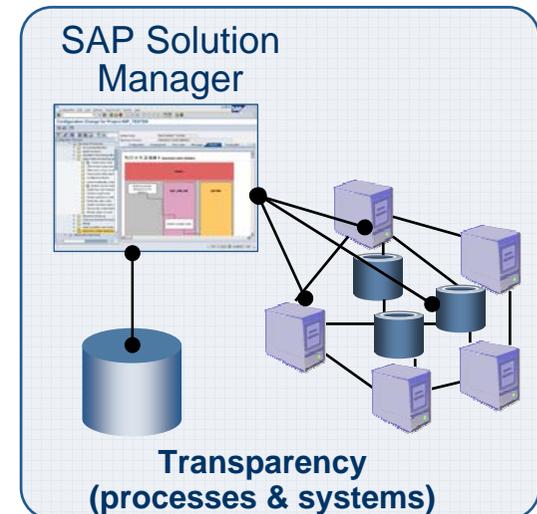


Message Knowledge Solution Monitor



- Proactive →
- Continuous →
- Comprehensive →
- Detailed knowledge →

CUSTOMER



## One Source For All Your Business Needs

### SAP Service Marketplace

#### SAP Support Portal

- SAP Notes Search
- SAP Message Wizard
- SAP Software Distribution Center
- Admin of Remote Connections
- License Key & Requests
- SAP Software Change Reg.
- SAP Service Catalog
- SAP Software Catalog



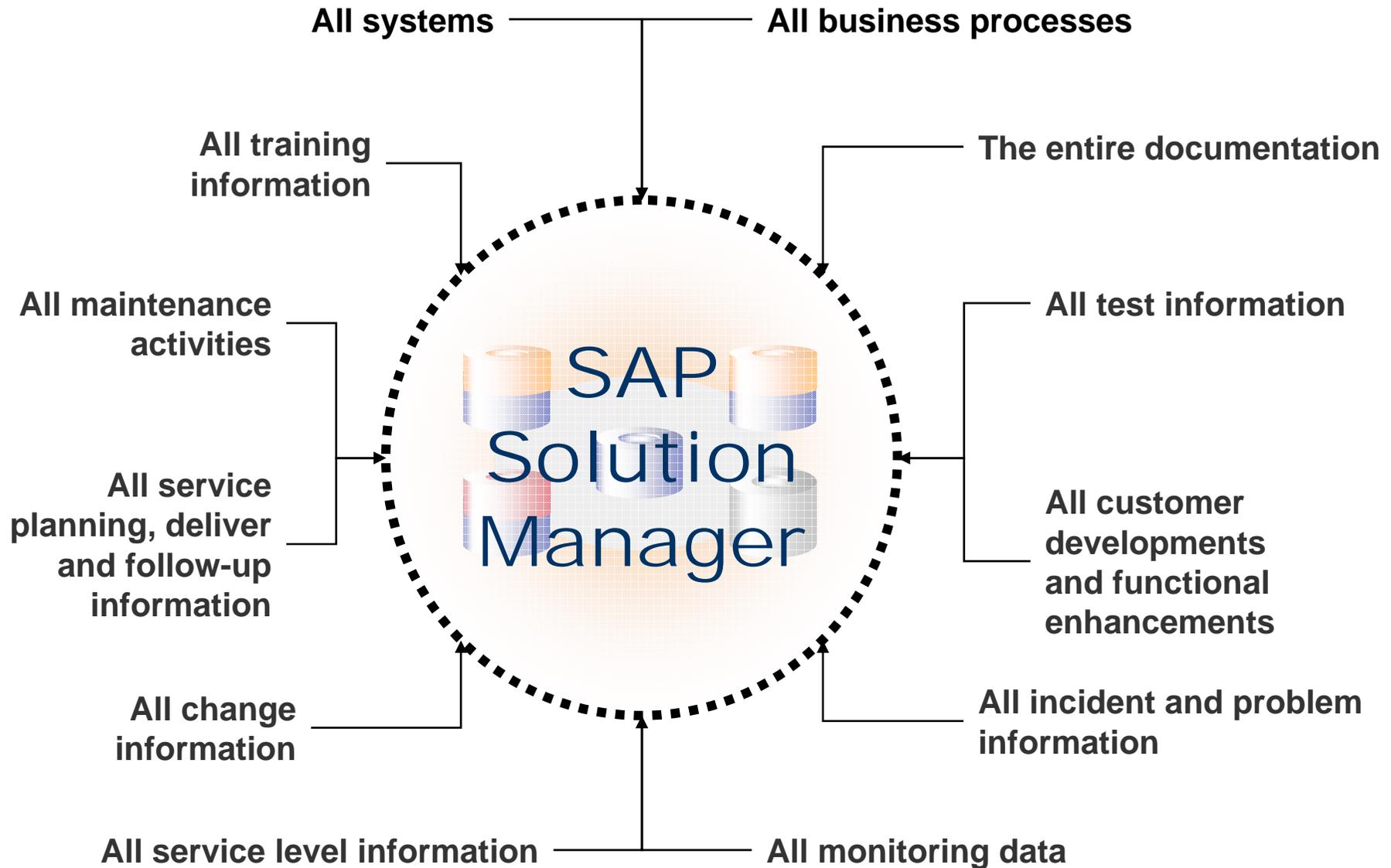
#### SAP Service Marketplace

- Extranet platform
- For customers and partners
- Full collaboration with SAP
- Segmented into specific portals
- One-stop access
- Services – software - and consulting

#### SAP Support Portal

- Provides central access
  - information
  - applications
  - processes
- Intuitive and simple navigation
- Support to run your SAP solution

# The More Transparent the Solution, the More You Benefit!



## SAP Solution Manager ensures ...



### Transparency

- ... entire solution lifecycle
- ... entire IT landscape – SAP and non-SAP



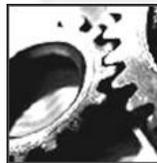
### Efficiency

- ... gateway to SAP support
- ... aligned with SAP's best practices



### Flexibility

- ... scenario driven
- ... global template function decreases cost



### Control

- ... full integration

## Further Information

### → Public Web:

www.sap.com → Solutions → SAP NetWeaver → SAP Solution Manager

### → SAP Service Marketplace

Support Infrastructure Strategy: <http://www.service.sap.com/support-infrastructure/>

General information: <http://www.service.sap.com/solutionmanager/>

Learning maps <http://www.service.sap.com/rkt-solman/>

### → Help Portal

Online Help: <http://help.sap.com/> → Documentation → SAP Solution Manager

## 하드웨어 sizing

- 10개 이하 시스템 및 5명 이하 사용자 : 1 CPU, 1GB 메모리, 50GB 하드 디스크
- 50개 이하 시스템 및 10명 이하 사용자 : 2 CPU, 2 GB 메모리, 50GB 하드 디스크
- SAP Solution Manager에 연결되는 시스템 수, 사용자 수, 사용하는 기능 등 고객사의 요구사항과 상황에 따라 달라짐
- SAP Solution Manager는 단독 서버에 설치되어야 합니다.

## 라이선스

- SAP Solution Manager는 유지보수 계약하에 무상으로 제공
- SAP Solution Manager는 SAP CRM 기반이나 별도의 SAP CRM 라이선스 없이 사용 가능
- 서비스 데스크에서 non-SAP 메시지를 작성하려면 추가적인 유저 필요
- SAP Tutor를 사용할 수 있는 5 라이선스 기본적으로 제공

## 지원 서비스

- SAP Solution Manager Starter Pack Service  
: 방문 서비스로 기본적인 컨피규레이션 및 교육 제공 (유상 서비스)

## 문제 해결 방법

- SV-SMG-\*로 OSS 메시지 작성

## SAP 서비스 마켓플레이스 주요 링크

- <http://service.sap.com/solutionmanager>
- <http://service.sap.com/solutionmanager> -> media library
- <http://service.sap.com/rkt-solman>

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