# SAP Solution Manager 3.1

**Service & Support Product Management
SAP AG**
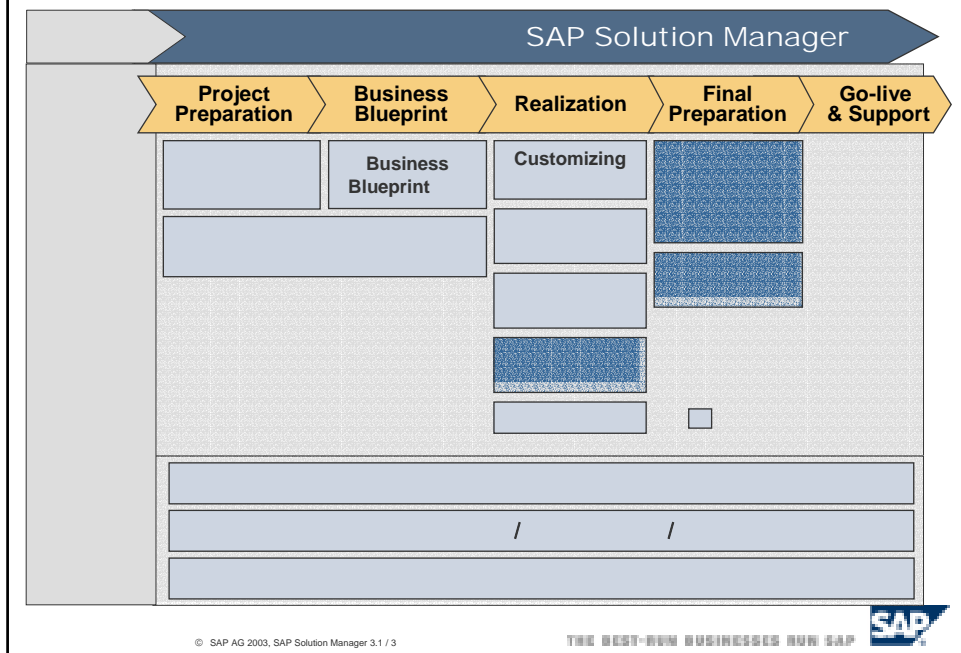
---

## SAP Solution Manager 3.1

➔ **SAP Solution Manager**

➔ SAP Solution Manager

# SAP Solution Manager –

## SAP Solution Manager
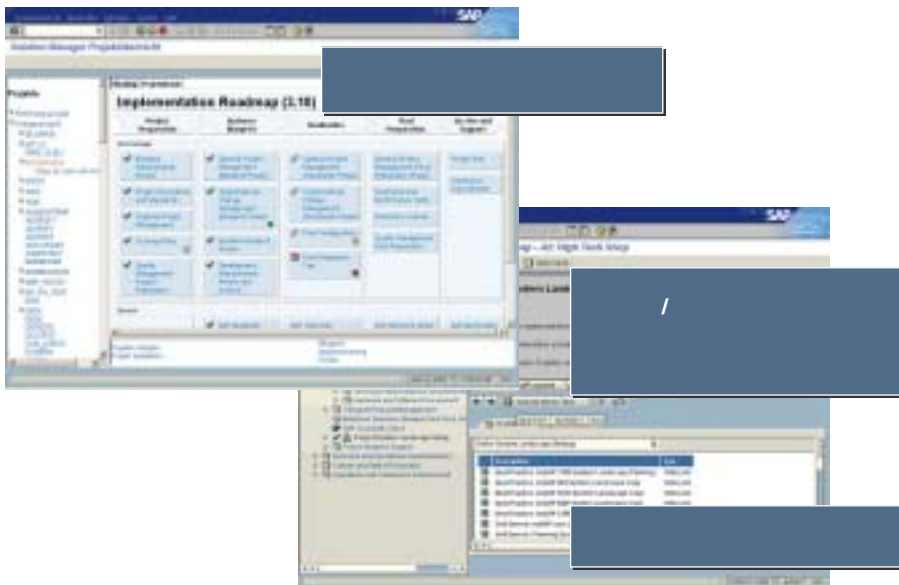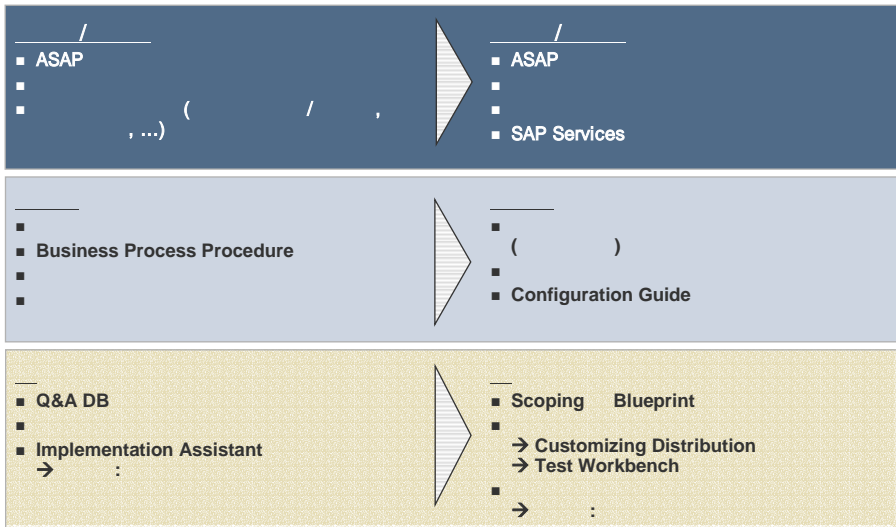
| Project Preparation | Business Blueprint | Realization | Final Preparation | Go-live & Support |
|---|---|---|---|---|

| | Business Blueprint | Customizing | | |

/          /

THE BEST-RUN BUSINESSES RUN SAP

---

# SAP Solution Manager:

| | |
|---|---|
| ValueSAP | ASAP |
| SAP | |
| Business Blueprint<br><br>: <br>■ Implementation Assistant, Q&A DB, BPML<br><br>■          / | SAP |
| SAP Web AS     add on | PC |

THE BEST-RUN BUSINESSES RUN SAP

## ValueSAP

| ValueSAP Edition 2 | SAP Solution Manager |
|---|---|
| ___/___ | ___/___ |
| ▪ ASAP | ▪ ASAP |
| ▪ | ▪ |
| ▪          (          /     , | ▪ SAP Services |
|      , ...) | |

| ▪ ___ | ▪ ___ |
| ▪ Business Process Procedure | ▪    (          ) |
| ▪ | ▪ |
| ▪ | ▪ Configuration Guide |

| ▪ Q&A DB | ▪ Scoping     Blueprint |
| ▪ | ▪ |
| ▪ Implementation Assistant | → Customizing Distribution |
|   →       : | → Test Workbench |
| | ▪ |
| | →      : |

## SAP Solution Manager –　　　　/

**SAP**
- 　　　　: 　　　　　, 　　　　(　　　　　　　　)
- CRM,
- Milestone/sync point

- 　　　　: 　　　　(　　　　　)
- 
- Milestone/sync point

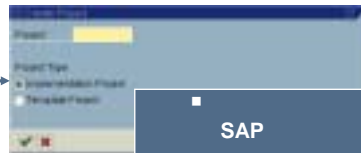- 　　　　: 　　　　　,
- 　　　　　2002
  (SAP Solution Manager　　　　)

THE BEST-RUN BUSINESSES RUN SAP

---

## Project Preparation –

- 
  - SAP
- 

- 
  - 
  - 
  - 
  - 

- 
- 

THE BEST-RUN BUSINESSES RUN SAP

IMG

➔ , IMG , Customer Development
➔ Roll Out

THE BEST-RUN BUSINESSES RUN SAP

---

## Business Blueprint – Business Blueprint



-
(Order to Cash)

Repository

Repository

Component    Cross-Component

THE BEST-RUN BUSINESSES RUN SAP

## Business Blueprint –



- SAP
  Knowledge Warehouse
- ，，，
- ／
  - ，，
  - ，，
- 
- 
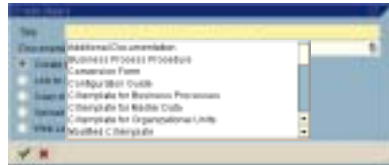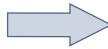
THE BEST-RUN BUSINESSES RUN SAP
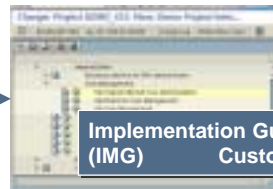
---

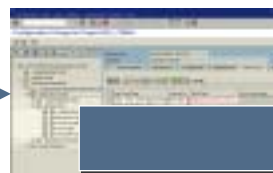## Realization –
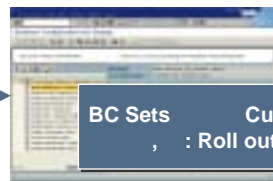


BC Sets　　　Customizing
，：Roll out

Implementation Guide
(IMG)　　　Customizing

- Business Blueprint

- 
  Repository
  　　　　　BC Sets

THE BEST-RUN BUSINESSES RUN SAP

## Business Configuration Sets –

**Business Configuration Set      Customizing Settings**

- **      Business Management**
- **         ,**
- **      Customizing      /**
- **■**

**BC Sets    Customizing Settings    snapshot**

THE BEST-RUN BUSINESSES RUN SAP

---

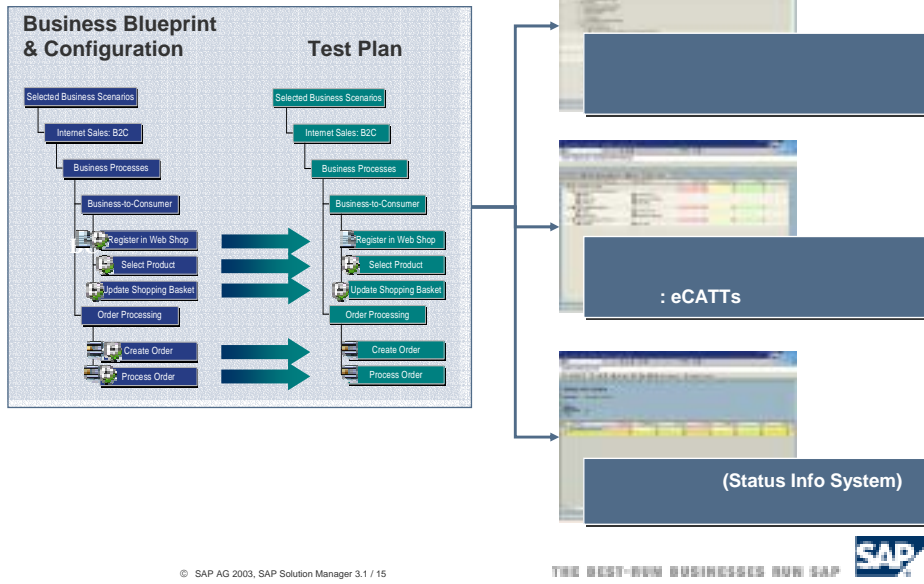## Realization – Customizing Distribution

- **      Object Customizing**
- **Customizing(   : SAP R/3 Customizing)                  (   : SAP CRM)**
- **■                                Customizing**

| | R/3 DEV | Transport | R/3 QAS | Transport | R/3 PRD |
|---|---|---|---|---|---|
| | CRM DEV | Transport | CRM QAS | Transport | CRM PRD |
| | APO DEV | Transport | APO QAS | Transport | APO PRD |
| | ... DEV | Transport | ... QAS | Transport | ... PRD |
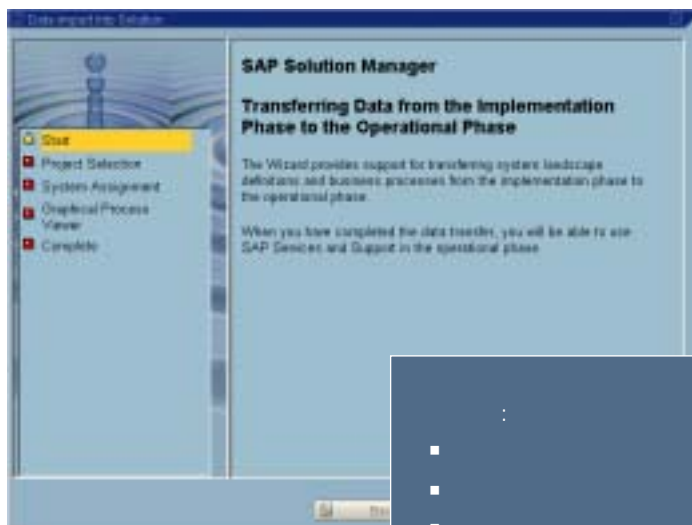
THE BEST-RUN BUSINESSES RUN SAP

**Business Blueprint & Configuration**

**Test Plan**

Selected Business Scenarios

Internet Sales: B2C

Business Processes

Business-to-Consumer

Register in Web Shop
Select Product
Update Shopping Basket

Order Processing

Create Order
Process Order

Selected Business Scenarios

Internet Sales: B2C

Business Processes

Business-to-Consumer

Register in Web Shop
Select Product
Update Shopping Basket

Order Processing

Create Order
Process Order

: eCATTs

(Status Info System)

THE BEST-RUN BUSINESSES RUN SAP

---

**Realization –**

**SAP Solution Manager**

**Transferring Data from the Implementation Phase to the Operational Phase**

The Wizard provides support for transferring system landscape definitions and business processes from the implementation phase to the operational phase.

When you have completed the data transfer, you will be able to use SAP Services and Support in the operational phase.

Start
Project Selection
System Assignment
Graphical Process Viewer
Complete

:

THE BEST-RUN BUSINESSES RUN SAP

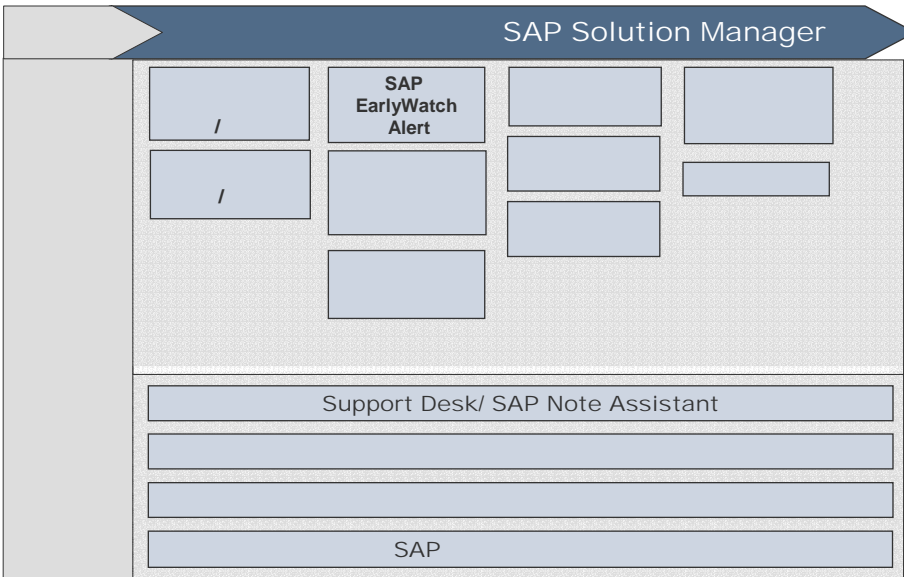# SAP Solution Manager 3.1

➔ SAP Solution Manager

➔ SAP Solution Manager

THE BEST-RUN BUSINESSES RUN SAP

---

# SAP Solution Manager –

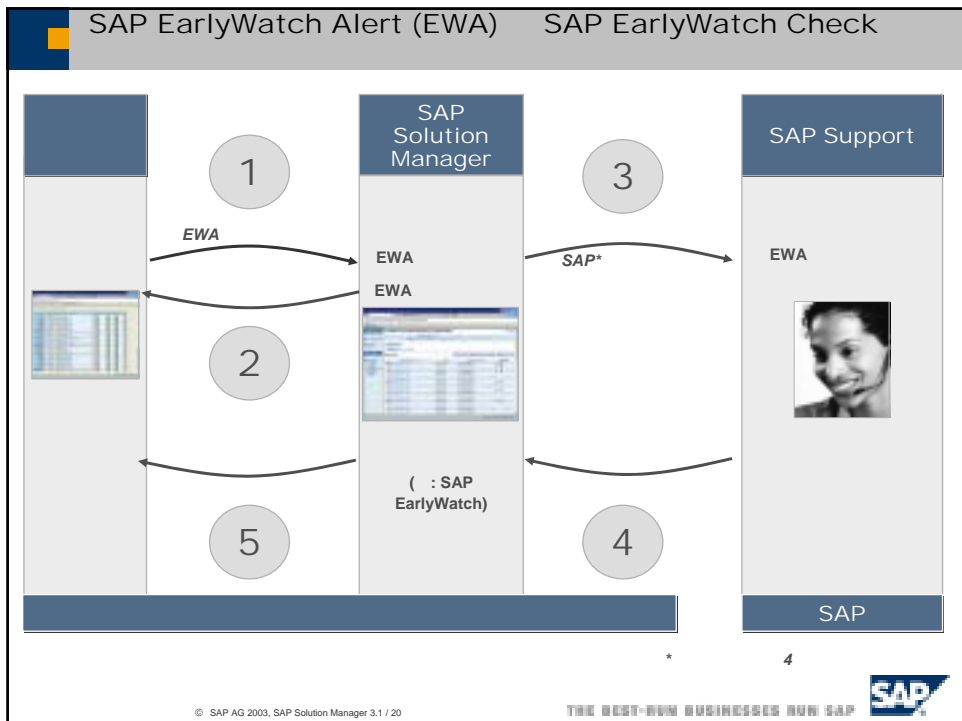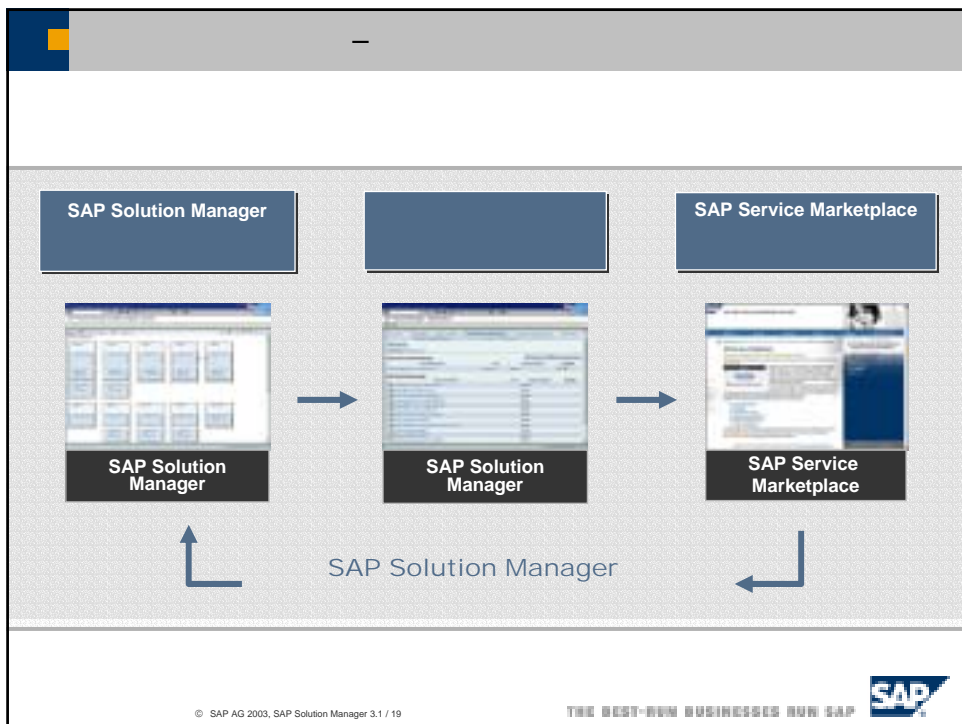## SAP Solution Manager

| / | SAP EarlyWatch Alert | | |
| / | | | |
| | | | |

**Support Desk/ SAP Note Assistant**

**SAP**

THE BEST-RUN BUSINESSES RUN SAP

## Slide 1

| SAP Solution Manager | | SAP Service Marketplace |
|---|---|---|



| SAP Solution Manager | SAP Solution Manager | SAP Service Marketplace |
|---|---|---|

**SAP Solution Manager**

---

## SAP EarlyWatch Alert (EWA)    SAP EarlyWatch Check

| | SAP Solution Manager | | SAP Support |
|---|---|---|---|
| | **1** | **3** | |
| *EWA* | EWA | *SAP\** | EWA |
| | EWA | | |
| **2** | | | |
| | ( : SAP EarlyWatch) | | |
| **5** | | **4** | |

**SAP**

\*

*4*

**SAP Solution Manager**

- SAP EarlyWatch Alert
- CCMS

**SAP Solution Manager**

SAP EarlyWatch Alerts

CCMS (RZ20)

(SDCC)

THE BEST-RUN BUSINESSES RUN SAP

■

■                     :              1            ,
■
■                (KPI)
■
■         (forecasting)

Alert

Recommended Ga...

Expensive SQL Statements

Alert

SAP

THE BEST-RUN BUSINESSES RUN SAP

---

## SAP Solution Manager



IT

1

CCMS Alert

Agents   Alert

Alerts
(e-mail, SMS, Support
Desk message)

2

CCMS Expert
Monitors

SAP System

SAP
Solution Manager

THE BEST-RUN BUSINESSES RUN SAP

**Alert**

**Task overview**

■

■    **SAP**

■

---

## SAP Solution Manager     Online Alerting



**SAP Solution Manager**

**SAP Support**

**1**

**2**

*Alert*

*SAP Support ***

*Support desk**

**Alerts**

**4**

**3**

**CCMS Expert Monitors**

**SAP Solution Manager**   alert

*SAP Solution Manager*

**SAP**

*\* SAP Standard Support + SCM Safeguarding    SAP MaxAttention*
*SCM     Online Alerting*

**Alert**

**Alerts overview**

- 
- escalation
  path
- 

THE BEST-RUN BUSINESSES RUN SAP

---

## : SAP Solution Manager 3.1

**SAP Solution Manager 3.1**      **Support Desk**

- **SAP CRM 3.1**
  **Support Desk**

- /

- SAP Solution
  Manager SAP CRM 3.1 Smart
  Implementation

- 

- Billing controlling

- SAP BW

THE BEST-RUN BUSINESSES RUN SAP

## Support Desk

**(support messages)**

- ■
- ■
- ■ Billing    controlling
- ■ SAP BW

### SAP Notes
- ■ SAP Service Marketplace        SAP Notes
- ■ SAP Note Assistant              SAP Notes

### SAP Support
- ■ SAP      support message
- ■ Support desk
- ■            , SAP Solution Manager power-user    SAP Support
  back office expert                              Microsoft
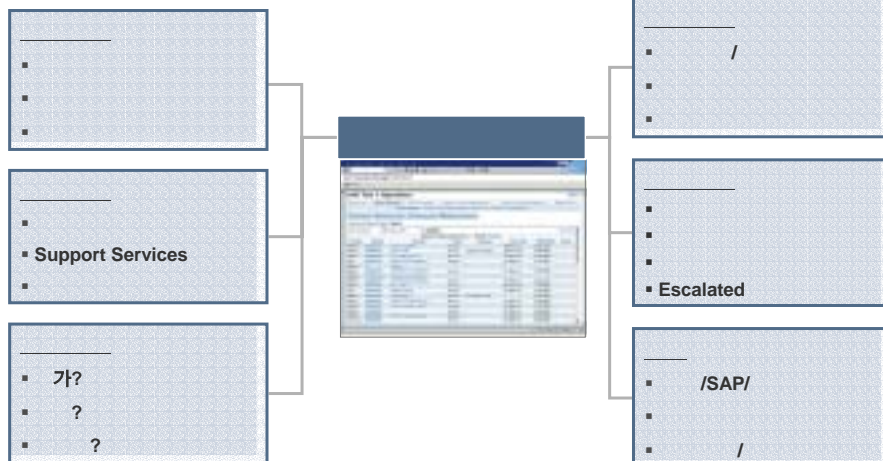  NetMeeting

---

## Support Desk - Support

**SAP Support Desk –      Selling Point**

THE BEST-RUN BUSINESSES RUN SAP



**CRM          SAP**

THE BEST-RUN BUSINESSES RUN SAP

/

- 
- 
- /
- 
- 
- 

---

- 
- 
- Support Services
- 
- ?
- ?
- ?

- /
- 
- 
- 
- 
- Escalated

- /SAP/
- 
- /
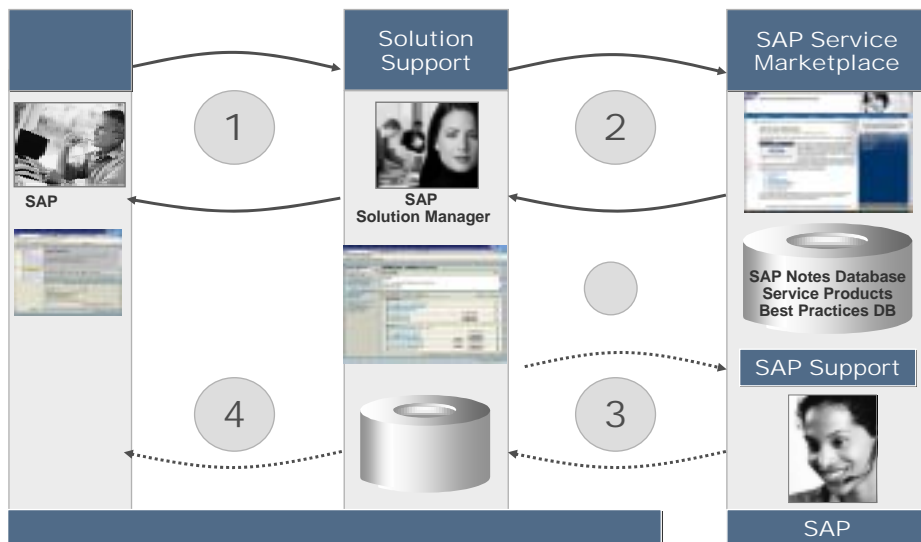
## SAP Solution Manager

**– ROI**

- 
- 
- 
- 
-                   blueprint, configuration, testing
- mySAP CRM, mySAP SCM, mySAP SRM

**– TCO**

- Support service
-            KPI
- 
-            support desk              SAP
- 

THE BEST-RUN BUSINESSES RUN SAP

---

## SAP Solution Manager

### USMP10 - Solution Manager Positioning
- SAP Solution Manager 3.1            2

### USMI20 - Solution Manager Installation & Configuration
- SAP Solution Manager 3.1            2

### USMA30 – System Administration with SAP Solution Manager
- SAP Solution Manager 3.1            2

### USCP60 - Business Process Management and Monitoring
- SAP Solution Manager 3.1            3

### USMF50 - Support Desk Implementation
- SAP Solution Manager 3.1            2

### SMI310 - SAP Solution Manager Implementation Tools
- SAP Solution Manager 2.2            3

### Onsite Usage Workshop:

THE BEST-RUN BUSINESSES RUN SAP

**Selfstudy – SAP Solution Manager 3.1          Learning Maps:**
**www.service.sap.com/rkt-solman**


**SAP Service Marketplace        :**
**www.service.sap.com/solutionmanager**

---

## Successes and Experiences

**"SAP Solution Manager**
**        mySAP                    ."**
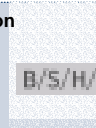
*Wolfgang Trabant, Project Manager,  Methodology*

---

**"                                                    SAP Solution**
**Manager**
**            .            9              SAP Solution Manager**

*André Moers, B/S/H/, SAP Technology / Information Technology*

---

**"      SAP Solution Manager**
*Service Level Agreements*
**                    .        SAP                    HPServices World**
**Wide Systems                                                ."**
*Andy Burrows, Project Manager HP, United Kingdom*

---

**"          SAP *support desk*              SAP**
**                                    . SAP Solution Manager**
**SAP    Bosch                                        ,**
**                                                            ."**

*Günter Lehmann, Manager SAP-CCC, Robert Bosch GmbH*

THE BEST-RUN BUSINESSES RUN SAP