

SAP Solution Manager 3.1

**Service & Support Product Management
SAP AG**

THE BEST-RUN BUSINESSES RUN SAP



■ SAP Solution Manager 3.1

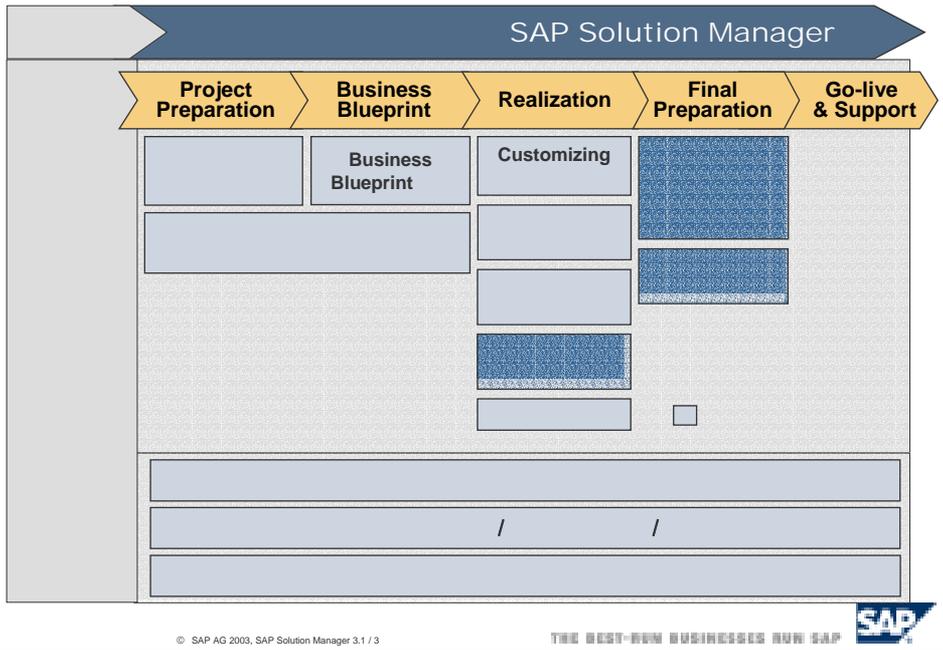
➔ SAP Solution Manager

➔ SAP Solution Manager

THE BEST-RUN BUSINESSES RUN SAP

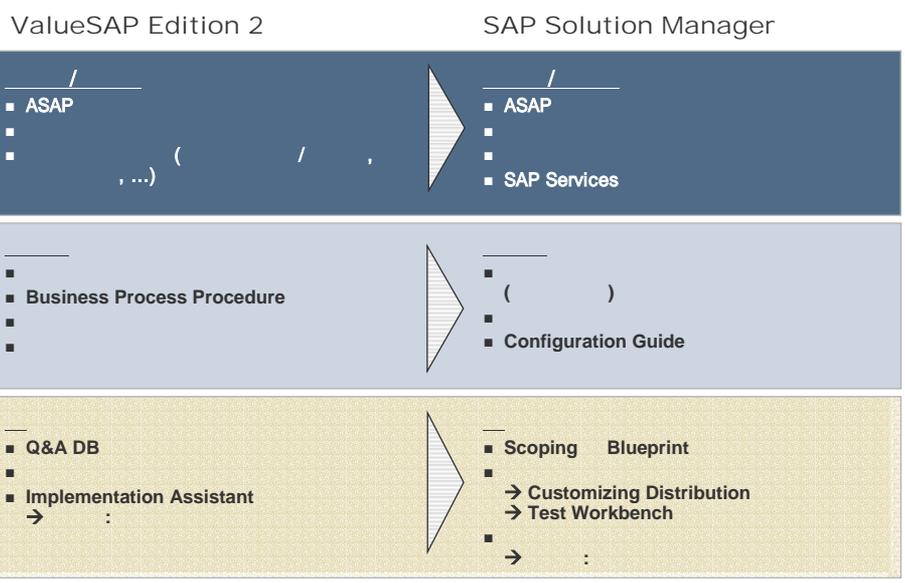
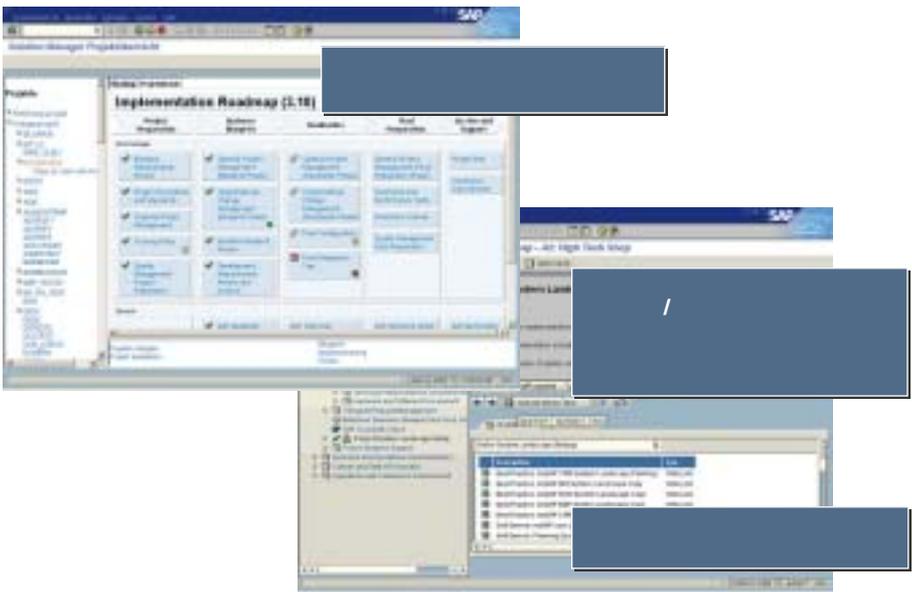


SAP Solution Manager -



SAP Solution Manager:

ValueSAP	ASAP
SAP	
Business Blueprint	SAP
<ul style="list-style-type: none"> ■ Implementation Assistant, Q&A DB, BPML ■ / 	
SAP Web AS add on	PC

The screenshot shows the SAP Solution Manager 3.1 interface. The central focus is the 'Implementation Roadway (IR)' tool, which provides a structured view of the implementation process. It includes a project tree on the left and a main workspace with a grid of tasks. The grid columns are: Method, Business Scenario, Sub-Process, Task, Prerequisites, and Success Criteria. The tasks are organized into a hierarchy, and the interface includes various toolbars and status indicators. Several parts of the screenshot are redacted with blue boxes.

SAP Solution Manager - /

SAP

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



- : ()
-
- Milestone/sync point



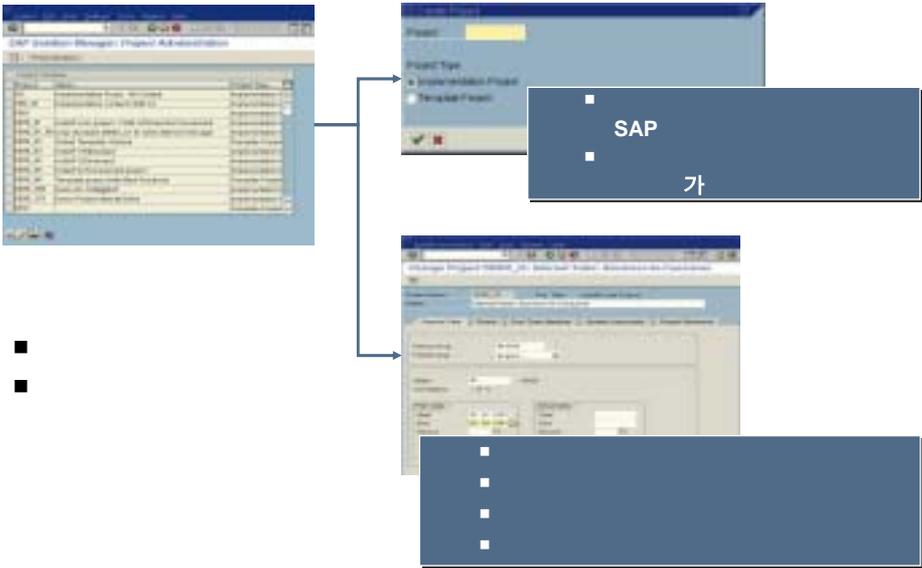
- : ,
- 2002 (SAP Solution Manager)



© SAP AG 2003, SAP Solution Manager 3.1 / 7

THE BEST-RUN BUSINESSES RUN SAP 

Project Preparation -



SAP

가

-
-
-
-
-

© SAP AG 2003, SAP Solution Manager 3.1 / 8

THE BEST-RUN BUSINESSES RUN SAP 

/

→ , IMG , Customer Development
 → Roll Out 가

SAP

© SAP AG 2003, SAP Solution Manager 3.1 / 9 THE BEST-RUN BUSINESSES RUN SAP

Business Blueprint – Business Blueprint

(Order to Cash)

Repository

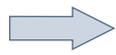
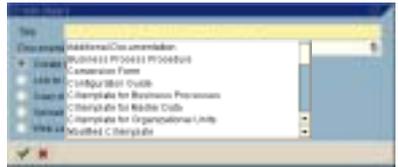
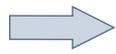
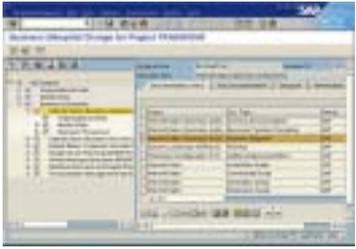
Repository 가

Component Cross-Component

SAP

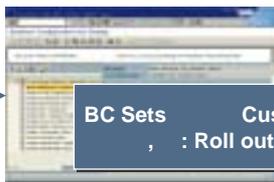
© SAP AG 2003, SAP Solution Manager 3.1 / 10 THE BEST-RUN BUSINESSES RUN SAP

Business Blueprint -

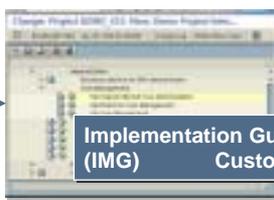


- Knowledge Warehouse
- , , ,
- /
- , , 가
- , ,
-

Realization -



BC Sets Customizing
: Roll out



Implementation Guide (IMG) Customizing



- Business Blueprint
 - Repository
- BC Sets**

Business Configuration Sets -



Business Configuration Set Settings

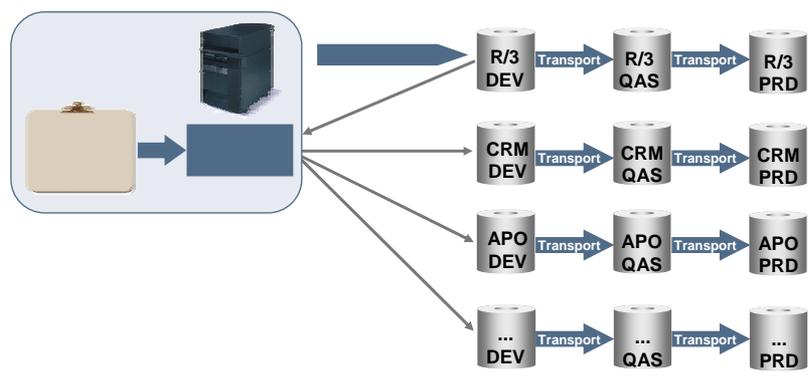
Customizing

- Business Management
- ,
- Customizing /
- 가

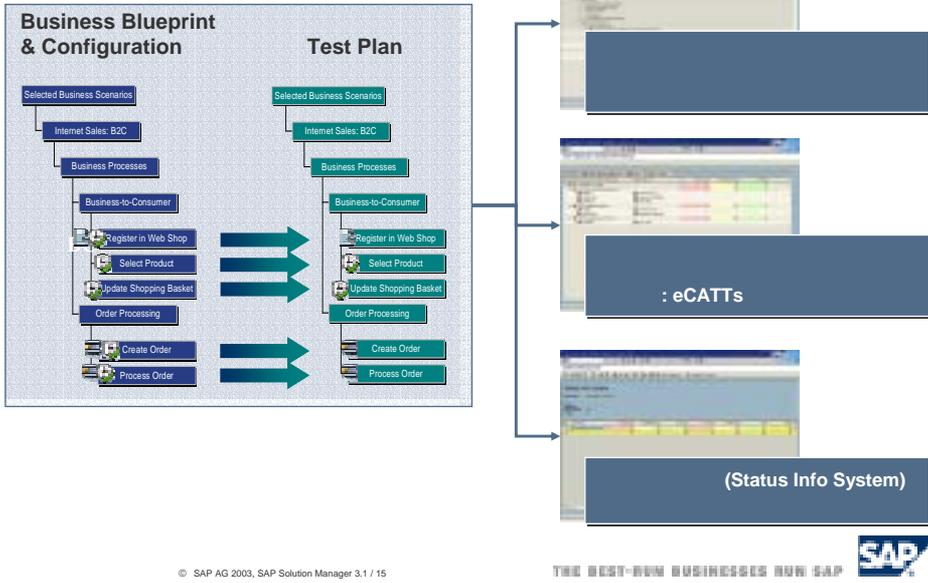
BC Sets Customizing Settings snapshot

Realization - Customizing Distribution

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



Realization -



Realization -





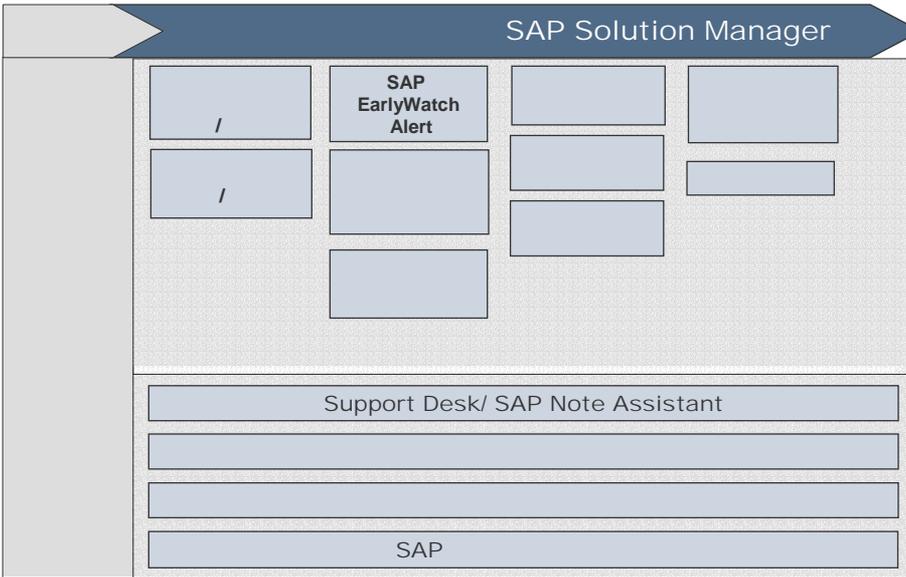
■ SAP Solution Manager 3.1

- SAP Solution Manager
- **SAP Solution Manager**

© SAP AG 2003, SAP Solution Manager 3.1 / 17

THE BEST-RUN BUSINESSES RUN SAP 

■ SAP Solution Manager -



SAP Solution Manager

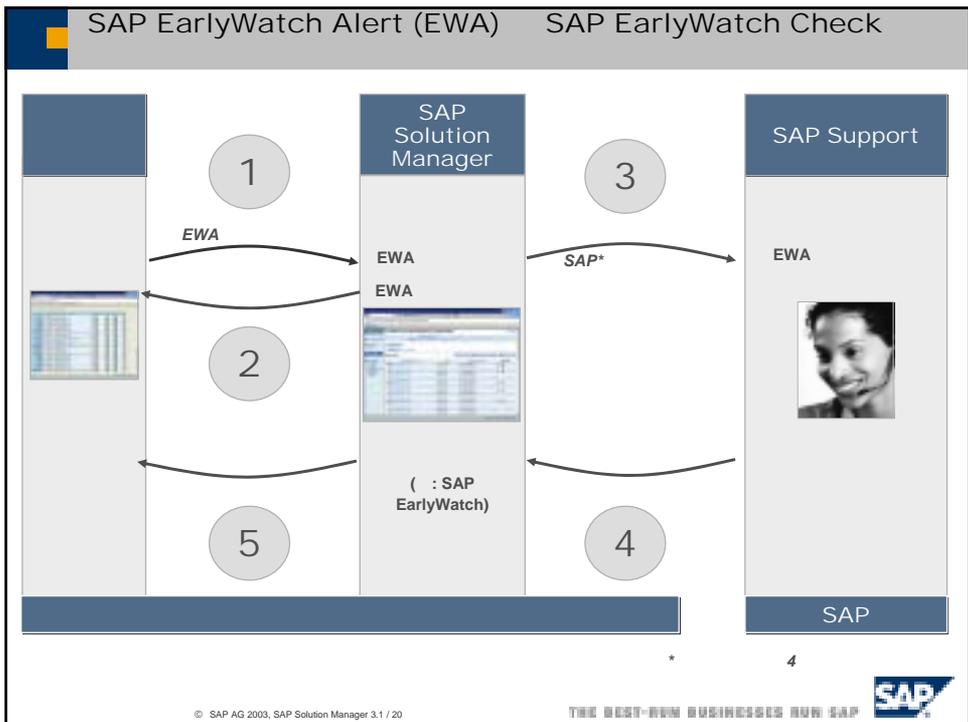
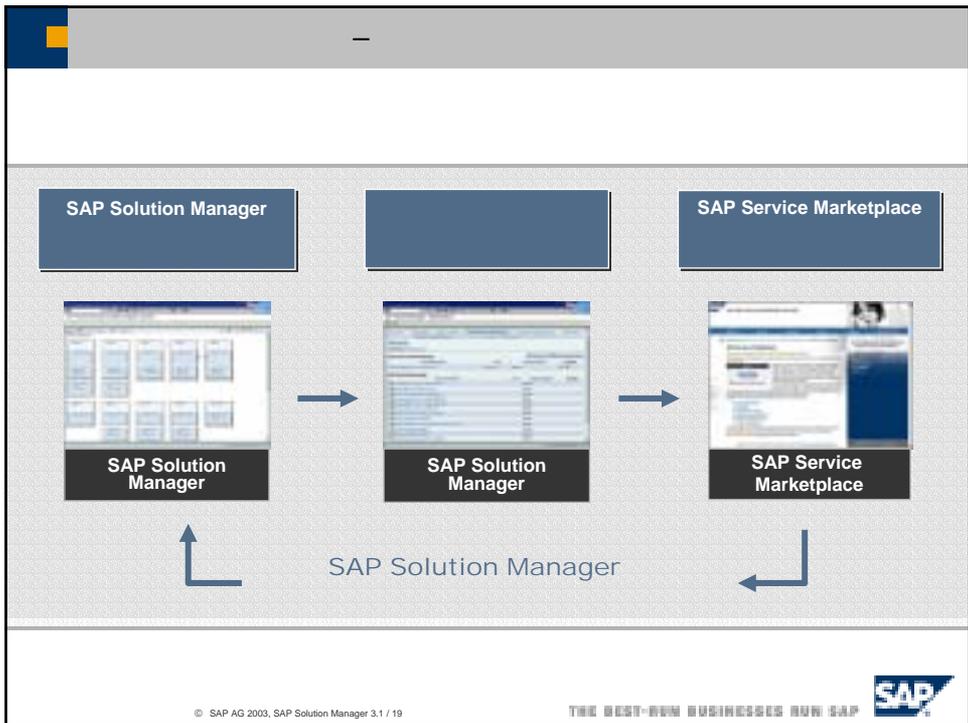
SAP EarlyWatch Alert

Support Desk/ SAP Note Assistant

SAP

© SAP AG 2003, SAP Solution Manager 3.1 / 18

THE BEST-RUN BUSINESSES RUN SAP 



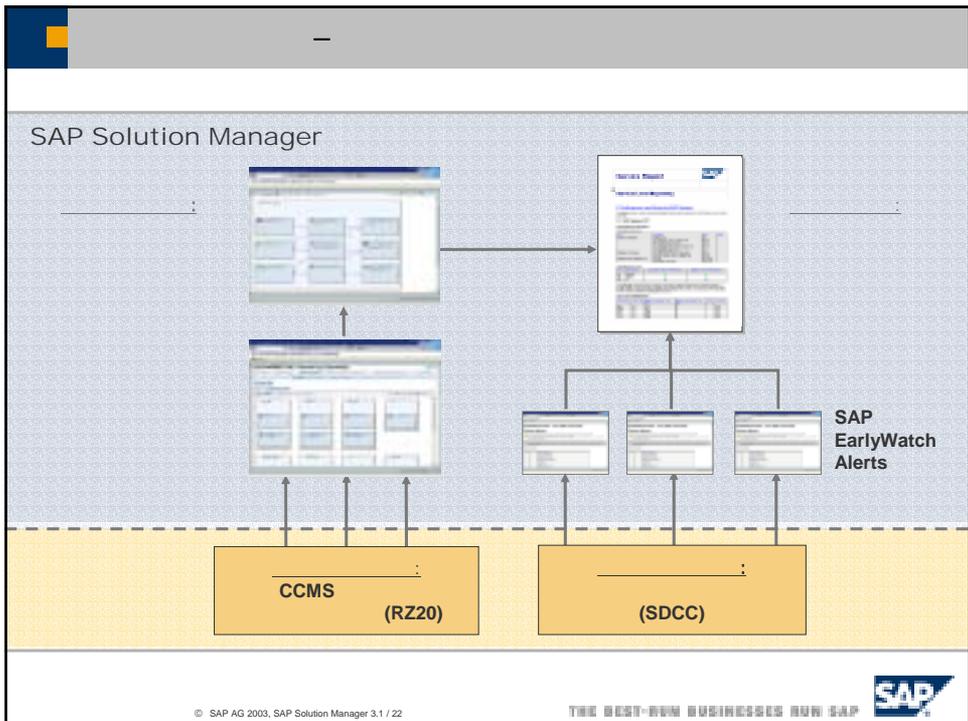
—

- SAP EarlyWatch Alert
- CCMS
-
-



© SAP AG 2003, SAP Solution Manager 3.1 / 21

THE BEST-RUN BUSINESSES RUN SAP 



-
-
- : 1 가
- (KPI) 가
- (forecasting)

The diagram illustrates a workflow where an initial alert leads to a 'Recommended Action' screen. This screen then triggers two parallel paths: one leading to 'Expensive SQL Statements' and another leading to 'SAP'. Both paths are associated with an 'Alert' label.

© SAP AG 2003, SAP Solution Manager 3.1 / 23

THE BEST-RUN BUSINESSES RUN SAP

SAP Solution Manager

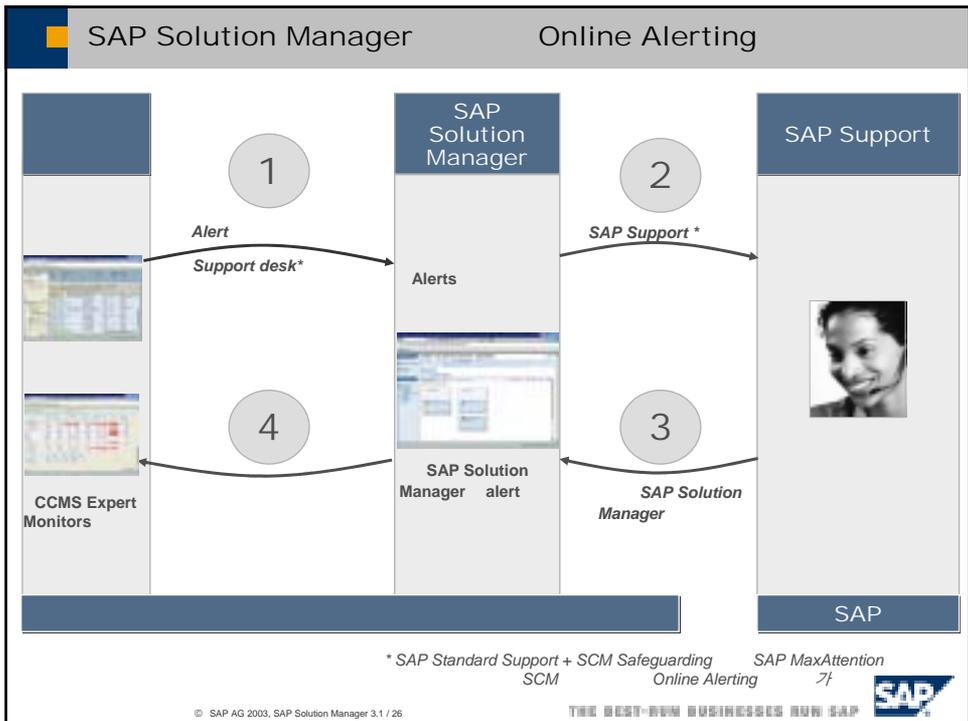
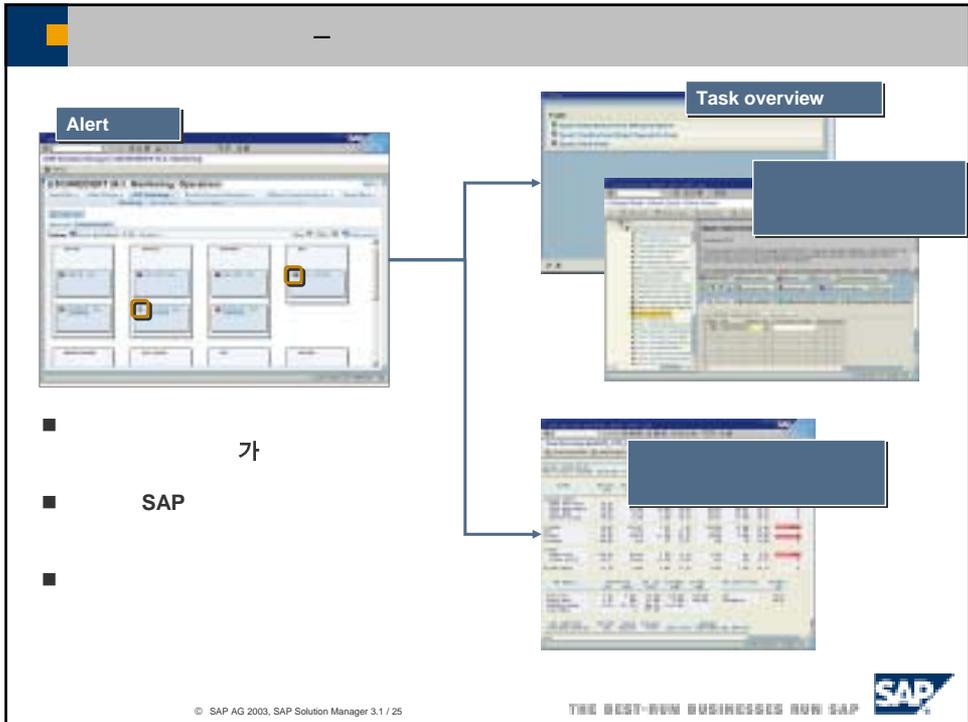
The diagram shows the interaction between the SAP System and IT. On the left, the SAP System contains 'CCMS Alert' and 'CCMS Expert Monitors'. On the right, the IT environment contains 'Alerts (e-mail, SMS, Support Desk message)' and 'SAP Solution Manager'.

Step 1: Agents in the SAP System send Alerts to the IT environment.

Step 2: SAP Solution Manager in the IT environment sends CCMS Expert Monitors back to the SAP System.

© SAP AG 2003, SAP Solution Manager 3.1 / 24

THE BEST-RUN BUSINESSES RUN SAP



Alert

Alerts overview

-
- path
- escalation
-

© SAP AG 2003, SAP Solution Manager 3.1 / 27

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 7**
-
- **Billing controlling**
- **SAP BW**

© SAP AG 2003, SAP Solution Manager 3.1 / 28

THE BEST-RUN BUSINESSES RUN SAP

Support Desk



(support messages)

-
-
- Billing controlling
- SAP BW

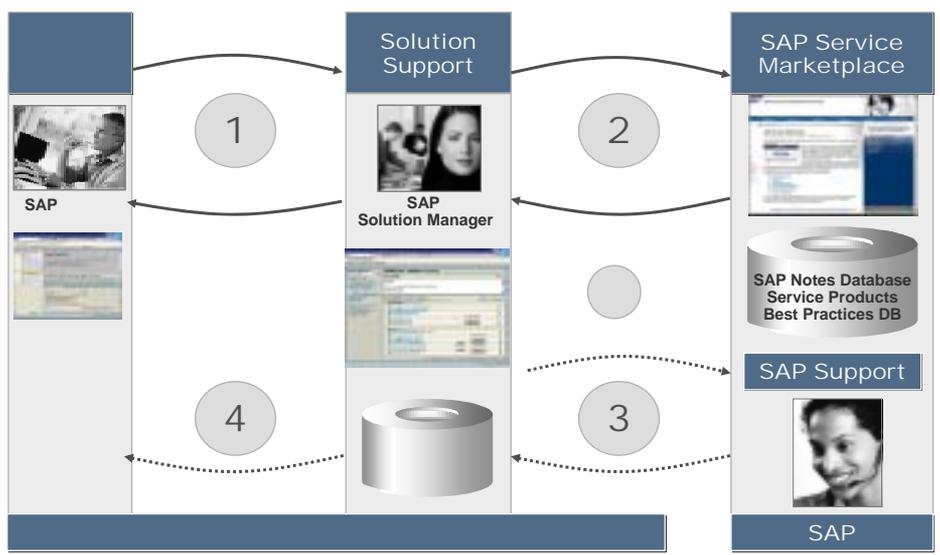
SAP Notes

- 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 screenshot shows the SAP Support Desk interface. A 'Create message' dialog box is open, displaying the following information:

- Short text:** Problem with Function Module
- Component:** BC-CWS-TRD-FIB
- Priority:** 2-High
- Long text:** Dear Helpdesk, when trying to activate FM 'BM_SGCRKTT' error message: DBUT_FIBFAS, Andreas Wehrhahn
- System view:**

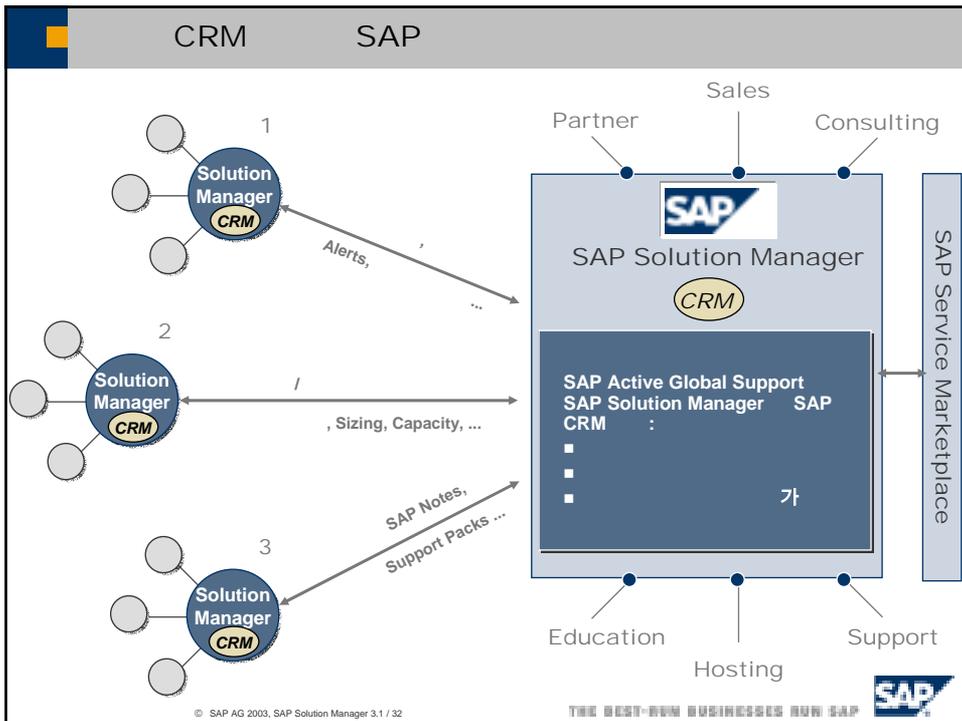
SY-SPIC8	008
SY-FRAME0	808
SY-UBANE	WEATHER
SY-DATUM	20081103
SY-LOGIT	102809
SY-ZONL3	SET
SY-CALL3	...
SY-CPAGE	SAPR30L
SY-CPAGE	1089
SY-WPFI9	SAPR30L
SY-TESE	SET
SY-P80	808
SAP version	468
operating system	Windows NT

Three blue callout boxes are overlaid on the right side of the screenshot:

- Top box: (Empty)
- Middle box: **SAP Active Global Support**
- Bottom box: **SAP Support**

© SAP AG 2003, SAP Solution Manager 3.1 / 31

THE BEST-RUN BUSINESSES RUN SAP



1

가

-
-
-
-
-
-

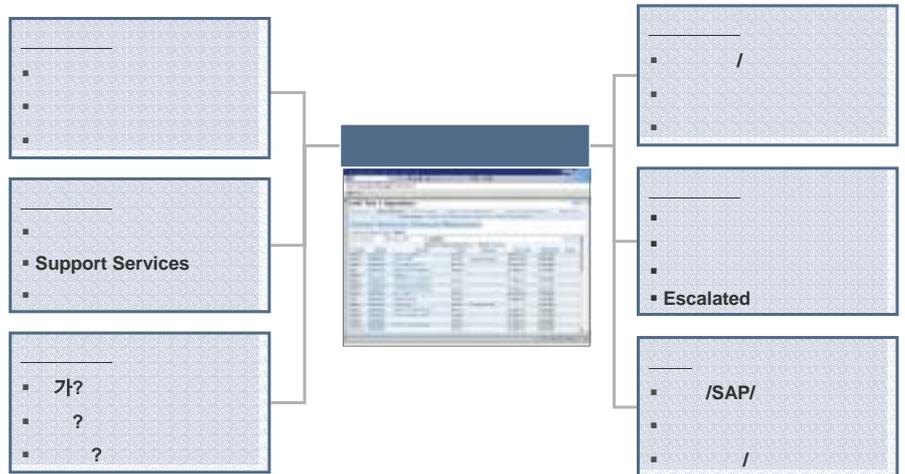
1

© SAP AG 2003, SAP Solution Manager 3.1 / 33

THE BEST-RUN BUSINESSES RUN SAP



1



Support Services

- 가?
- ?
- ?

Escalated

- /SAP/
-
-

© SAP AG 2003, SAP Solution Manager 3.1 / 34

THE BEST-RUN BUSINESSES RUN SAP



SAP Solution Manager



- ROI 가

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

- TCO

- **Support service**
- **KPI**
-
- **support desk 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:](#)





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

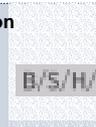


**“
Manager**

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

SAP Solution

SAP Solution Manager



**“ SAP Solution Manager
Service Level Agreements
SAP**

Andy Burrows, Project Manager HP, United Kingdom

HPServices World



“ SAP support desk

SAP Bosch

Günter Lehmann, Manager SAP-CCC, Robert Bosch GmbH

**SAP
. SAP Solution Manager**



- No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.
- Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.
- Microsoft®, WINDOWS®, NT®, EXCEL®, Word®, PowerPoint® and SQL Server® are registered trademarks of Microsoft Corporation.
- IBM®, DB2®, DB2 Universal Database, OS/2®, Parallel Sysplex®, MVS/ESA, AIX®, S/390®, AS/400®, OS/390®, OS/400®, iSeries, pSeries, xSeries, zSeries, z/OS, AFP, Intelligent Miner, WebSphere®, Netfinity®, Tivoli®, Informix and Informix® Dynamic Server™ are trademarks of IBM Corporation in USA and/or other countries.
- ORACLE® is a registered trademark of ORACLE Corporation.
- UNIX®, X/Open®, OSF/1®, and Motif® are registered trademarks of the Open Group.
- Citrix®, the Citrix logo, ICA®, Program Neighborhood®, MetaFrame®, WinFrame®, VideoFrame®, MultiWin® and other Citrix product names referenced herein are trademarks of Citrix Systems, Inc.
- HTML, DHTML, XML, XHTML are trademarks or registered trademarks of W3C®, World Wide Web Consortium, Massachusetts Institute of Technology.
- JAVA® is a registered trademark of Sun Microsystems, Inc.
- JAVASCRIPT® is a registered trademark of Sun Microsystems, Inc., used under license for technology invented and implemented by Netscape.
- MarketSet and Enterprise Buyer are jointly owned trademarks of SAP AG and Commerce One.
- SAP, SAP Logo, R/2, R/3, mySAP, mySAP.com and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other product and service names mentioned are trademarks of their respective companies.

