SAP Solution in Detail
SAP Digital Business Services | SAP Solution Manager

First Steps with SAP® Solution Manager 7.2

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Quick Facts

Summary
SAP® Solution Manager provides tools to help you optimize your IT processes, minimize manual effort, reduce operating costs, and introduce new business functions easily. Four value chains are available that cover your IT landscape maintenance requirements: portfolio to project, requirement to deploy, detect to correct, and request to fulfill. SAP Solution Manager also helps you define the best structure for collaborating with SAP Digital Business Services so you get the expert support you need.

Objectives
- Reduce the complexity of your software landscape
- Simplify implementation and project effort
- Manage the entire lifecycle of your solutions
- Gain expert support

Solution
- Direct link to SAP Digital Business Services for expert support services
- Guidance of four value chains that cover all your IT landscape maintenance requirements
- Specialized functional areas to support your work-in-process management, testing, business-process operations, application operations, data volume management, IT service management, customer-code management, and landscape management

Benefits
- Highly optimized IT processes
- Reduced manual effort
- Lower operating costs
- Greater transparency
- More efficient operations and higher performance

Learn more
To find out more, visit us **online**.

Use SAP® Digital Business Services Better with SAP Solution Manager

SAP® Solution Manager helps you define the ideal structure for your collaboration with SAP Digital Business Services in support of your SAP solution deployment. The use of SAP Solution Manager helps you optimize your IT processes, minimize manual effort, and reduce operating costs. You will also be able to introduce new business functions more easily.

There are numerous options for using support offerings from SAP in an optimum way. The spectrum ranges from the standard support of SAP Enterprise Support services to our premium service.

SAP Solution Manager as a solution for application management offers functional support as well as a direct link to SAP Digital Business Services. This enables you to manage your software environment effectively throughout the lifecycle of your applications. The use of SAP Solution Manager does not entail any additional license costs. The software is made available to customers as part of their maintenance contract.

Overview: Application Lifecycle Management with SAP Solution Manager

The use of modern technologies often generates challenges for IT landscapes. With SAP Solution Manager, SAP provides an innovative solution for controlling the entire application lifecycle in ever-expanding system landscapes.

This overview highlights which scenarios SAP Solution Manager offers that can help reduce complexity – taking implementation and project effort into consideration. This overview considers a variety of functionalities that can help small and midsize enterprises.

SAP Solution Manager supports you throughout the entire lifecycle of your solutions – from the configuration of a business blueprint to productive operation. It provides central access to a variety of tools, methods, and preconfigured content and supports continuous optimization, which you can perform during evaluation and implementation, as well as during system operations.

You receive information specific to various application scenarios supported by SAP Solution Manager:
• Display of added value for the customer
• Description of the application scenarios of SAP Solution Manager
• Prerequisites for the implementation of scenarios
• Implementation support from SAP Enterprise Support services and further support offerings
• Indicator for implementation effort (technical) and project effort (organizational)

Figure 1 serves as an aid to help you navigate the innovative application scenarios offered. As part of the maintenance model from SAP, you receive a variety of support services. And SAP Solution Manager offers the following four value chains to cover all your IT landscape maintenance requirements.

"We are **making more use of the automation** and optimization potential of SAP Solution Manager 7.2. This gives us a competitive advantage in our innovative projects."

Dr. Eng. Lode Vermeersch, Group CIO, Credendo

Figure 1: Functional Areas of SAP® Solution Manager 7.2
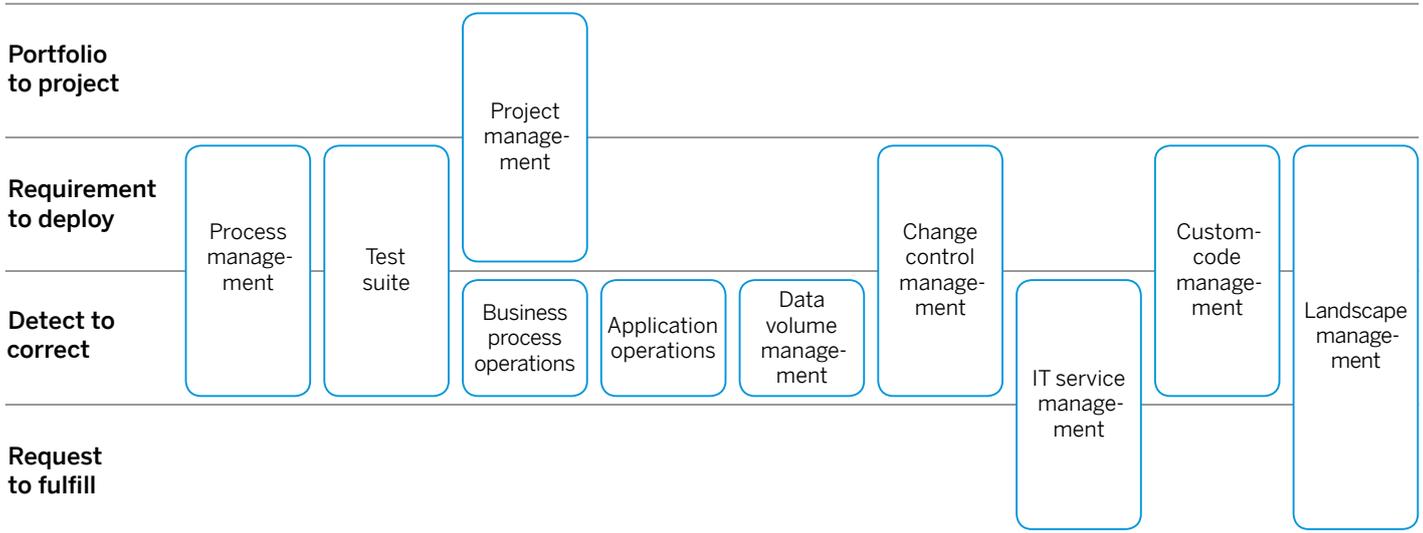
The **portfolio-to-project** value chain takes care of the management and implementation of change projects.

The **requirement-to-deploy** value chain handles the business requirements of design from the development and testing of a solution to the final transport to the production environment.

The **detect-to-correct** value chain provides tools for detecting and resolving faults in IT operations as quickly as possible.

The **request-to-fulfill** value chain makes it possible to offer and process IT services within service catalogs.

What's New in SAP Solution Manager 7.2?

SAP Solution Manager 7.2 focuses on the deployment and operations of SAP S/4HANA®. It supports SAP S/4HANA, including running SAP S/4HANA on the SAP HANA® business data platform, thereby providing a standardized view of the entire SAP software infrastructure. Release 7.2 also simplifies the implementation and operation of SAP S/4HANA through new functionalities (see Figure 2).

Figure 2: Digital Transformation Support from SAP Solution Manager 7.2
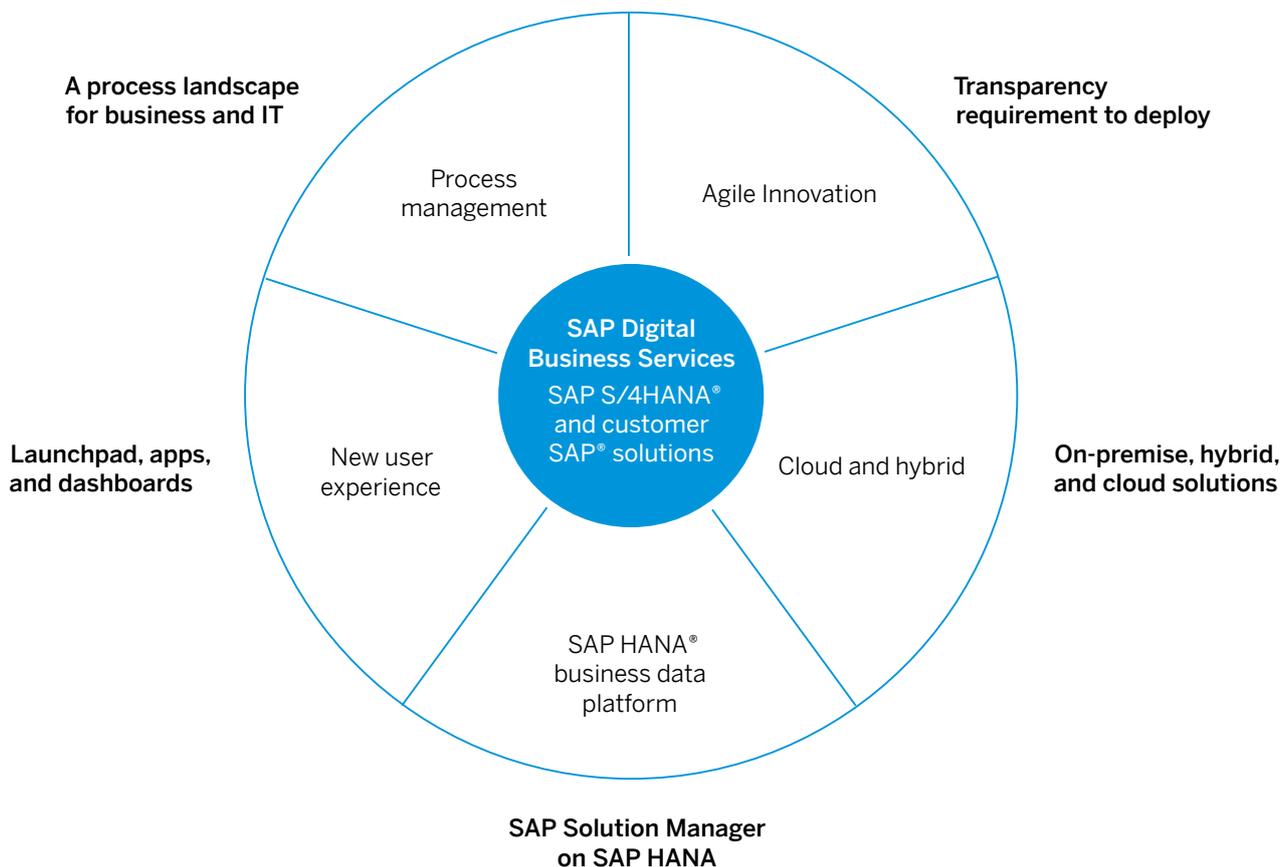
As a comprehensive lifecycle management solution for SAP and non-SAP software, SAP Solution Manager 7.2 offers a range of new developments for using innovations and supporting digital transformation, which can increase the value of SAP S/4HANA throughout the lifecycle.

Process management: The solution functionality of SAP Solution Manager has been completely reworked, resulting in a graphical environment that follows the Business Process Model and Notation (BPMN) standard for process modeling.

SAP S/4HANA and SAP HANA: SAP Solution Manager 7.2 supports SAP HANA throughout the implementation lifecycle so that projects can be realized efficiently. And the performance of SAP Solution Manager was improved using the SAP HANA database.

Support of hybrid system landscapes: SAP Solution Manager 7.2 offers seamless integration of cloud-based and classic on-premise solutions, making it an ideal tool for managing hybrid software environments.

New, simplified user interface: Based on the SAP Fiori® user experience (UX), it facilitates a platform-independent, modern user interface with role-based access to the functional areas of SAP Solution Manager.

SAP offers customers two options for implementing SAP Solution Manager 7.2:
• Upgrade SAP Solution Manager 7.1
• Install SAP Solution Manager 7.2

An upgrade is the recommended path, but under certain conditions it may be more efficient to implement SAP Solution Manager 7.2 as a new installation. Examples of this are a hardware and operating system switch, or an SAP Solution Manager 7.1 deployment that is used only to download support packages.

To switch to release 7.2, you should be aware of the effects upgrading the current software will have on implemented processes, managed systems, and users.

Within the SAP Enterprise Support Academy program, SAP offers customers with an existing enterprise support contract a variety of best practices, specialist presentations, and guided sessions to support the switch to release 7.2.

Learning Formats in
SAP Enterprise Support Academy

Documentation and documents for SAP Solution Manager can be accessed from the SAP Support Portal service. Through SAP Enterprise Support Academy, with its portal for exchange and knowledge transfer, customers can access a range of offerings (see Figure 3). These include virtual training courses, live sessions, and replays for all areas of SAP Solution Manager and come as part of the customer maintenance contract. Customers have access to guided step-by-step instructions for preparing the solution for operations (basic setup) and for configuring the respective application scenarios.

Figure 3: Software Lifecycle – Methods and Tools
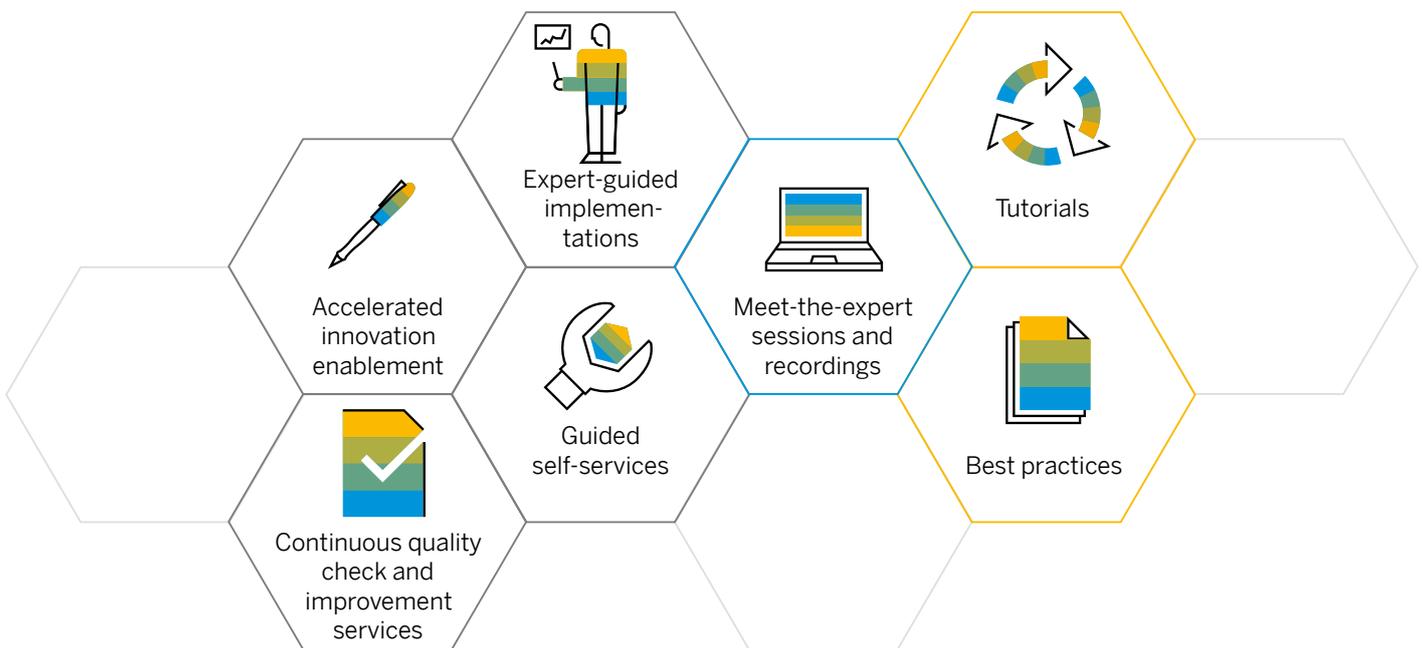
Access to the platform for all service modules and content for a customer's support model is available from **support.sap.com/esacademy**, which serves as a structure and planning aid for the diverse content of SAP Enterprise Support.

EXPERT-GUIDED IMPLEMENTATIONS
Workshop-style remote sessions are delivered by experienced SAP service engineers. The objective is to enable customers within three to four days to perform customizing in their system landscapes with SAP Solution Manager. For example, they would be equipped to go live with the service desk or launch test management in SAP Solution Manager.

MEET-THE-EXPERT SESSIONS
Live Webinars are held on the topics of SAP Enterprise Support, SAP Solution Manager, and the support aspects of the latest SAP technologies, providing customers an opportunity to ask SAP experts questions directly.

TUTORIALS
The latest knowledge transfer offering of SAP Enterprise Support Academy, these tutorials consist of a video that explains a topic and a system demo. Afterward, the scenario can be simulated to help viewers become familiar with the function in SAP Solution Manager 7.2.

GUIDED SELF-SERVICES
SAP uses guided self-services to offer tried-and-tested functions for analyzing and optimizing a customer's software systems. These procedures are based on the experiences gained from service implementation performed on thousands of SAP software systems.

The guided self-services are executed within SAP Solution Manager and facilitate continuous improvement in the most widely used areas, such as system speed, management of data volume, change management, security optimization, and business processes.

Customers can use these guided self-services without restriction.

"With the support of the SAP Enterprise Support advisory center, we benefit from a wide range of services offered and **primarily make use of the additional support options** of SAP Enterprise Support Academy."

Babu Jadam, Manager, IT, Maxim Integrated Products Inc.

Value Maps of SAP Enterprise Support

SAP Enterprise Support value maps contain service packages related to a specialist topic or problematic area. This might be, for example, data volume management or security. Customers can run through the individual steps sequentially on their own. They can also use the SAP Jam™ collaboration platform to make specific, guided use of the SAP Enterprise Support offerings. It is also possible to make direct contact with SAP experts and other customers.

THE VALUE MAP LIFECYCLE MANAGEMENT
Like a navigation system in vehicles, value maps help customers find the best way to their goals. They provide information on which steps are necessary for achieving additional milestones and ultimately reaching the destination. Customers are supported on their journey with services, tools, and methods of SAP Enterprise Support. The objective of value maps is to give customers a well-founded information basis for making decisions on additional necessary measures or investments.

The value maps are available from the SAP Enterprise Support Academy program, a portal for exchange and knowledge transfer. Users can access learning and service opportunities – which include training courses, support, and best practices – through flexible entry points and personalized views. Customers who use SAP Enterprise Support can make use of the program without incurring any additional costs. Access to the portal depends on the user role, the lifecycle phase of the software solution, or the way in which this software is made available. The value maps offer an additional fourth dimension, which is aligned with customer requirements, for example, by data security or the management of large volumes of data.

The value map to run SAP Solution Manager is one of many topical value maps available for customers of SAP Enterprise Support. The content is divided into different phases:
1. Discovery of innovations in SAP Solution Manager 7.2
2. Implementation of the installation and basic configuration
3. The SAP EarlyWatch® Alert service and service delivery readiness
4. Integration of cloud systems
5. Connection of SAP solutions and SAP S/4HANA
6. Security in SAP Solution Manager 7.2
7. Process management and process design
8. Test management

Within this value map, customers can access content in the form of documents, video recordings, and training sessions to receive comprehensive support for the preparation and implementation of installation and operations. Customers can also use these to become familiar with content and functionalities.

Exchange with other customers within a value map or with staff of SAP Enterprise Support is possible at any time through SAP Jam. Forums and discussions facilitate knowledge exchange and allow customers to have their questions answered.

For more information about SAP Enterprise Support value maps, see **www.sapsupport.info /valuemaps**.

"I would **definitely recommend the value map to run SAP Solution Manager**, because it groups all useful information in one location, meaning that you save time and effort."

Nick Scherer, MD, SPC Scherer & Partner GmbH

Focused Solutions for SAP Solution Manager

Focused solutions for SAP Solution Manager are optional, preconfigured solutions. They enhance SAP Solution Manager to meet explicit requirements. With these focused solutions, SAP offers diverse enhancements for SAP Solution Manager, which customers can use productively, with no additional effort required in the areas of programming, documentation, training, or maintenance. Focused solutions are preconfigured and ready to use immediately.

Focused solutions provide all the advantages of a personalized consulting solution – at a fraction of the cost. Since the licensing model has a very simple structure, client companies can adjust the number of licenses to suit their user requirements. This means there is no risk of purchasing licenses that go unused. Furthermore, SAP delivers knowledge on the focused solutions to minimize training costs.

The focused solutions cover three different areas of application.

The Focused Build solution for SAP Solution Manager offers an integrated, tool-supported methodology to manage requirements and development within agile, innovative projects. It covers everything from the requirements phase to the going-live event (requirement to deploy).

The Focused Insights solution for SAP Solution Manager supports the quick and efficient creation of custom dashboards. Access to approximately 800 predefined KPIs, which helps create dashboards for IT and business in minimum time, is the major advantage of using this solution.

The Focused Run solution for SAP Solution Manager is the ideal software for service providers wanting to host customers in a central, scalable, and secure environment. This makes it possible to monitor more than 1,000 systems with an enhanced SAP Solution Manager. This was not possible with "conventional" SAP Solution Manager deployments.

"With Focused Insights for SAP Solution Manager, **we are in a position to identify issues more quickly**. This enables us to monitor our production systems from a technical perspective better."

Marcus Vinicius de Oliveira Ribeiro, Production and Service Monitoring, IT, Petrobras Distribuidora S.A.

Application Scenario:
Process Documentation

Added value of SAP Solution Manager:
- Simplification of documentation effort through automation
- Complete transparency of business processes
- Fast training of new employees on the process structures
- Quicker understanding of processes through SAP Enterprise Support
- Basis for business process monitoring scenario

New for SAP Solution Manager 7.2:
- Graphical and browser-based process modeling tool
- No restriction on process hierarchies
- Processes that can be compiled from reuse libraries
- Process validation and optimization based on usage analysis

Scenario: Solution Documentation
This function is used to document the business processes and system landscapes within an enterprise.

One of the most significant innovations in SAP Solution Manager 7.2 is process manage-ment. The new structure enables users and IT to be united as closely as possible. The business processes can be documented with a Web-based tool using BPMN 2.0. This allows individual ele-ments of one or more processes to be reused later.

The new process management functions contain two important applications:
- Solution management for configuring the documentation environment
- Solution documentation for managing solution processes and documentation

Prerequisite
To use the "SAP Solution Manager with compre-hensive basic configuration" scenario with non-SAP software components, the enterprise edition of SAP Solution Manager is required. This means an enterprise support contract is also required.

Tool
The SAP Fiori app for process documentation

User-oriented setup of a process structure as the starting point for developing solution documentation

Relevant SAP Enterprise Support offerings include:
- Expert-guided implementations (offering available)
- Meet-the-expert sessions (offering available)
- Value map (offering available)
- Tutorials (offering available)

Implementation effort (technical)
★☆☆☆☆

Project effort (organizational)
★★★★☆

"Using the methodology for business process documentation in SAP Solution Manager, we were able to **document more than 600 business processes in just two days**. This would usually have involved documentation effort of several weeks."

Charles Bempong, QA Team, Newell Rubbermaid Inc., USA

Application Scenario:
Change Control Management

Added value of SAP Solution Manager:
- Monitoring of all software change processes with complete transparency of these processes
- Integrated and consistent overview of the implementation of changes to SAP solutions
- Quality gate management to bundle various software developments into a single, logical structure

New for SAP Solution Manager 7.2:
- Release management
- Change documents linked to the "branches" of the solution documentation
- Simplified activation of change request management
- Management of release cycles, using the administration cockpit

Scenario: Change Control Management
Change control management provides an integrated, consistent quality process for the management of projects for all operational units and various organizations of a company. A comprehensive workflow controls changes in system landscapes. This capability provides clear organization and monitoring of the distribution of the software based on individual projects and the changes made to these projects.

Prerequisite
Value map for SAP Solution Manager with comprehensive basic configuration

Tool
SAP Fiori app for change management

The change control management that, from a technical perspective, is based on the change and transport software system from SAP integrates the various development workbenches into a central system for transport and change control. It synchronizes software distribution into various software stacks. Quality gates provide a quick entry point from which a project and status overview is possible for each project. In this overview, the schedule for the different projects, including the valuations of the approved quality gates, is displayed.

Relevant SAP Enterprise Support offerings include:
- Expert-guided implementations (offering available)
- Meet-the-expert sessions (offering available)
- Value map (offering available)
- Tutorials (offering available)

Implementation effort (technical)
★ ★ ★ ★ ★

Project effort (organizational)
★ ★ ★ ★ ★

"We were able to standardize our change request management process and minimize risks. **This helped us improve our options in change management and control by 30%**."

Guoxiang Li, Senior IT Manager, Sichuan Haidilao Catering Co. Ltd.

Application Scenario:
Business Process Change Analyzer

Added value of SAP Solution Manager:
- Calculation of the test coverage, which results from the changes, to cover all changed objects
- Analysis of which parts of a business process are affected by the specified changes
- Analysis of which parts of a business process are affected by the planned activation of a business function
- Optimization of the test coverage of analysis results
- Efficient creation of test plans from the analysis results

New for SAP Solution Manager 7.2:
- Creation of semidynamic technical bills of materials (TBOMs) based on the Call Monitor (transaction SCMON).
- Additional option for excluding originals used

Scenario: Business Process Change Analyzer
The business process change analyzer compares the object contained in a transport with the objects that are contained in the TBOM of the target system. In addition to the objects contained in transports, the business process change analyzer can determine an object list for business functions and compare this object list with the objects in TBOMs. Since each TBOM is uniquely assigned to a certain executable in a certain scenario, business process, or process step, it is possible to determine exactly which parts of a business process hierarchy are affected by the change.

Prerequisite
- SAP Solution Manager with comprehensively performed basic configuration
- Comprehensive configuration of the business processes and creation of a TBOM for each relevant process step

This scenario is part of the enterprise edition of SAP Solution Manager. Therefore, an enterprise support contract is required to be able to use this scenario.

Tool
SAP Fiori app for test suite

The following activities are possible with the use of the business process change analyzer:
- Analysis of which parts of a business process are affected by the specified changes
- Specification of a start time for the analysis and removal of scheduled analyses
- Evaluation of analysis results and generation of test plans from analysis results

Relevant SAP Enterprise Support offerings include:
- Expert-guided implementations (offering available)
- Meet-the-expert sessions (offering available)
- Value map (offering available)
- Tutorials (offering available)

Implementation effort (technical)
★☆☆☆☆

Project effort (organizational)
★★★★☆

Application Scenario:
Scope and Effort Analyzer

Added value of SAP Solution Manager:
- Early transparency of changes due to the import of SAP enhancement packages or support packages based on productive system use
- Estimation of time required for development tasks and test activities
- No need for test installation to perform the analysis
- Significant reduction of test effort through innovative analysis methods
- Simple, fast, and optimized execution of regular maintenance activities

New for SAP Solution Manager 7.2:
Integration into the new test suite in SAP Solution Manager

Scenario: Scope and Effort Analyzer
With the delivery of service package 11 for release 7.1, SAP provides the enhancement package scope and effort analyzer. This is a tool you can use to analyze the technical and functional effects of the installation of an enhancement package or support package. It is not possible to perform a test installation in advance of the analysis.

Some information on the planned project, such as the system to be analyzed and the target release (planned enhancement package or support package version) is entered in the customer-specific SAP Solution Manager. Based on this data, SAP software creates an object list with all technical changes. This object list is the basis for all further analyses and calculations, which are subsequently executed in the customer-specific SAP Solution Manager.

For example, all customer-specific objects and modifications that are affected by the import of the enhancement or support packages are determined. Innovative technologies such as usage and procedure logging are also used, which facilitates secure and traceable use of the production system. This technology enables a clear subdivision of the development worklist into used and unused object components, which contributes to a considerable reduction in development tasks. Usage and procedure logging can be configured in systems used productively as of the 7.01 SP10 (kernel 720 patch 94) release of the SAP NetWeaver® technology platform.

Prerequisites
- SAP Solution Manager 7.1 with service package 11
- Comprehensively performed basic configuration, as well as activation of usage and procedure logging software – it is recommended that you use this software for three months before performing an analysis.

This scenario is part of the enterprise edition of SAP Solution Manager. Therefore, an enterprise support contract is required to be able to use this scenario.

Tool
SAP Fiori app for test suite

The second key area of the analyses concerns test management. Based on an existing or newly generated business blueprint, the business processes (or SAP software components) affected by the planned target release can be identified. On request, the scope and effort analyzer can create a new business blueprint in a fully automatic process.

Another innovative piece of technology is the test scope optimization. This can significantly reduce the scope and effort for test management as a whole. Further highlights of the analysis are the identification of missing test cases and recommendations for optimizing the creation of test cases.

Relevant SAP Enterprise Support offerings include:
- Expert-guided implementations (offering available)
- Meet-the-expert sessions (offering available)
- Value map (offering available)
- Tutorials (offering available)

Implementation effort (technical)
★★☆☆☆

Project effort (organizational)
★★★★☆

Application Scenario:
Data Volume Management

Added value of SAP Solution Manager:
- Lower investments in memory
- Increase in data quality
- Risk mitigation through early identification of unused data volumes and increases

New for SAP Solution Manager 7.2:
- Data aging in the SAP HANA business data platform
- Business warehouse savings potential

Scenario: Data Volume Management
The data volume management (DVM) work center is used to monitor the data volume in system landscapes. This capability helps reduce cost of ownership since the size of databases and the extent of the data is reduced. To manage data volume, the DVM work center is available, which contains all functions necessary for this task. The work center provides detailed insight into the source of data volume movements in single-system or multisystem landscapes. The solution is based on the SAP Business Warehouse application and offers a holistic landscape-based view of the data.

Prerequisite
SAP Solution Manager with comprehensively performed basic configuration, as well as the setup of data volume management functionality in SAP Solution Manager

Tool
SAP Fiori app for data volume management

The infrastructure for analytics and reporting provides a wide selection of functions and characteristics, which can be used to display a variety of DVM-related statistics and calculate the savings potential. It is possible to access an overview of archiving data and DVM-related service reports as well as create new reports. In the DVM work center, you can create and display service documents and reports for service sessions.

Relevant SAP Enterprise Support offerings include:
- Expert-guided implementations (offering available)
- Meet-the-expert sessions (offering available)
- Value map (offering available)
- Tutorials (offering available)

Implementation effort (technical)
★ ☆ ☆ ☆ ☆

Project effort (organizational)
★ ★ ☆ ☆ ☆

"Since the database of our SAP ERP software was growing constantly, we used the SAP Enterprise Support value map for data volume management, activated the data volume management work center in SAP Solution Manager, and **saw 50% faster IT training**."

Ana Lina Velandia, Operations Project Responsible, Colsubsidio – Caja Colombiana de Sub Familiar

Application Scenario:
IT Service Management

Added value of SAP Solution Manager:
- Standardization of the error handling process
- No media disruptions within the solution process for anyone involved
- Creation of a custom solution database
- Transparency of the status of the tickets for all support levels involved
- Interfaces to third-party tools and to the online service system (OSS) support portal
- Simplification of the user interface using the user interface framework from SAP

New for SAP Solution Manager 7.2:
- Service catalog management
- Extended checklist
- Central inbox
- Embedded search
- Business requirement management

Scenario: IT Service Management

The IT service management tool in SAP Solution Manager is compatible with the Information Technology Infrastructure Library (ITIL) and was certified by Pink Elephant Inc. It was developed to support business processes and facilitates the execution of every aspect of a service desk operation. With the IT service management tool, service requests, incidents, and issues can be defined and managed within service-level agreements. This provides support for the implementation of changes to IT infrastructures and consequently helps reduce the possible effects of incidents on enterprises and users.

SAP Solution Manager offers a range of preconfigured IT service management processes. These processes can be further refined to meet individual customer requirements using a guided configuration capability. Configuration can include:
- User-defined workflow settings
- Organizational models
- User roles
- Automatic e-mail notifications
- User interface adoptions
- Reporting functions

"Thanks to SAP, we were able to implement the functions in SAP Solution Manager in just two months, **reduce our effort for inquiry and incident management by 20%**, and improve our business continuity."

Hideki Naoyoshi, General Manager, Trusco Nakayama Corporation

Prerequisite

SAP Solution Manager with comprehensively performed basic configuration, as well as the configuration of IT service management in the area of the setup for SAP Solution Manager

The use of IT service management functionality with non-SAP software components requires SAP Solution Manager, enterprise edition. As a result, an enterprise support contract is also required.

Tool

SAP Fiori app for incident management

The incident management work center is a Web-based communication center that allows direct interaction between creators (users and customers who report issues) and processors (support employees). Depending on the assigned user role, the work center enables creators to create issues and display solution proposals suggested by support staff. Processors can process and manage messages, as well as create new messages on behalf of other users.

SAP Solution Manager offers many standard functions as well, such as user rights management, multiple inbound and outbound channels, a postprocessing framework, and an easy enhancement workbench for individual field adjustments with no need for additional coding.

Relevant SAP Enterprise Support offerings include:
- Expert-guided implementations (offering available)
- Meet-the-expert sessions (offering available)
- Tutorials (offering available)

Implementation effort (technical)

★★★★★

Project effort (organizational)

★★★★★

Application Scenario:
Technical Monitoring and Alerting

Added value of SAP Solution Manager:
- Minimization of monitoring effort
- Prevention of incidents
- Guaranteed high-system availability
- Rapid identification of potential for optimization

New for SAP Solution Manager 7.2:
- New user interfaces based on SAPUI5, the UI development toolkit for HTML5
- Enhanced support for hybrid scenarios

Scenario: Technical Monitoring and Alerting
The end-to-end monitoring and alerting infrastructure facilitates the stable, reliable operation of complex, heterogeneous software landscapes. To monitor the proper functioning of these landscapes, a variety of metrics, alert types, and applications are available that flag potential issues at an early stage.

Prerequisite
SAP Solution Manager with comprehensively performed basic configuration

Tool
SAP Fiori app for technical monitoring

The technical monitoring and alerting software monitors the performance and status of systems, including those in complex, heterogeneous landscapes. It is based on an end-to-end monitoring and alerting infrastructure and has distinct advantages over the monitoring functionality of the computer center management system in the SAP ERP application.

Business warehouse systems and process orchestration systems, including channels and messages, can be monitored centrally in the SAP Process Integration offering, which represents the central hub for the distribution of messages and system communication.

Information on incidents reported in the monitoring and alerting infrastructure can be provided to those responsible in a targeted and efficient manner through alerting functionality. Grouping alerts avoids deluges of warning messages. Guided procedures give support by eliminating any incidents that may occur.

Relevant SAP Enterprise Support offerings include:
- Expert-guided implementations (offering available)
- Meet-the-expert sessions (offering available)
- Value map (offering available)
- Tutorials (offering available)

Implementation effort (technical)
★ ☆ ☆ ☆ ☆

Project effort (organizational)
★ ★ ☆ ☆ ☆

"We took part in the pilot program for the SAP Enterprise Support value map for technical monitoring and alerting. Thanks to SAP, we were able to **reduce manual monitoring tasks and increase our operating efficiency by 100%**."

Leo Francia, IT Manager, Cold Storage Singapore

Application Scenario:
Custom-Code Management

Added value of SAP Solution Manager:
- Transparency of the number of customer objects, modifications, and enhancements in the managed systems
- Single source of truth for custom-code lifecycle management
- Transparency of used and unused customer objects based on workload statistics and the usage and procedure logging software
- Support of the reduction of custom code (decommissioning cockpit)
- Transparency of the quality of the individual customer objects based on test cockpit functionality written with ABAP® development tools and code inspector analyses
- Custom-code management as the basis for the efficient use of the upgrade tools (scope and effort analyzer and upgrade change impact analysis)

New for SAP Solution Manager 7.2:
- Simplified activation of usage and procedure logging software
- Enhancement of the object worklist in the quality and decommissioning cockpit

Scenario: Custom-Code Management
With the custom-code lifecycle management software from SAP, it is possible to gain a complete overview of customer-specific developments (including modifications and enhancements), thereby enabling comprehensive and consistent maintenance. The information provided by the overview is necessary for assessing effort and skills required of development resources. It is possible to prioritize developments. In a preliminary project, the quality of development can be increased to significantly reduce the effort needed in the upgrade project and subsequent operation.

Prerequisite
SAP Solution Manager with comprehensively performed basic configuration and the comprehensive setup for custom-code management – the custom-code management scenario is part of SAP Solution Manager, enterprise edition. For that reason, an enterprise support contract is also required.

"We received an analysis and identified unused customer-specific transactions and programs that were no longer required. After implementing the recommendations, we were able to **reduce the costs for regular software maintenance by 40%**."

Rodolfo Cortés, Coordinator of Strategic Management in IT, Government of the State of Guanajuato

Tool
SAP Fiori app for custom-code management

The custom development cockpit performs the analysis of customer objects and modifications made to standard SAP objects. It identifies the (unused) used customer objects and modifications, pinpointing which objects can be deleted. Upgrade and change impact analysis software helps you determine the effects that a support package or upgrade will have on all customer developments in the system.

Custom-code lifecycle management is based on a generic library that contains the customer objects of the variously managed systems and tracks their lifecycle. Customer objects are classified by topic (for example, use, quality, priority) and can be supplied with various information. Data collector software ensures that the customer objects are entered in the library automatically. Selected, available information for an object is defined automatically.

Relevant SAP Enterprise Support offerings include:
- Expert-guided implementations (offering available)
- Meet-the-expert sessions (offering available)
- Value map (offering available)
- Tutorials (offering available)

Implementation effort (technical)
★ ★ ★ ☆ ☆

Project effort (organizational)
★ ★ ★ ★ ☆