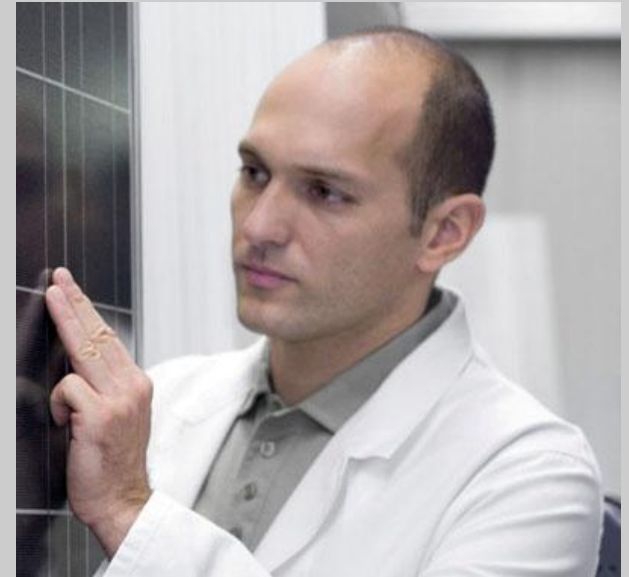


SAP Solution Manager for Implementing SAP Business Suite

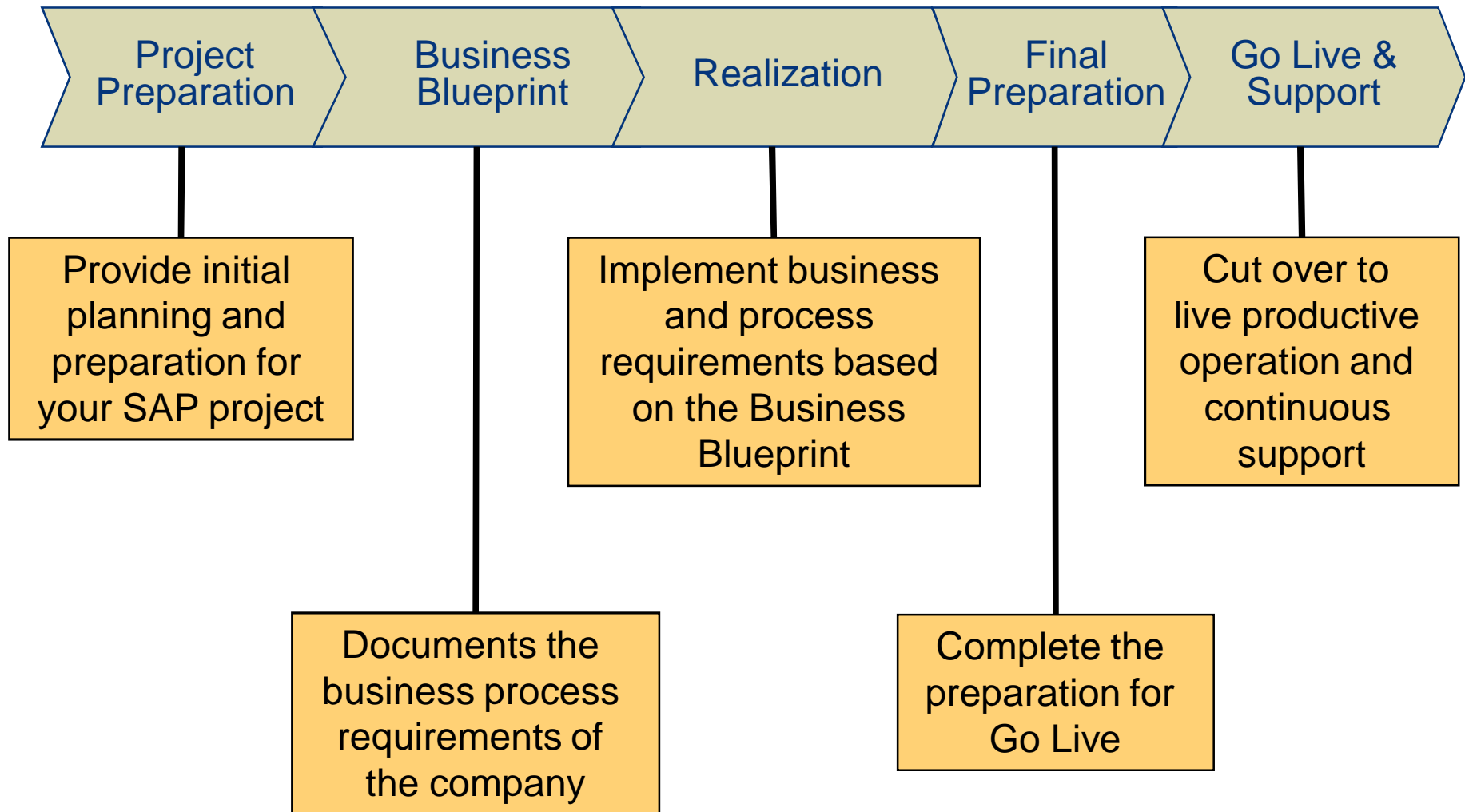


Product Management SAP Solution Manager
SAP AG

THE BEST-RUN BUSINESSES RUN SAP™

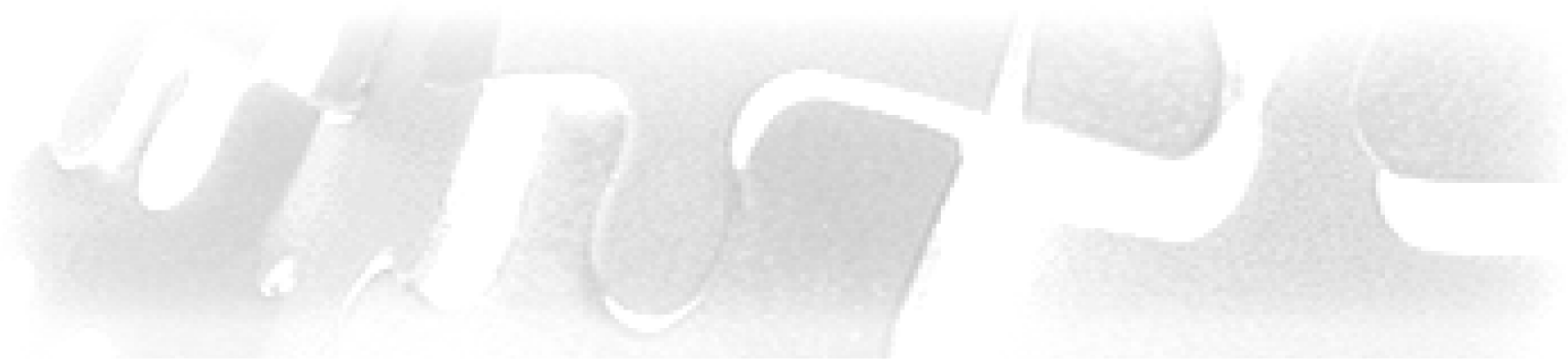


Implementation Projects



Lack of integration expertise (functional and technical) related to SAP Business Suite during implementation

- Solution design and related technical feasibility aspects
- Sizing of the required hardware
- Scenario-specific installation aspects
- Managing a multi-component implementation
- Customizing Synchronization between SAP Business Suite components



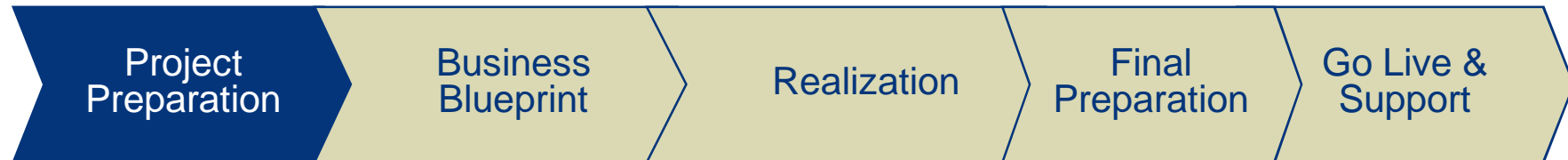
Implementation with SAP Solution Manager

Implementation Process

Implementation Content & Services

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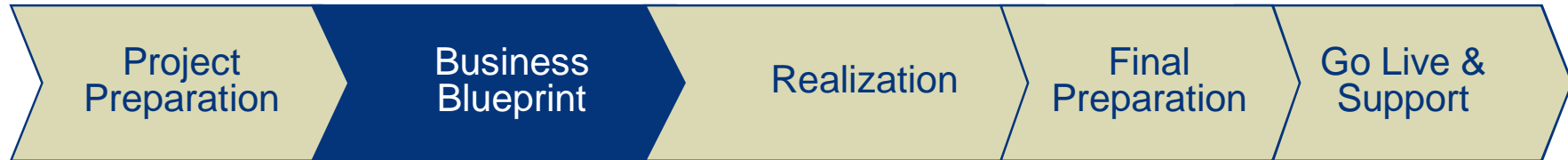
Project Definition and Description

- Project type
- Naming, roles, language
- Project standards (Status, keywords, documentation types)
- Timeframe

Define System Landscape

- Development
- Quality Assurance
- Production
- ...

How to Use SAP Solution Manager in a Project



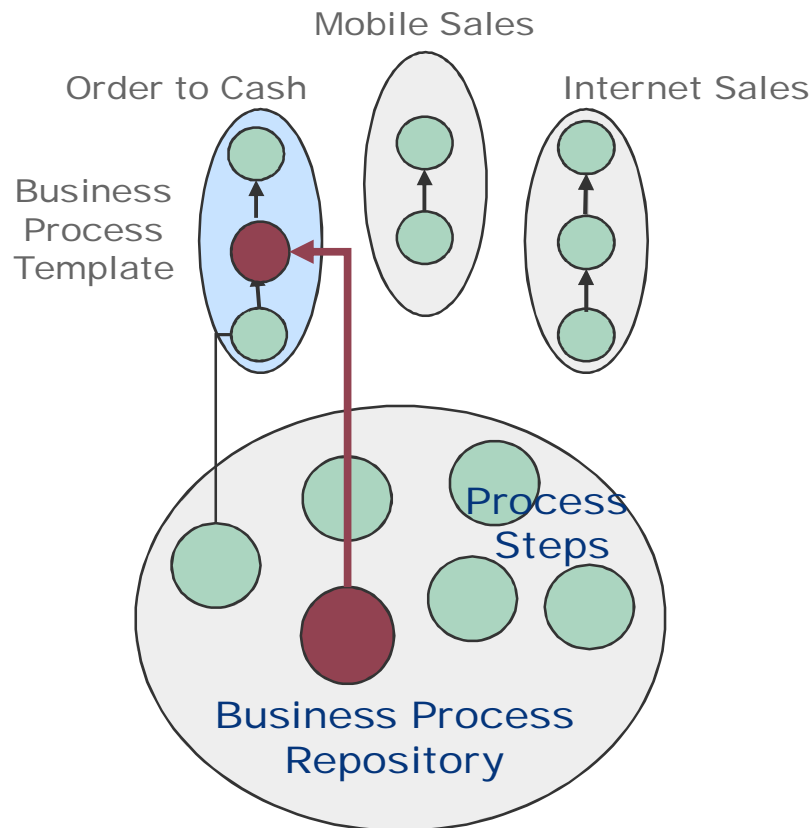
Define Business Blueprint via Business Process Repository

- Customer Business Process requirements, analysis, documentation and management / Scoping
- Visualization of Standard Business Process by scenario description, product documentation, demos, and transactions
- Project-specific adaptation, for example, new Processes, documentation at each level (Requirements, print outs, reports, concepts), ...
- Generation of Blueprint

Project Issue Management, Status Management

SAP Feasibility Check

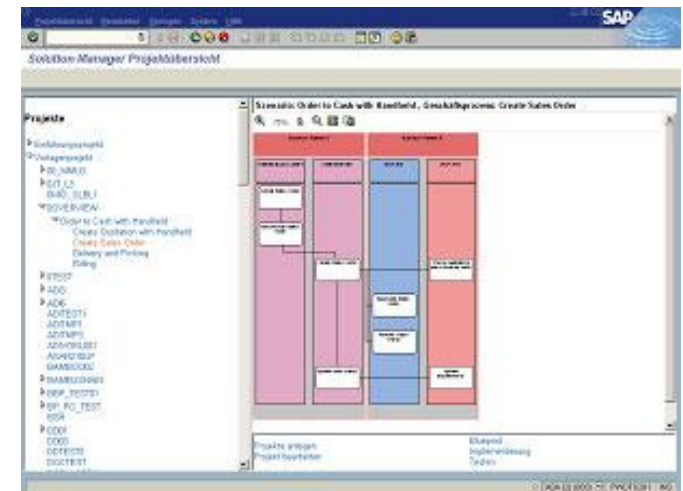
Business Blueprint – Define Business Blueprint

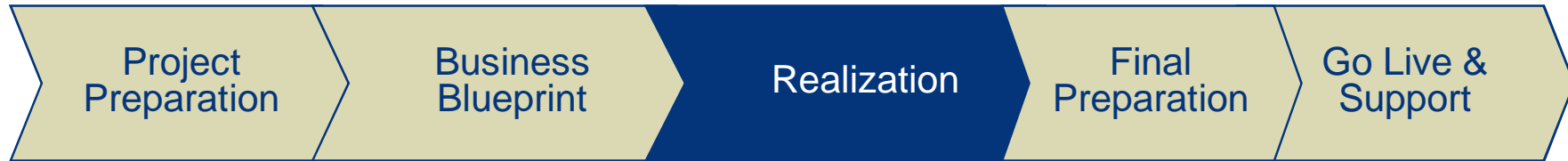


Select your Business Scenarios and according Business Process Templates

Add Business Process Steps from the Business Process Repository to your Business Process Template

Get a graphical display of your component-specific or cross-component scenario





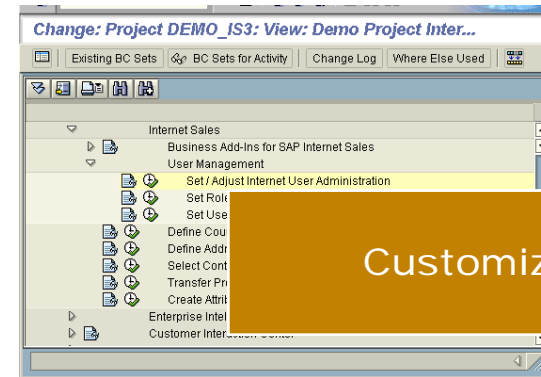
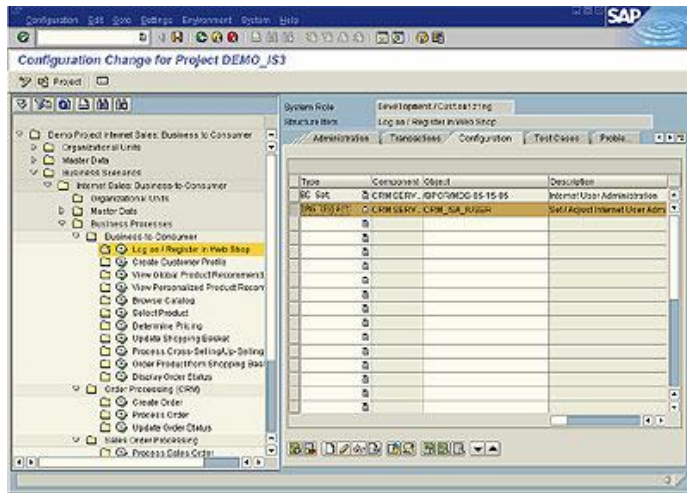
Configuration

- Configuration guides for Standard Business Scenarios
- Configuration support per scoped structure element, for example, product documentation, IMG, non-ABAP configuration, BC sets, and CATTs
- Project documentation, for example, customizing, modification, enhancements
- Customizing Synchronization

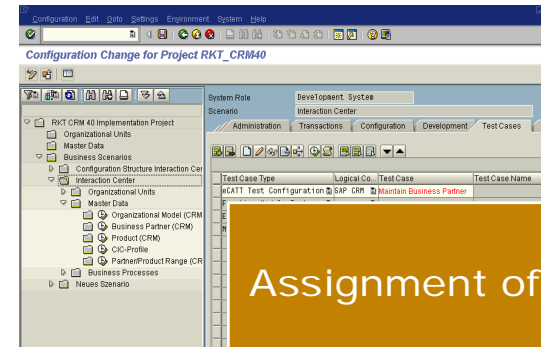
Testing

- Define and maintain test cases, test catalog
- Organize and perform testing
- Manage problems in Service Desk

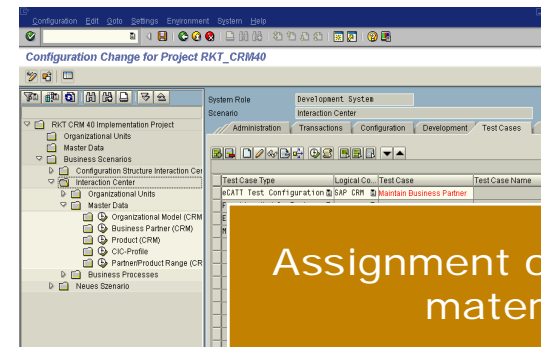
Realization



Customizing



Assignment of test cases



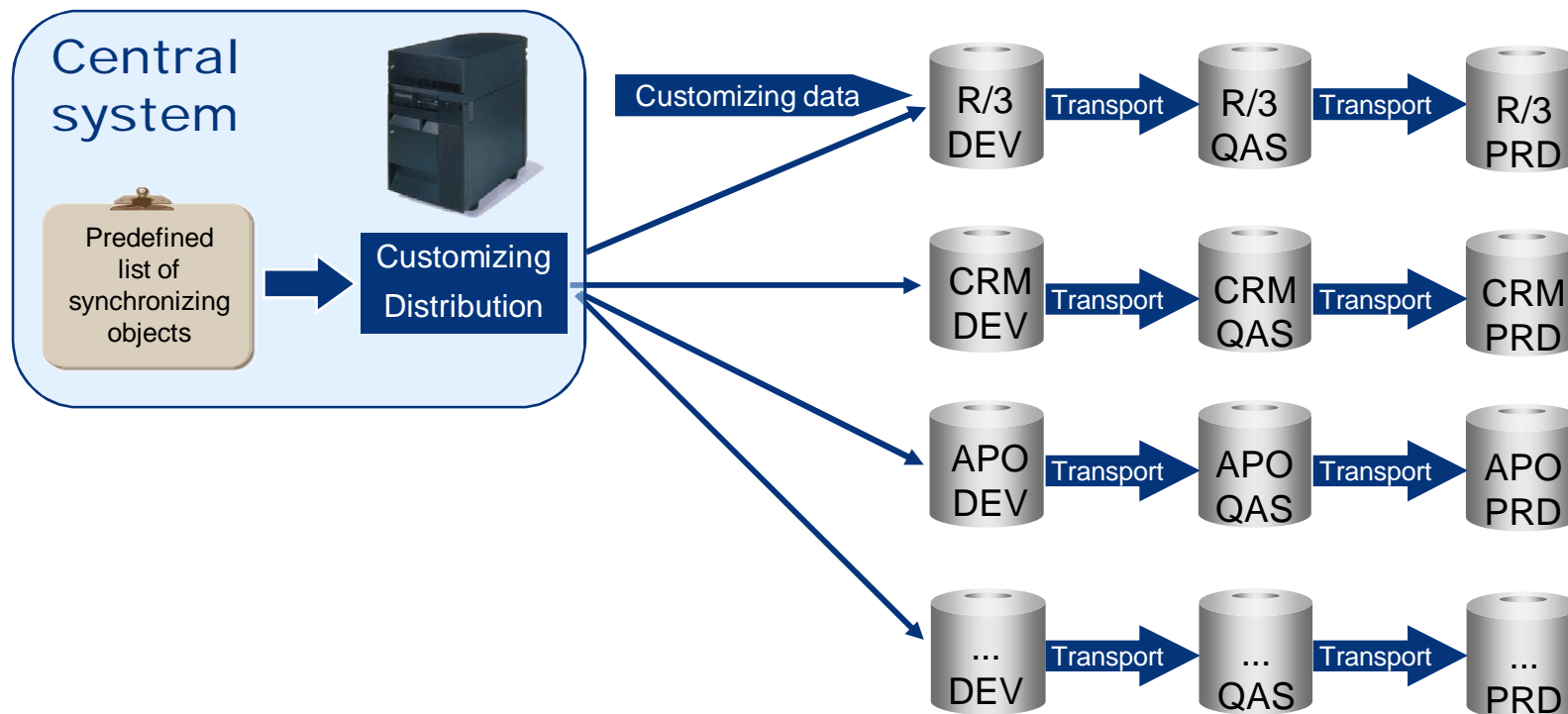
Assignment of learning material

- Configuration of process requirements, specified in the Business Blueprint
- Automatic assignment of customizing links and test cases
- Assignment of customer specific learning material

Realization - Customizing Synchronization



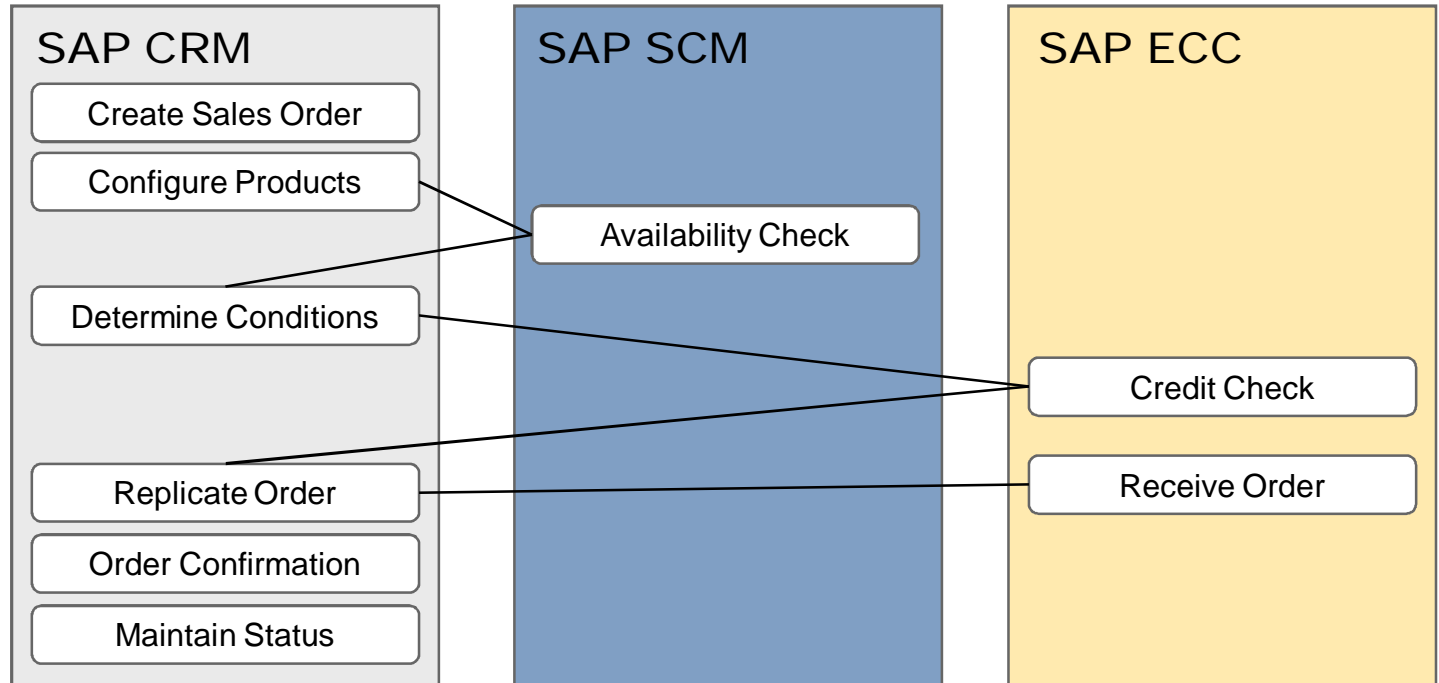
- ⑩ Ensures that Customizing of certain objects is in-sync across systems
- ⑩ Reuses Customizing (e.g. of SAP R/3) in other systems (e.g. SAP CRM)
- ⑩ Avoids redundant Customizing activities in a solution landscape



Central Test Coordination



Test Management

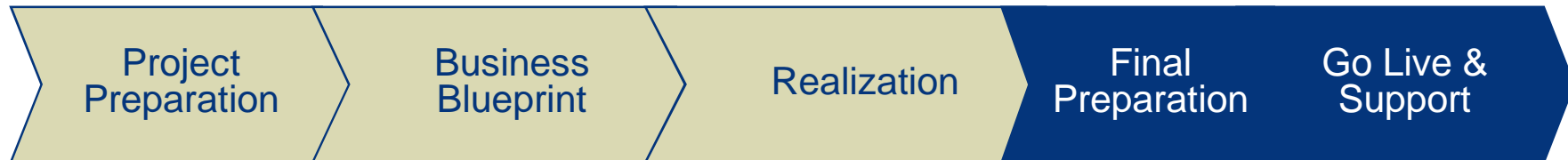


Test Execution

SAP Solution Manager



How to Use SAP Solution Manager in a Project



Train End Users for SAP ERP 2004

- Web based end user training
- 5 SAP Tutor (recorder) licenses

Deliver SAP GoingLive Check

Handover to Support Organization



Changes require training of the different parties involved (e.g. end users)

Set-Up efficient end-user training strategy with e-Learning

Create e-Learning materials

Organize / categorize e-Learning materials

Prepare e-Learning Materials for specific user roles

Distribute e-Learning Materials to end users

Execute e-Learning

Analyze results & feedback

World Class Support Offerings Provided by SAP Active Global Support



PREMIUM SUPPORT OFFERINGS

CUSTOMER SPECIFIC PREMIUM OFFERINGS

SAP MaxAttention
Focus: Implementation,
Operations, Upgrade

Support Alliance Manager (SAM)
Support Advocate

PREMIUM OFFERINGS

Safeguarding

- SAP Safeguarding for Implementation
- SAP Safeguarding for Solution Improvement
- Remote Safeguarding Services
- SAP Safeguarding Complex Solutions / Implementation Quality Program (IQP)

Solution Management Optimization

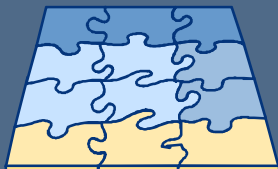
- Performance
- Application Integration
- System Administration
- Data Volumes
- Testing
- Early Watch Reporting

Empowering

- SAP Empowering Assessment
- SAP Empowering Support
- Empowering Workshops
- Services to support the implementation of SAP Solution Manager
- SAP Online Knowledge Products

Protection of Investment

- Value proposition and technical upgrade strategy
- Release and upgrade planning
- Solution maintenance



SAP STANDARD SUPPORT

- Mainstream, Extended, and Customer-Specific Maintenance -

Test administration and automation; access to Best Practices; empower CCC; proactive remote services; SAP software upgrades; monitoring for systems and core business processes; problem resolution; global 7x24 problem resolution; global 7x24 escalation procedures

**ALL SUPPORT OFFERINGS ARE POWERED BY
SAP SOLUTION MANAGER**



Roadmap (functional enhancements)

- Documentation features synchronized with project
- UI improvements for accelerators
- Authorizations for tab display/change
- Additional Roadmap content

Digital Signature

- Digitally sign project and/or general documents

Business Blueprint/Configuration - smaller enhancements

- Check-in/check-out of documents
- Change history for all tabs
- Where-used list for all content assignment tabs (ST 320 SP 07)
- Improved usability for multi-component handling (ST 320 SP 07)

Implementation with SAP Solution Manager

Implementation Process

Implementation Content & Services

THE BEST-RUN BUSINESSES RUN SAP™



Implementation Methodology Provided Through Roadmaps

- Implementation Roadmap for mySAP Business Suite
 - Target Group: Project Managers, Functional Implementation Team (Application Consultants)
 - Milestone/synch points concept and alignment of support services
- Solution Management Roadmap
 - Target Group: Technical Implementation Team (Technical Consultants)
 - Milestone/synch points concept and support services aligned
- Global Template Roadmap:
 - Target Group: Program / Project Managers
 - Roadmap content adapted to SAP Solution Manager usage
- Upgrade Roadmap
 - Bundling SAP's knowledge and best practices for the entire upgrade procedure for an entire system landscape from a functional and technical perspective



Roadmap in Detail



Implementation Roadmap (3.10)

| Project Preparation | Business Blueprint | Realization | Final Preparation | Go Live and Support |
|--|--|--|--|------------------------|
| Business Requirements Review | General Project Management (Blueprint Phase) | General Project Management (Realization Phase) | General Project Management (Final Preparation Phase) | Project End |
| Project Procedures and Standards | Organizational Change Management (Blueprint Phase) | Organizational Change Management (Realization Phase) | Functional and Performance Tests | Continuous Improvement |
| Ongoing Project Management | Business Blueprint Review | Final Configuration | Production Cutover | |
| Training Plans | Development Requirements Review and Analysis | Final Integration Test | Quality Management Final Preparation | |
| Quality Management Project Preparation | | | | |

Graphical entry into and status overview about your project

SAP - A2: High Tech Shop

System Lands...

Implementation...

Considerations includ...

Levels of quality as...

Phase-driven approach for functional and technical implementation and ongoing operation activities

Define System Landscape Strategy

| Description | Type |
|--|----------|
| Best Practice: mySAP CRM System Landscape Planning | Web Link |
| Best Practice: mySAP BW System Landscape Copy | Web Link |
| Best Practice: mySAP SCM System Landscape Copy | Web Link |
| Best Practice: mySAP EBP System Landscape Copy | Web Link |
| Best Practice: mySAP CRM | |
| Self-Service: mySAP.com L... | |
| Self-Service: Planning Sep... | |

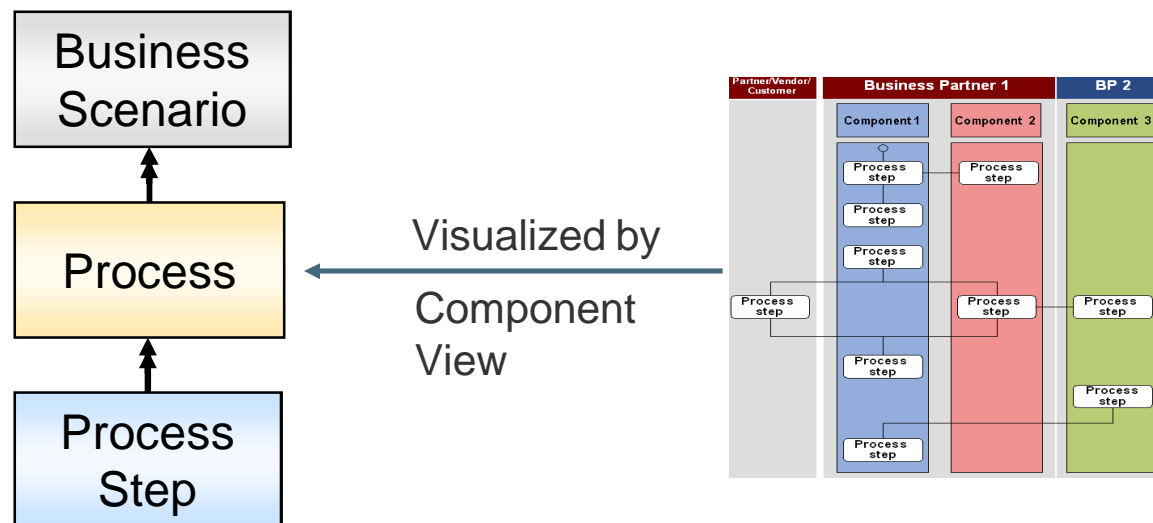
Links to accelerators for your project phase



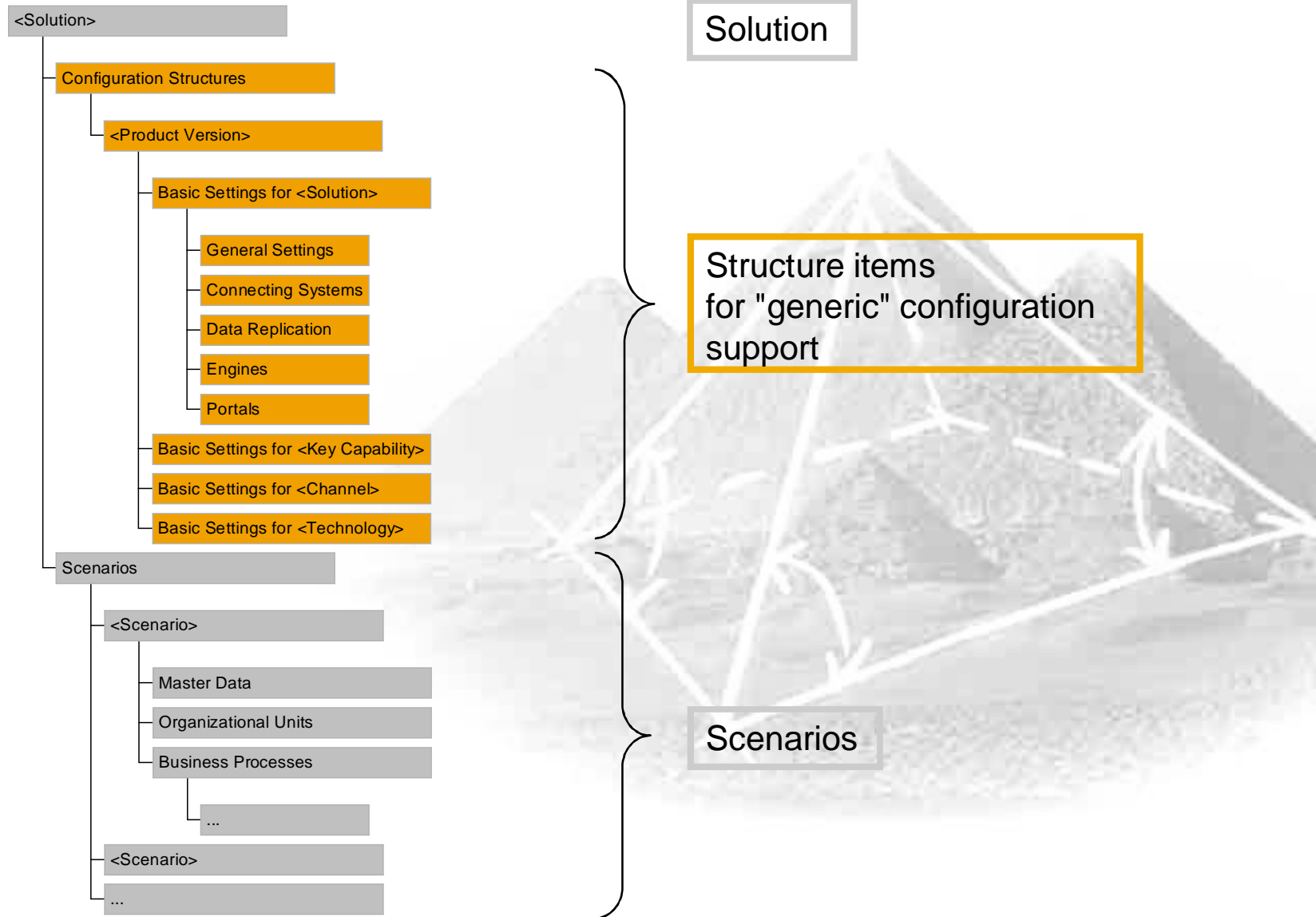
Business Scenarios include various Business Process descriptions and guided configuration support for SAP Solutions

Advantages:

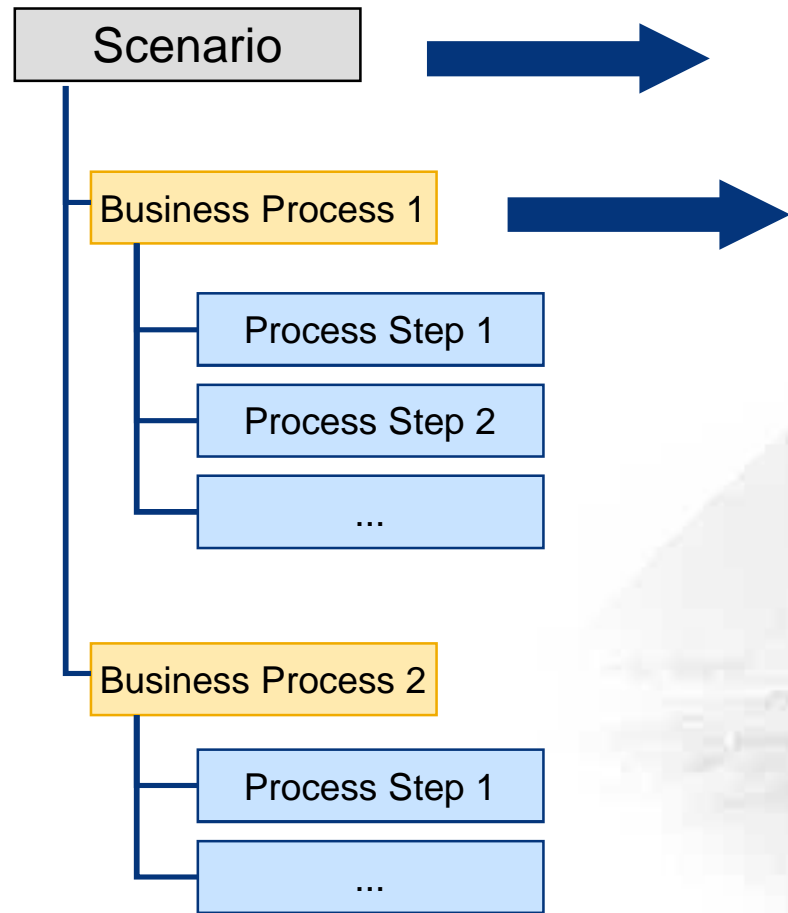
- Business Scenarios are designed to help customers to reduce costs, to increase revenue, and to increase customer satisfaction
- Business Scenarios are designed to support nested Business Processes in Sales, Service, and Marketing across various Interaction Channels



Implementation Content



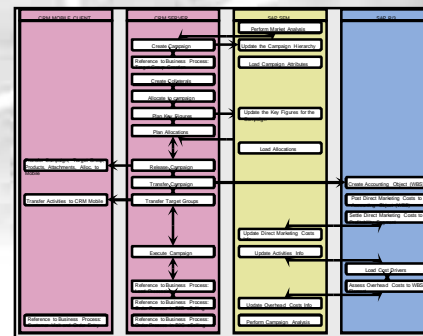
Implementation Content in Detail – Component View



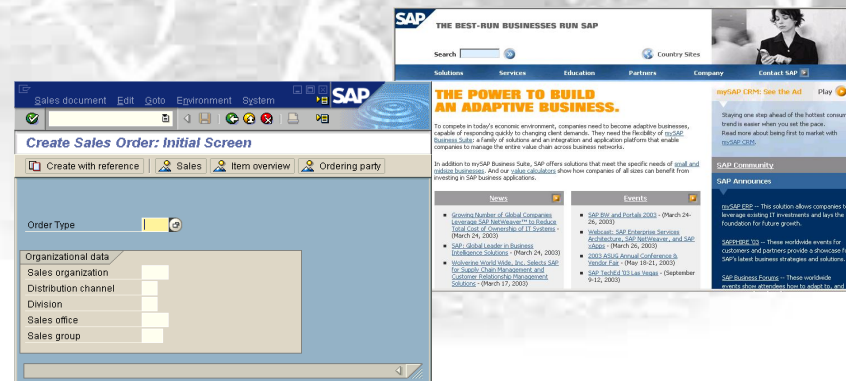
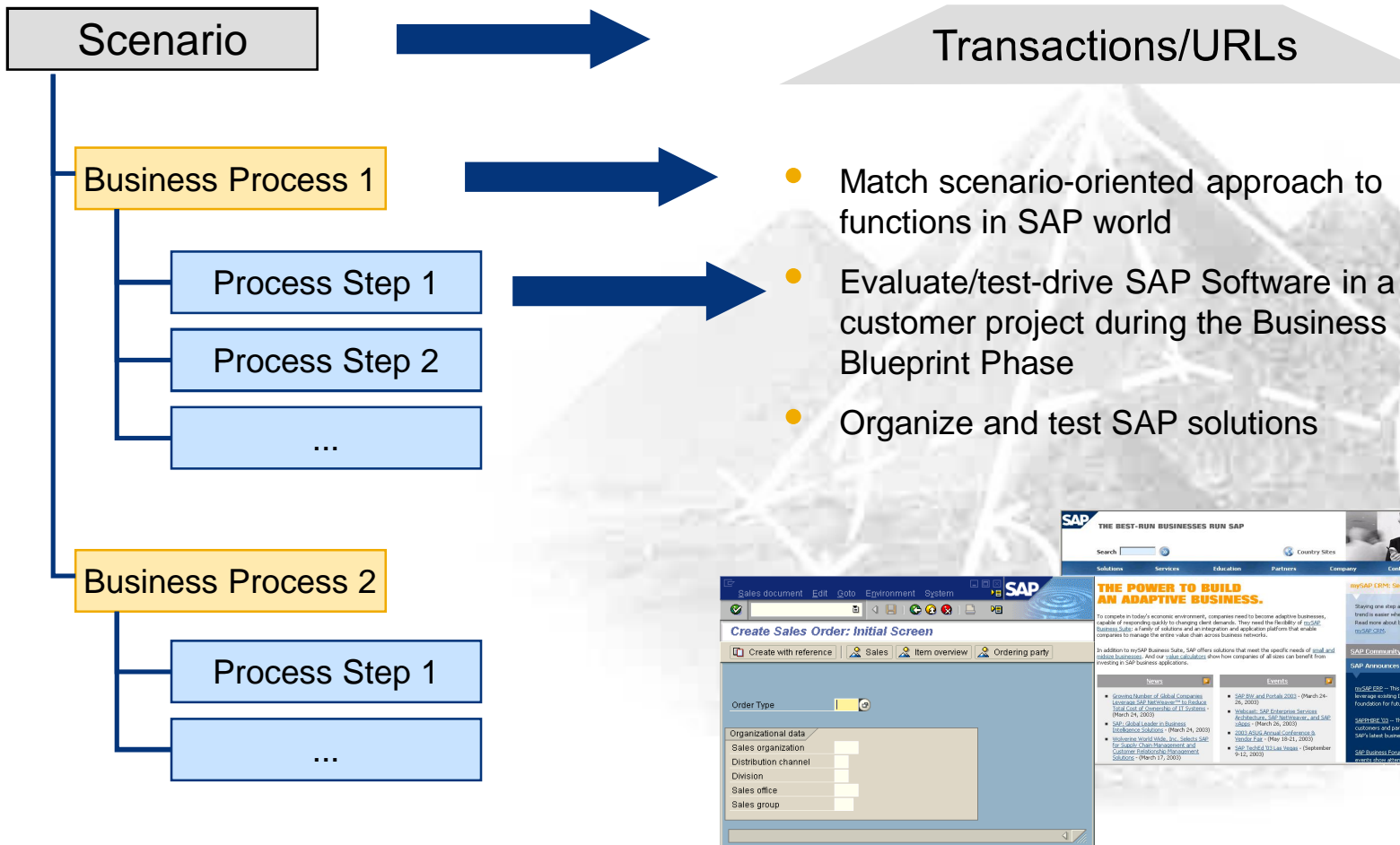
Scenario-oriented structure
(= Business Process Hierarchy)

Component View

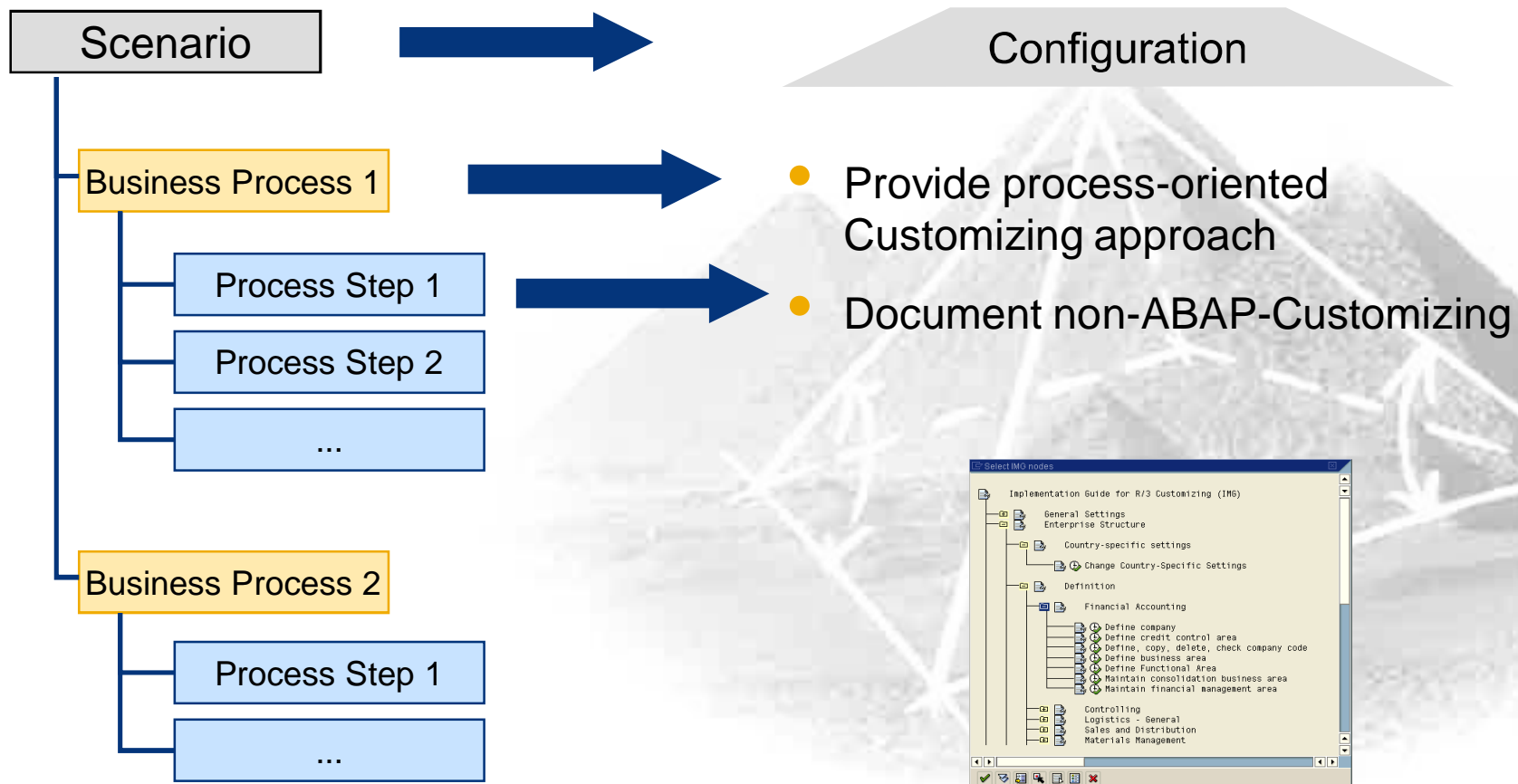
- VISUALIZE flow of business processes and process steps
- Show components required by business scenario or process
- Show business partners or external software required by the business scenario or process



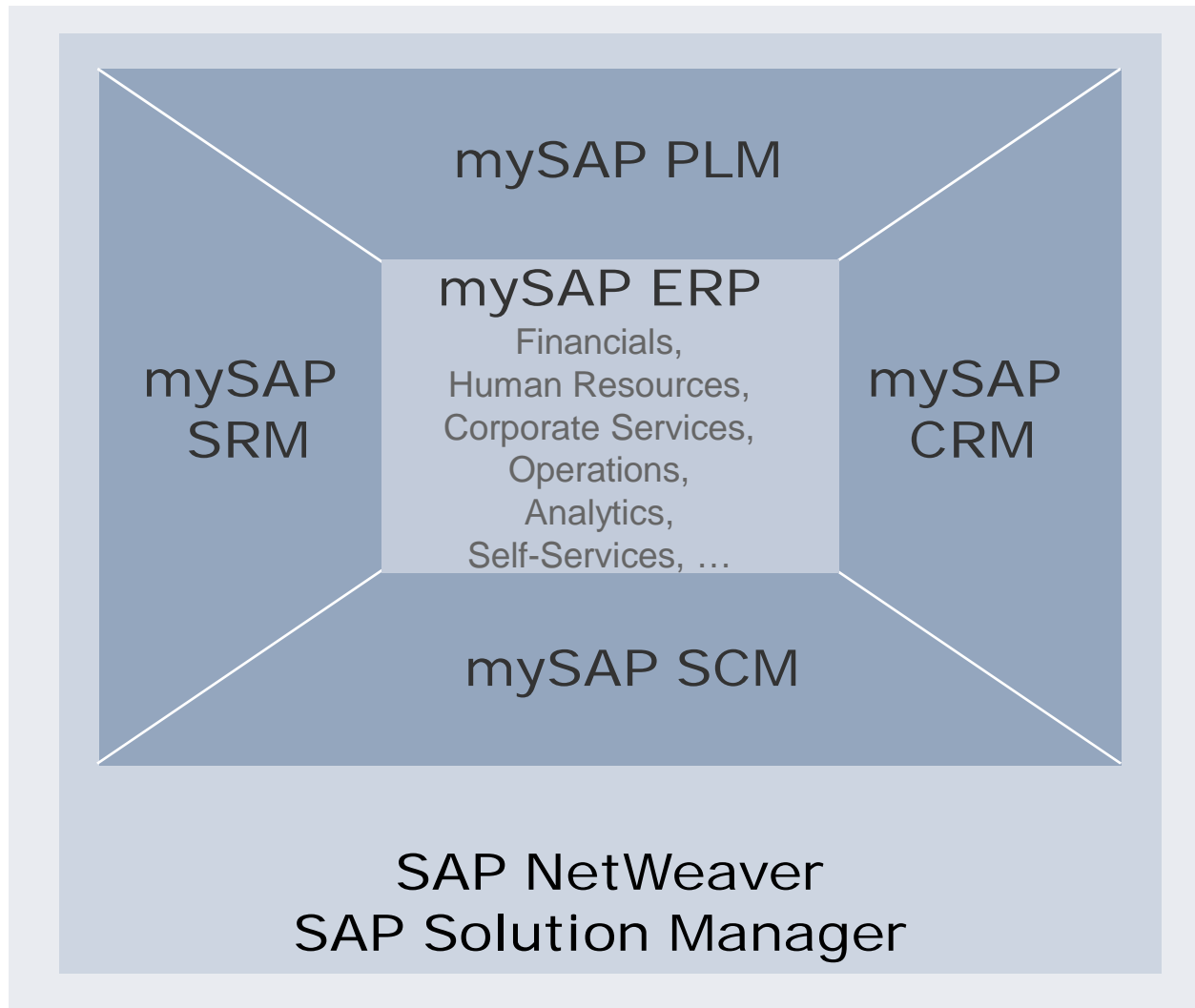
Implementation Content in Detail - Transactions



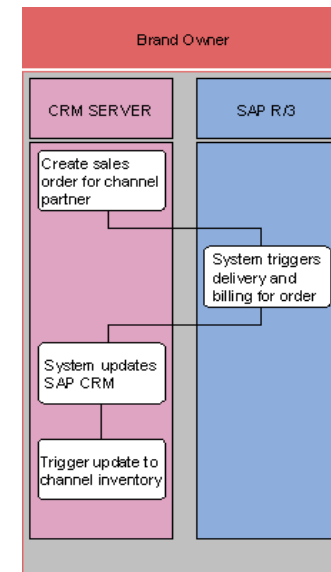
Implementation Content in Detail – Configuration



Implementation Content in Detail

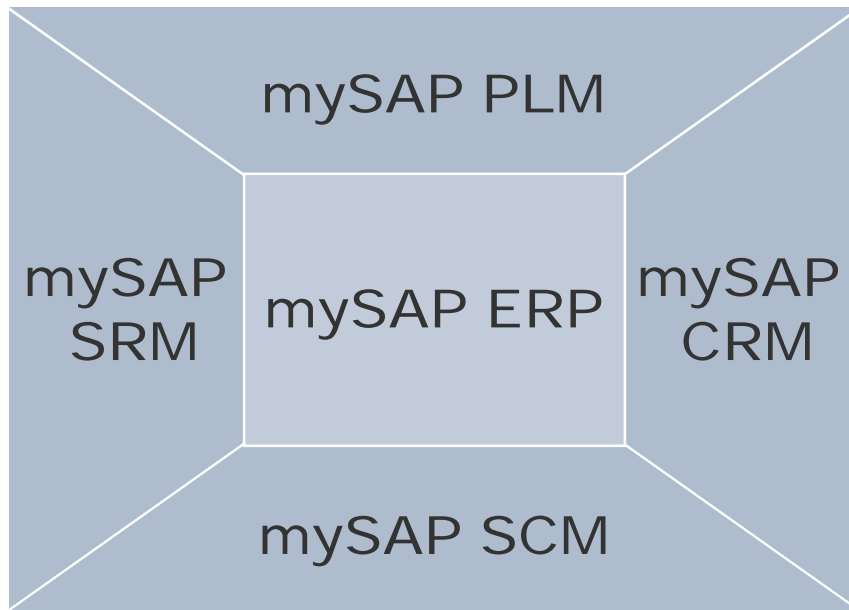


SAP Solution Manager enables an effective and process-based implementation support for **end-to-end business processes** across front- and back-office systems...





ERP and Adaptive Business Solutions

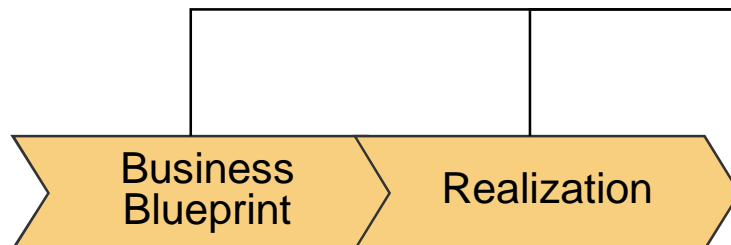


Blueprinting Content:

- Predefined SAP Business Processes
- Visual process flow diagram
- Detailed process descriptions for SAP Business Processes

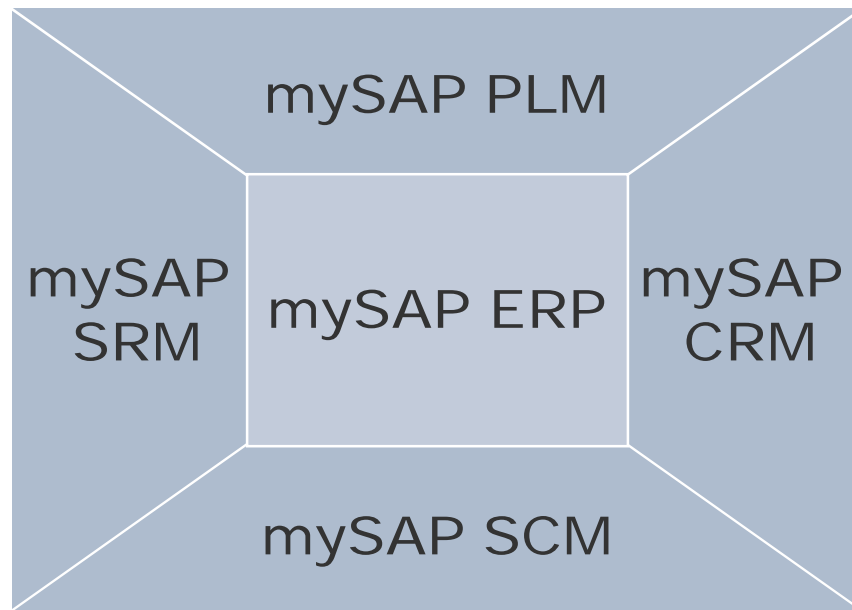
Configuration Content:

- Predefined configuration activities for all SAP Business Processes
- ABAP and Non-ABAP customizing support
- Process driven implementation methodology
- Ready-to-use template projects based on SAP Best Practices



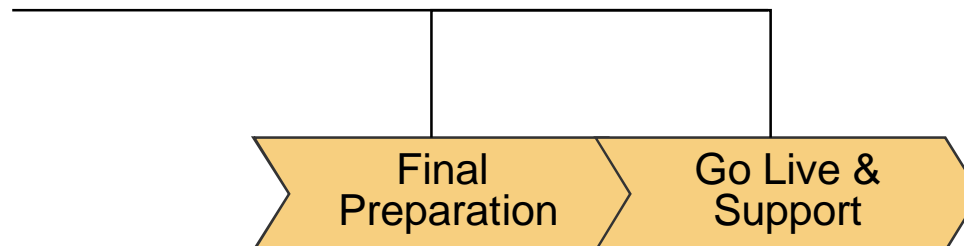


ERP and Adaptive Business Solutions



Testing Content:

- Test cases according to standard Business Scenarios
- Available as MS word documents in Solution Manager
- Ideal starting point for testing and rollout to line of business
- Can be adjusted easily in projects to specific project needs



Implementation Content for Industries



Service Industries

- Media
- Postal Services
- Professional Services
- Logistic Service Provider
- Railways
- Utilities
- Retail
- Wholesale Distribution
- FI-CA

Manufacturing Industries

- Aerospace & Defence
- Automotive
- Chemicals
- Oil&Gas
- Consumer Products
- Life Sciences
- High Tech
- Industrial Machinery & Components
- Mill Products
- Service and Asset Management

Financial & Public Sector

- Banking
- Insurance
- Public Sector
- Higher Education & Research
- Defense & Security
- Health Care

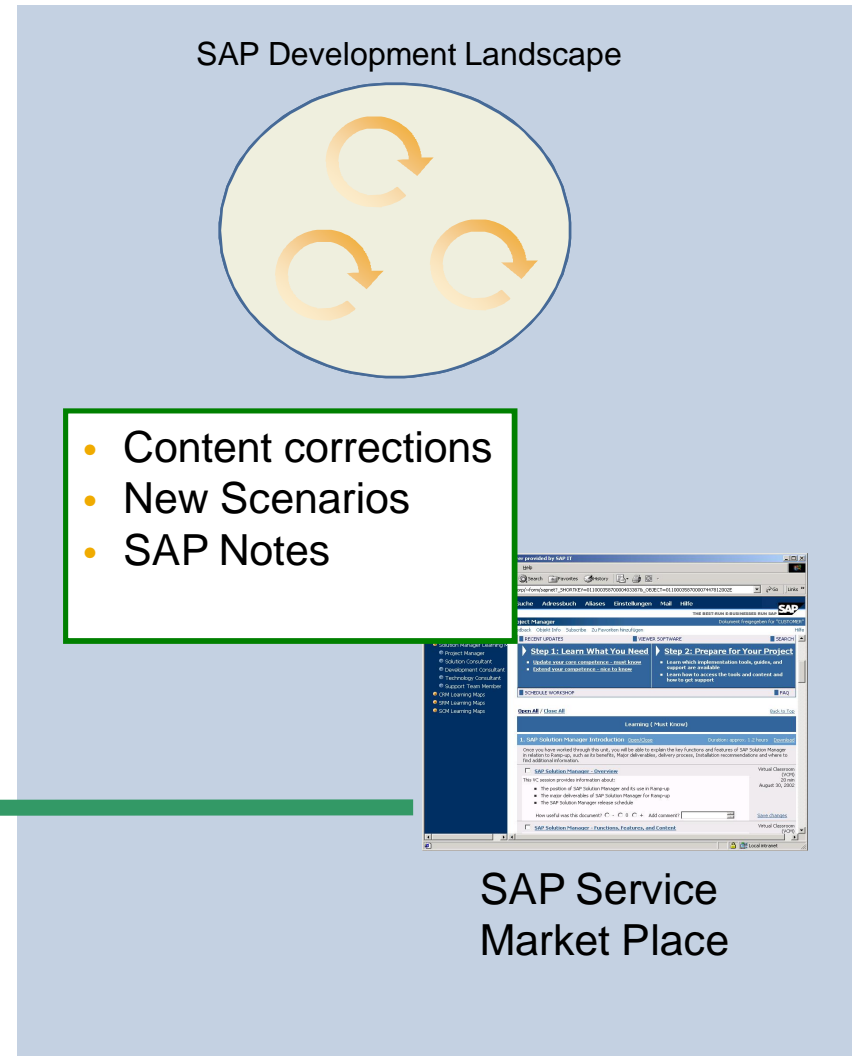
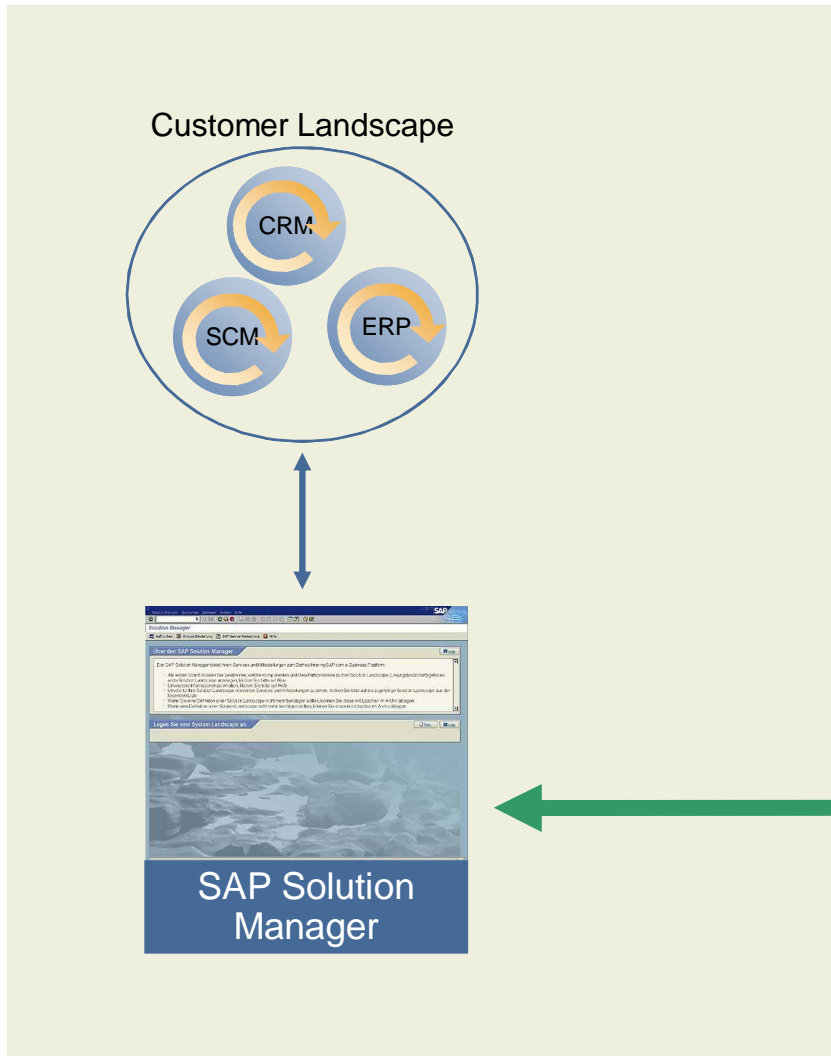


SAP Content Updates

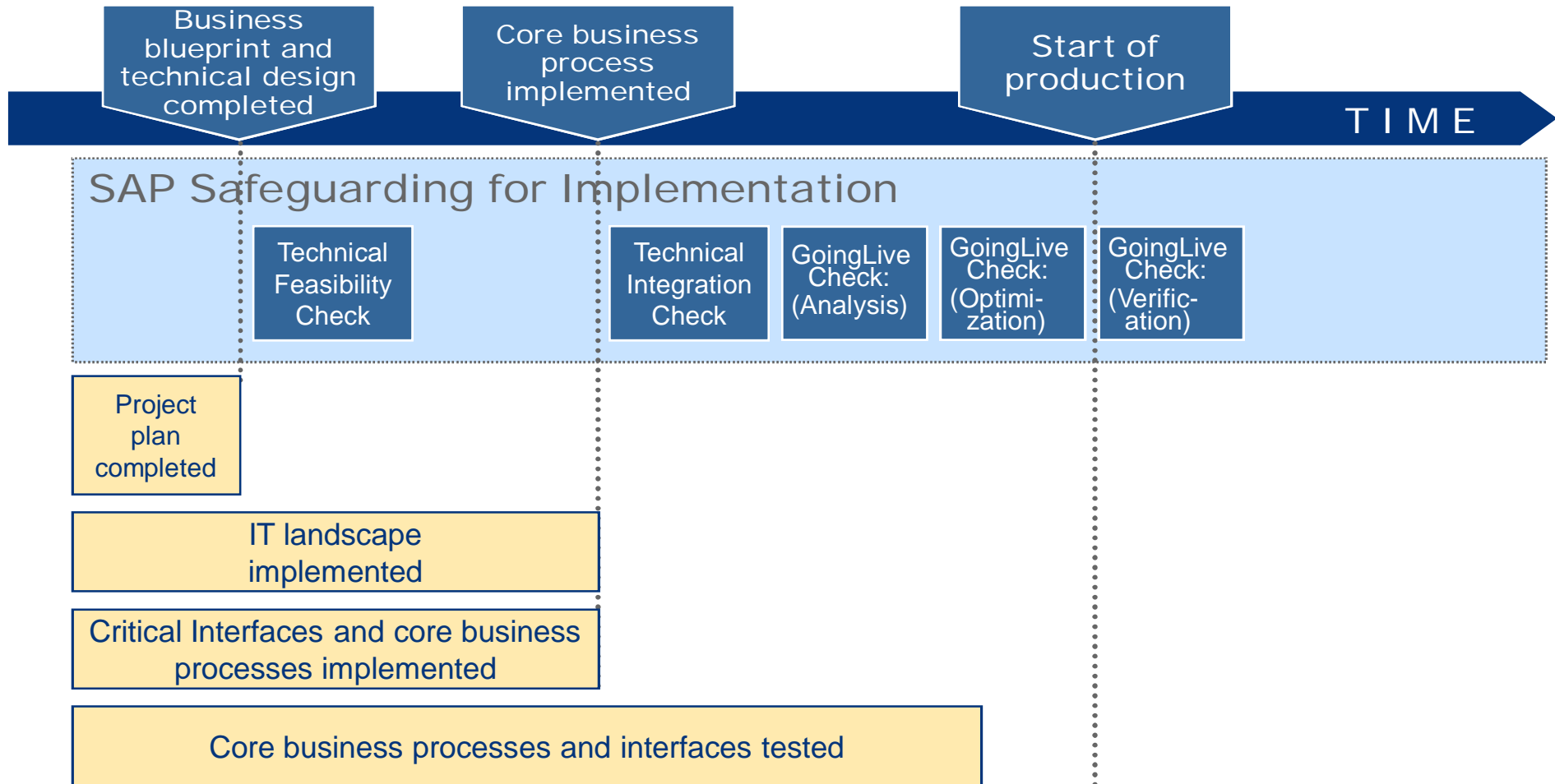


Customer

SAP



SAP Safeguarding for Implementation



SAP Safeguarding for Implementation tailors itself to your implementation project. This means that you may not receive all the checks mentioned above. You receive a selection of checks – those that are sufficient to safeguard your project.

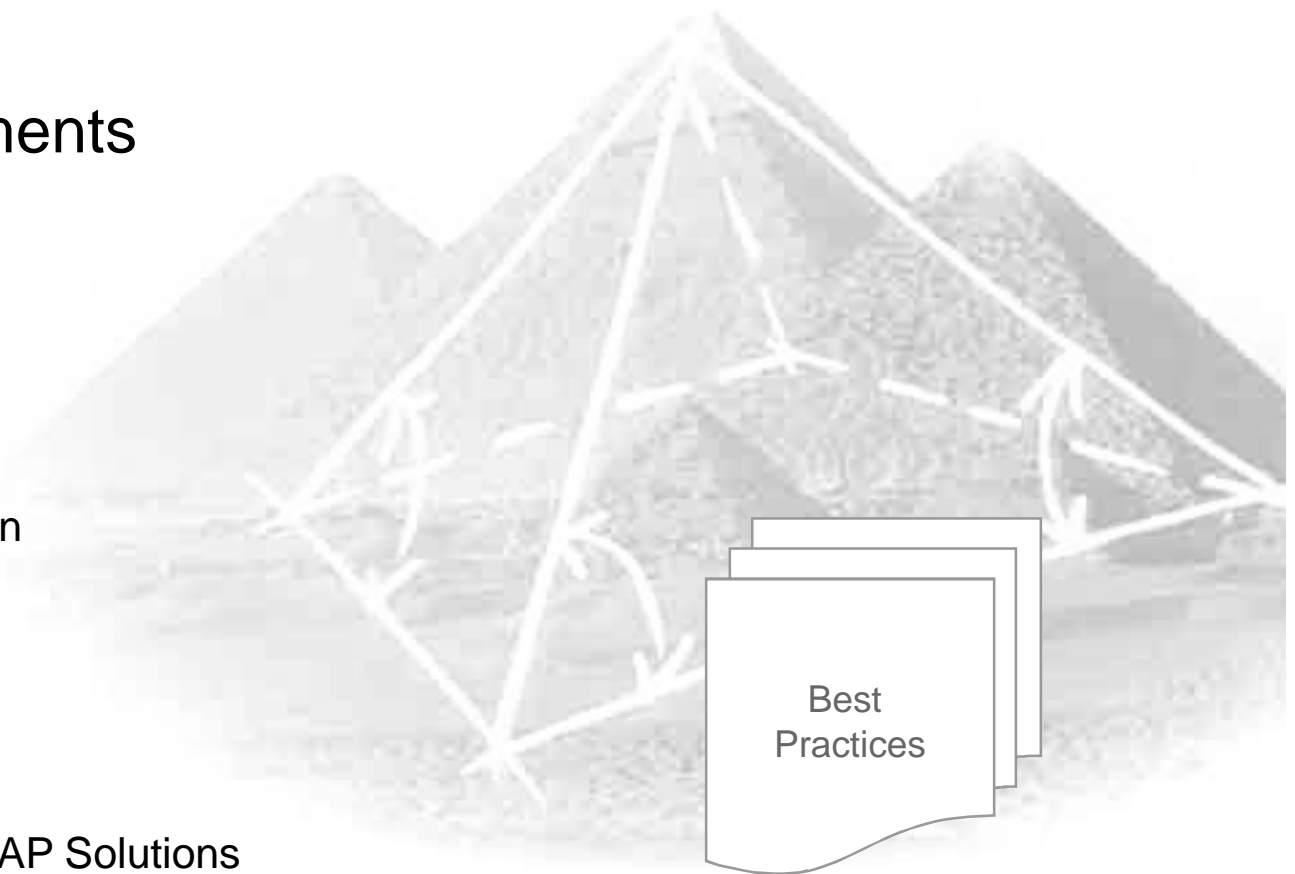
Guide you through complex issues in the technical implementation

Best Practice Documents

- System Landscape Planning
- Network Planning
- Sizing
- System Landscape Copy
- Data Consistency
- Initial Download Configuration
- Data Upload

Self-Services

- Planning Session
- Technically Configuring mySAP Solutions



SAP Solution Manager – Implementing the mySAP Business Suite



Task

- Implement new or additional mySAP CRM, SRM, SCM ... scenarios

Target Group

- SAP R/3 customers extending to mySAP Business Suite
- New mySAP customers

Benefits

- Accelerated implementation projects
- Efficient project handling
- Centralized control of cross-component implementations
- Integrated documentation management
- Seamless information integration between project phases
- Integration of non-ABAP and non-SAP components



During the Implementation Project

- Implementation and Upgrade Roadmap
- Automated system landscape information
- Documentation of the business processes

Just before Go Live

- Management of patch levels
- Consolidated EarlyWatch Alert for the whole solution
- GoingLive service delivered based on customer solution

Operating the Solution

- Open end-to-end application management
- Following SAP's best practices for application support
- Service Desk for accelerated problem resolution
- Change request management for ensuring continuous improvement

Living Proof: Successes and Experiences



“Our business is one hundred percent compliant with the capabilities of mySAP CRM. Using the implementation content provided within the SAP Solution Manager is more than just documentation or a prototype, it actually represented the groundwork for our productive system.”

Theo Kraus, CIO



“We use the SAP Solution Manager as the central repository for all project documentation. The integrated use of SAP Knowledge Warehouse provides advanced document management capabilities and control that leads to time savings in the project.”

Bernhard Thoma, SAP Project Manager at MAN



“There is no better way to control customizing in heterogeneous system landscapes than with the integrated use of SAP Solution Manager’s customizing distribution functionality. Today, we have 9 development systems that are controlled by the SAP Solution Manager.”

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



“The main driver in choosing the SAP Solution Manager was the convincing concept of an integrated platform that manages implementation and operations of mySAP.com, leveraging latest state-of-the-art implementation technologies.”

Wolfgang Trabant, Project Manager, Methodology



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