

Run Better

Run IT Like a Business

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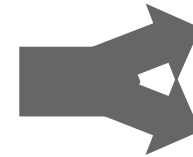


What Does “Better” Mean for You?

Alignment to business goals

\$ IT budget as percentage of total revenue

% Availability of core, mission-critical systems



**Responsiveness to
business goals**
vs.
**Driving business
differentiation**

SAP Global IT Today

... one of the largest SAP Customers



Business Systems

- Global, single-instance business systems on 28 landscapes and 1,200 servers
- One of the largest SAP customers worldwide
- Always SAP's first ramp-up customer
- MaxAttention (premium support) customer

Global Scope

70
Countries

251
Locations

71,000
Users

Innovating the Business AND Streamlining Operations

50%

Reduction in incident to resolution time with End user Experience monitoring

84%

Reduction in effort for non-ABAP changes

99,97%

System availability, improved at lower cost

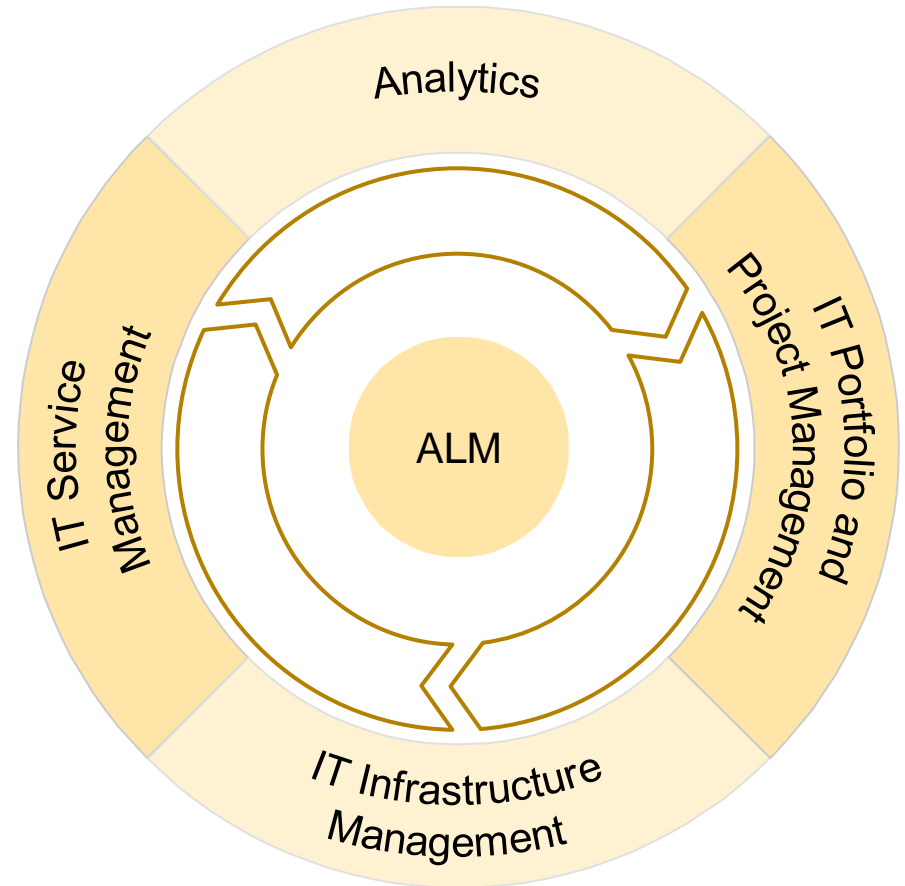
SAP Global IT

Demo:
Dashboard

IT Management by SAP

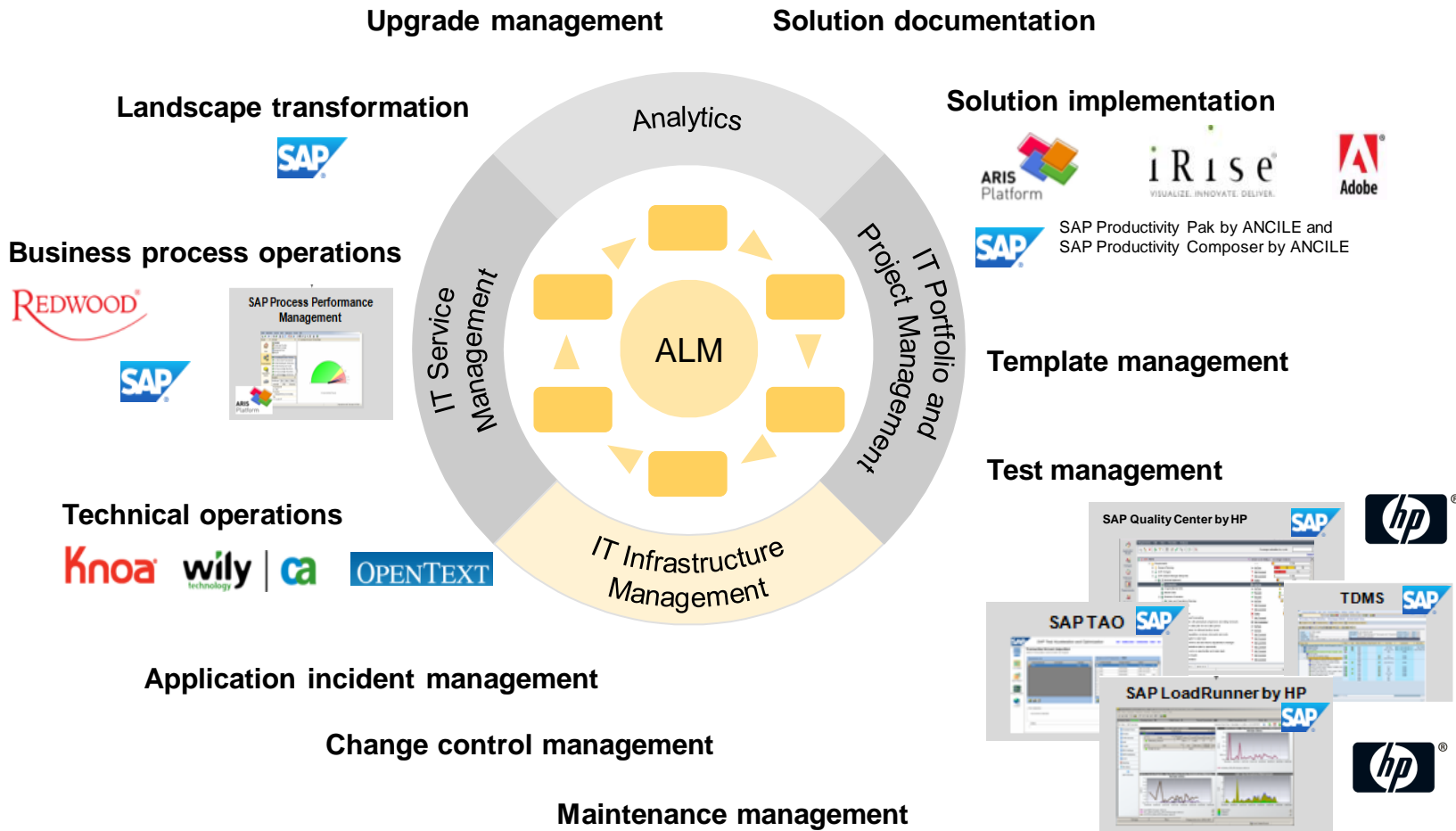
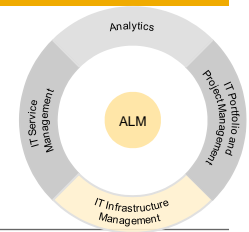
Comprehensive and Extensive

- **SAP solutions to manage IT in alignment with the business**
- **Proactive risk management to help ensure business continuity**
- **Highly cost-efficient application lifecycle management (ALM) to fuel innovation**



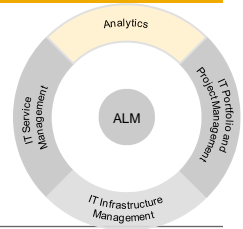
SAP Solution Manager

Extensible Centerpiece of Application Lifecycle Mgmt



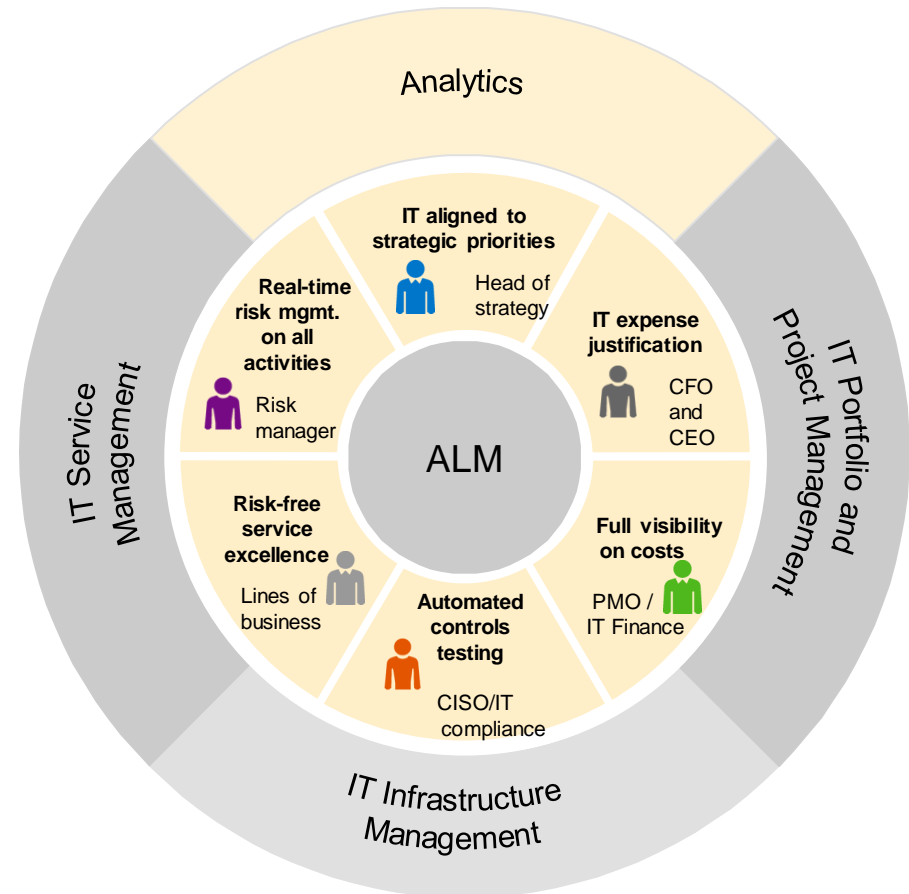
Analytics

IT Governance and Risk Management

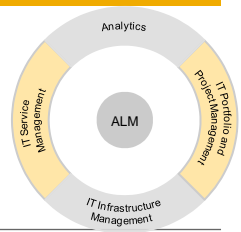


Key SAP software features

- Identify and prioritize IT risks
- Implement controls for highest priority risks
- Map IT risks and compliance activities to business impact
- Automate the continuous monitoring of IT risk indicators and risk controls across multiple sources for early detection and mitigation
- Use one governance, risk, and compliance (GRC) solution for IT and business risk
- Bring business relevance to IT GRC



More IT Responsiveness and Accountability with IT Service- and IT Project and Portfolio Mgmt



IT Service Management

- Quick Time to Value
- Scalable platform
- Support for ITIL-compliant processes
- Advanced interaction center functionality and best practices
- Smooth integration to ERP back-end

IT Portfolio and Project Management

- Optimal IT business contribution
- Agile planning
- Back-end integration

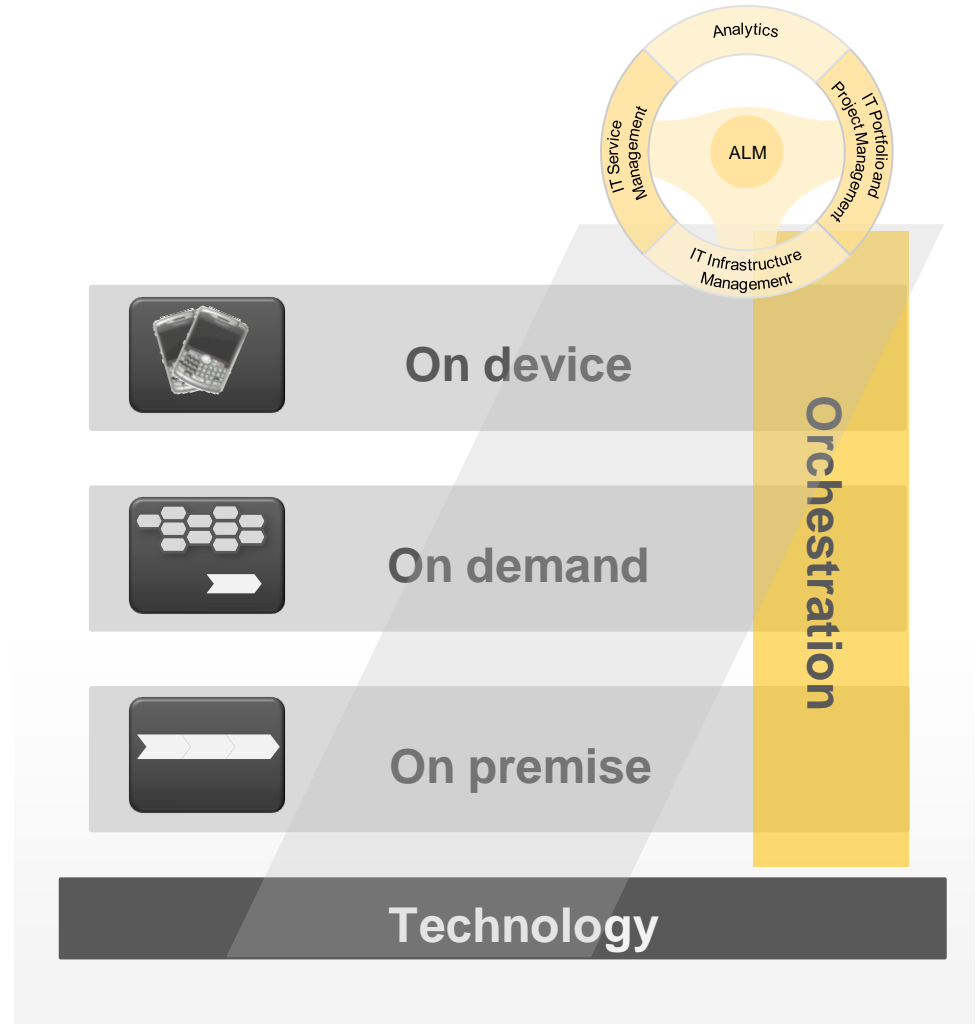
Running IT like a Business with SAP

Comprehensive solution provided by SAP and the partner ecosystem

IT Management by SAP puts you in the driver seat to manage the business of IT

IT Management by SAP helps you to

- Drive efficiency
- Control Risk
- Enable Business Innovation



What's Next?



Experience

Theatre Presentations:

- Wed. 02:00 p.m. SAP Solution Manager 7.1
- Wed. 03:00 p.m. Southern California Edison on IT GRC and IT PPM

Visit the Technology and the Line of Business Campus for more micro forums, knowledge tables and demo pods on IT Management



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Thank You!

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