

What's New in SAP Solution Manager 7.2?

Solution Management SAP Solution Manager, Digital Business Services, SAP SE



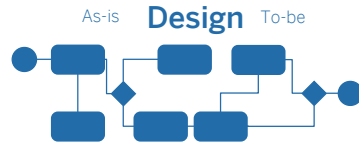
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SAP Solution Manager 7.2

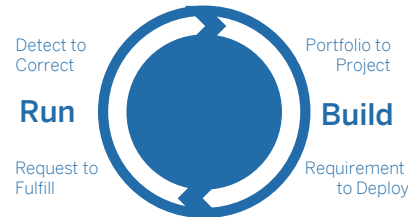
Our Mission Possible

Yes, we're open! For business. For innovation. For non-SAP.



Business processes drive IT

- Predict and measure business value
- Build what the business needs, when they need it
- Single source of truth, always up-to-date, used by everyone every day



Integration & Openness

- The lifecycle platform for managing processes, applications and systems
- Drive continuous improvement based on productive usage
- Generic third-party interfaces
- Collaboration between customer, partners, and SAP

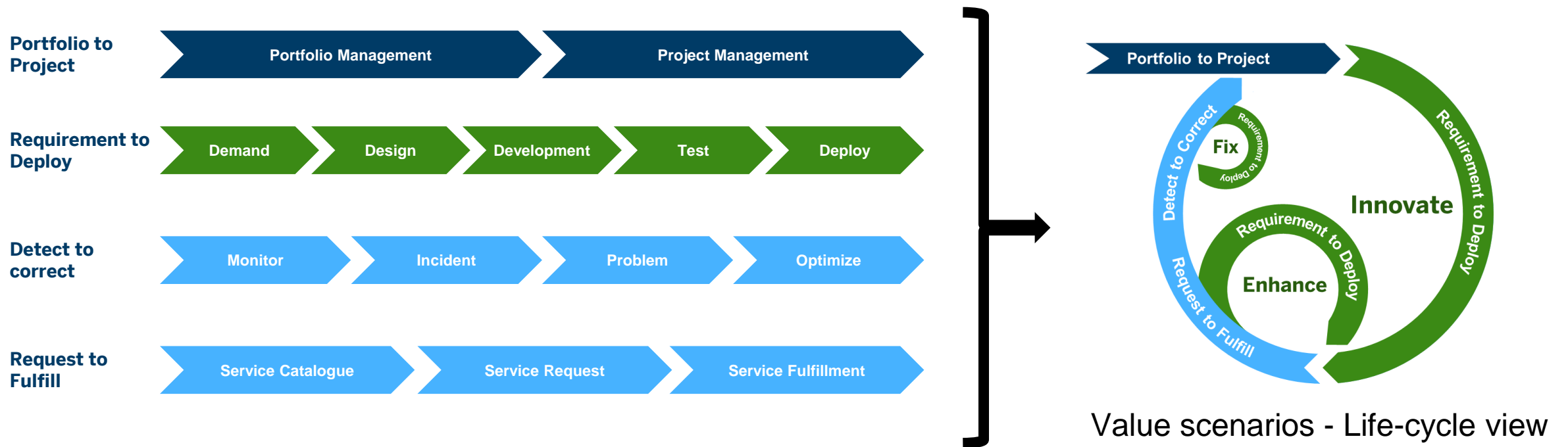


For SAP and non-SAP

- For SAP S/4HANA & Digital
- For cloud & hybrid
- Out-of-the-box Implementation and operations content

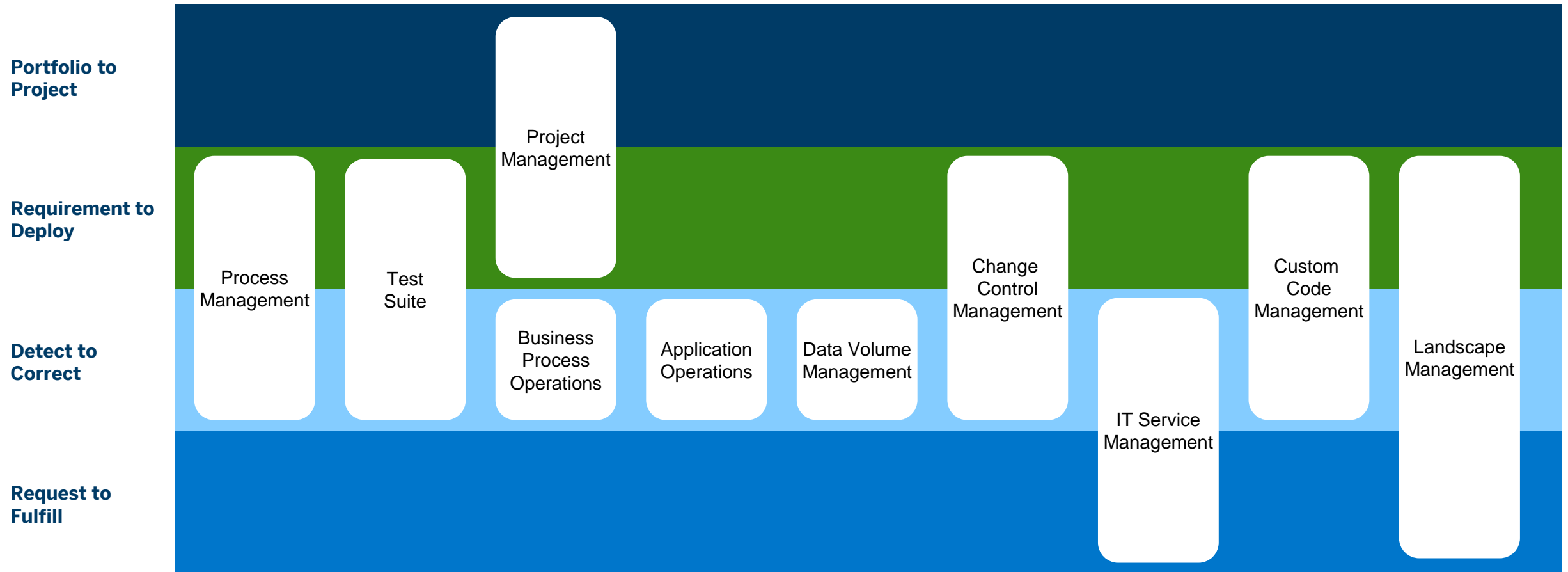
SAP Solution Manager 7.2 in a nutshell

SAP Solution Manager 7.2 delivers 4 key value scenarios



SAP Solution Manager 7.2

Functional Areas



SAP Solution Manager 7.2

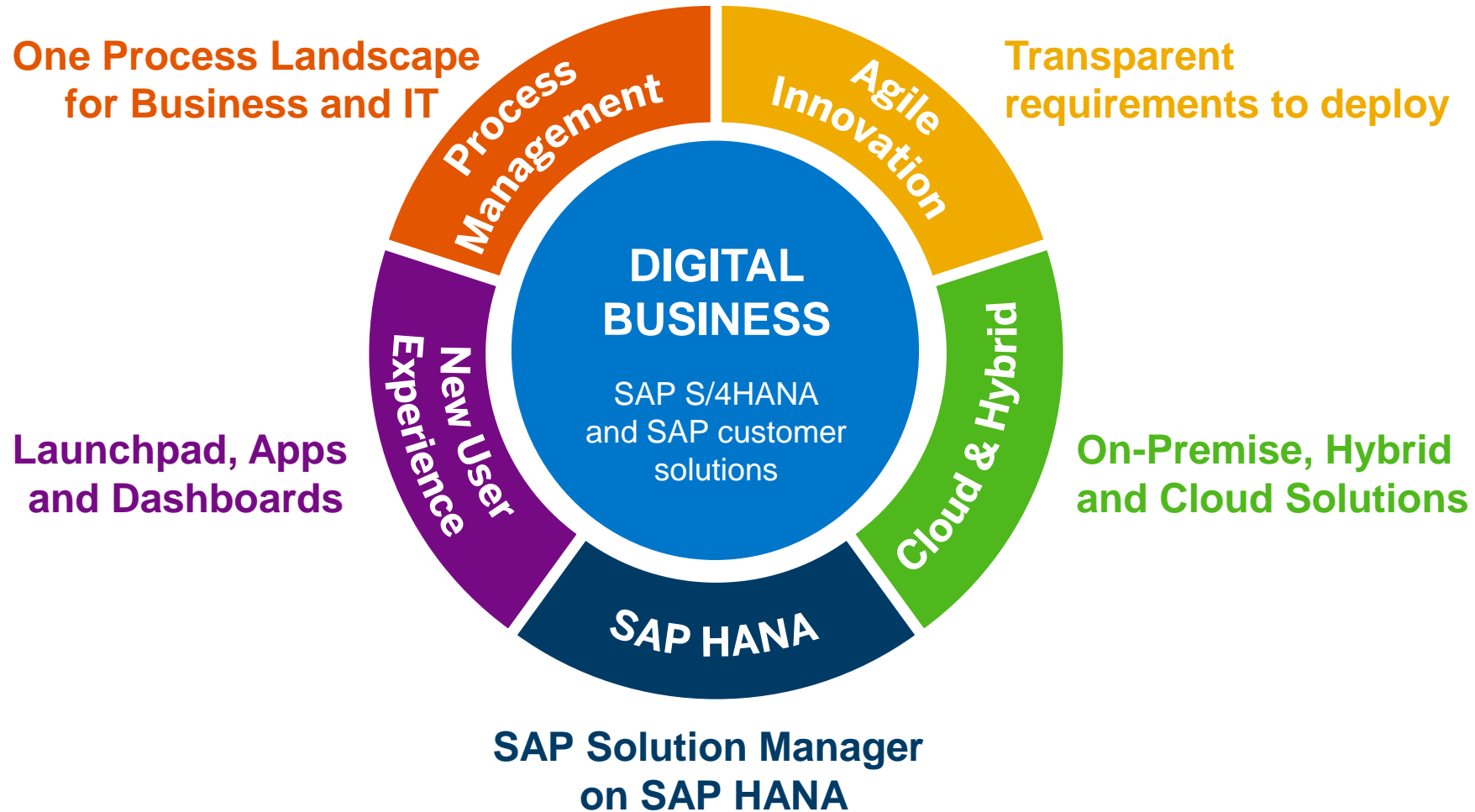
Product Evolution – From Must to Trust

From SAP-Support-Line Tool to Corporate Usage.
Top-rated by analysts. State-of-the-art user experience.
Integrated & scalable. Market-leader with 15,000+
productive customers.



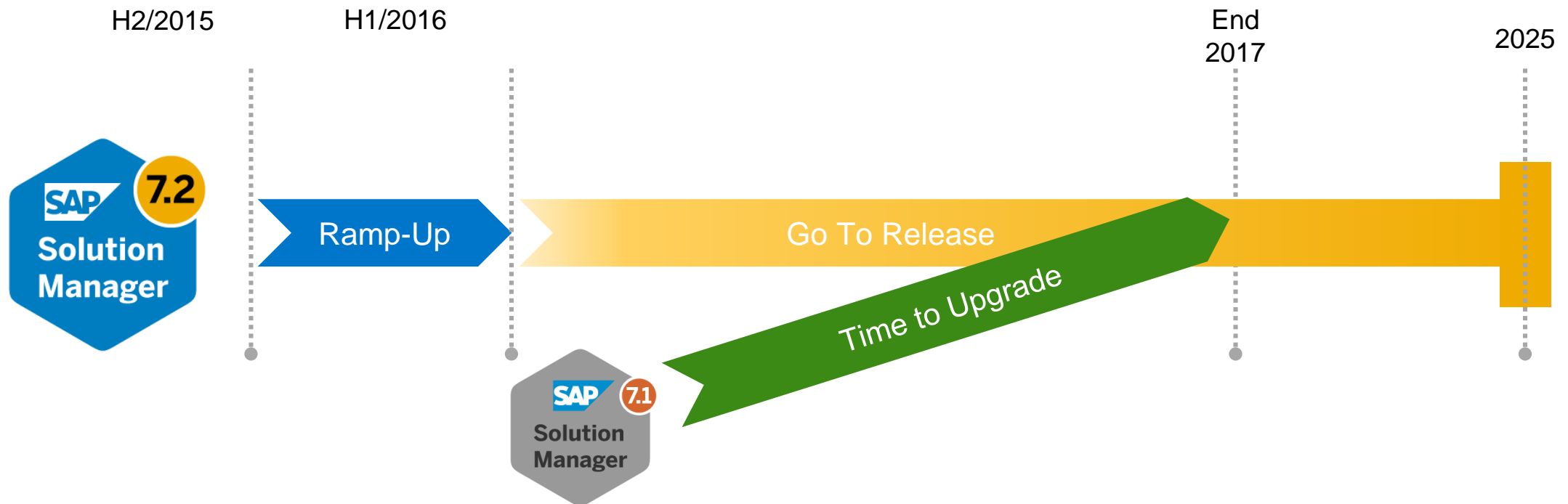
SAP Solution Manager 7.2

Optimal for Your Digital Business Transformation



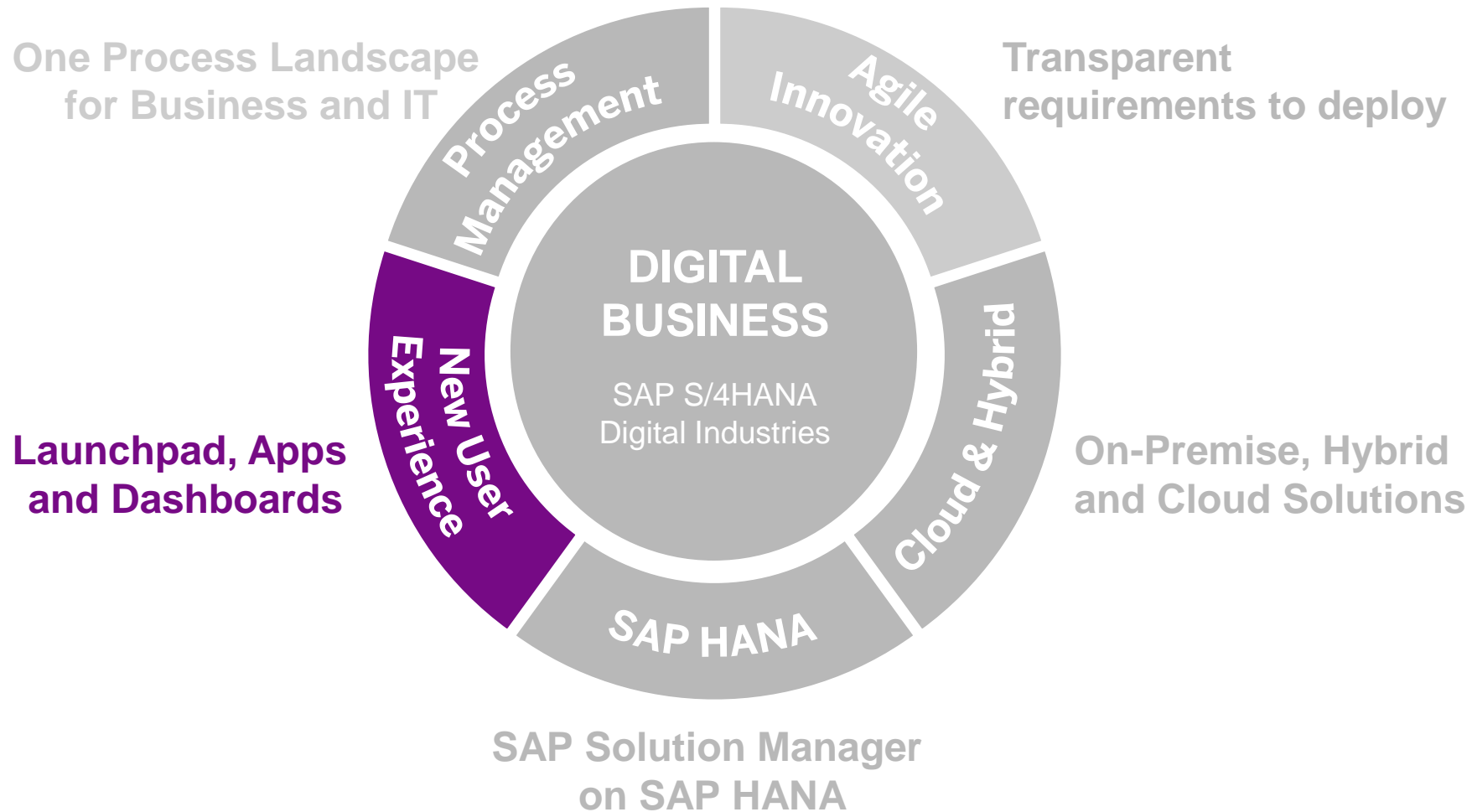
SAP Solution Manager 7.2

Release Schedule



SAP Solution Manager 7.2

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Launchpad, Apps & Dashboards

Providing the ultimate user experience



SAP Solution Manager 7.2 follows the SAP Business Suite Strategy.

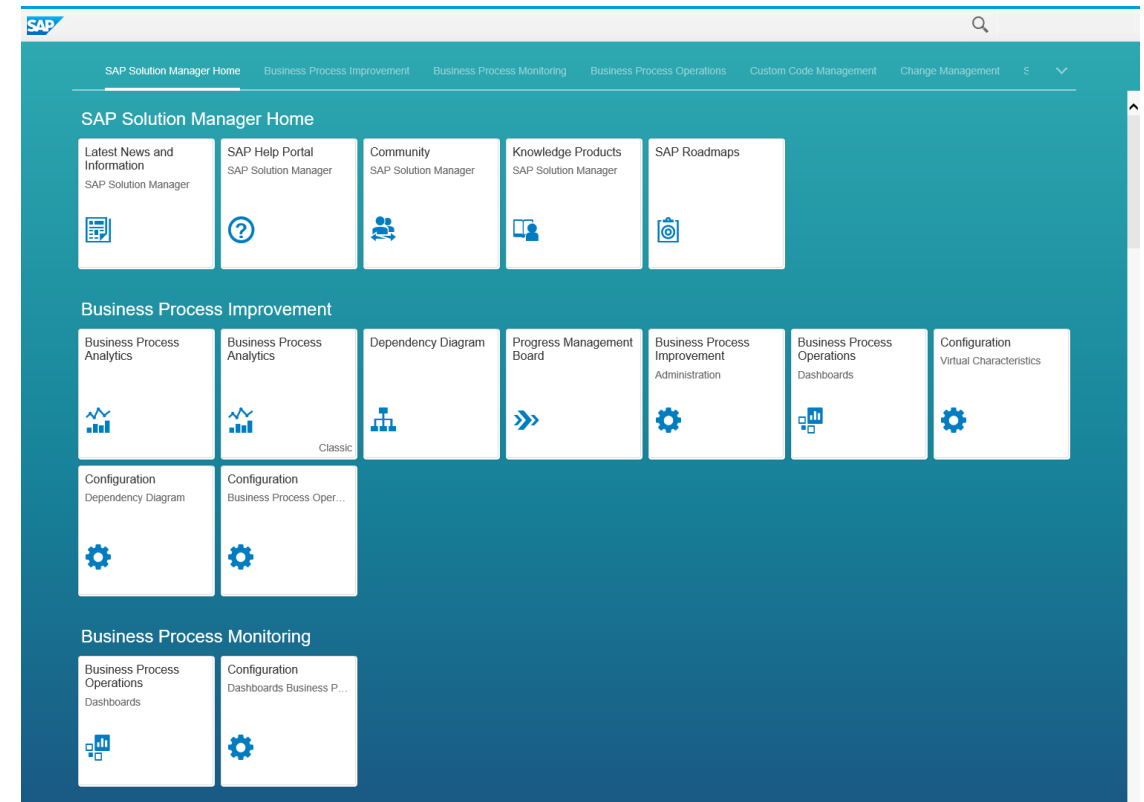
SAP Solution Manager Launchpad offers role-based access to all relevant applications and Work Centers

SAPUI5 / Fiori apps for key business-facing UIs and mobile applications.

Vital SAP Solution Manager UIs are revamped incrementally using SAPUI5 / Fiori, based on customers' usage and demand.

All Flash-based UIs for Run SAP applications and the existing SAP Solution Manager dashboards are converted to SAPUI5.

Browsers supported by the SAP Business Suite are also supported by SAP Solution Manager.



Launchpad, Apps & Dashboards

Analytics Overview

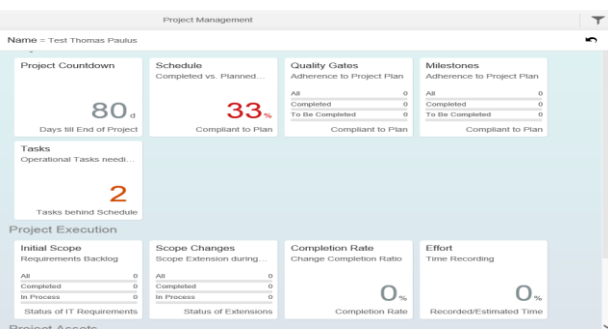


Application-specific Dashboards



Customer consumes dashboards per application as they are.

Cross-Application Dashboards



Customer picks and chooses KPIs from a KPI catalogue to create tiles on individual dashboards.

Custom, Best-Practice Dashboards

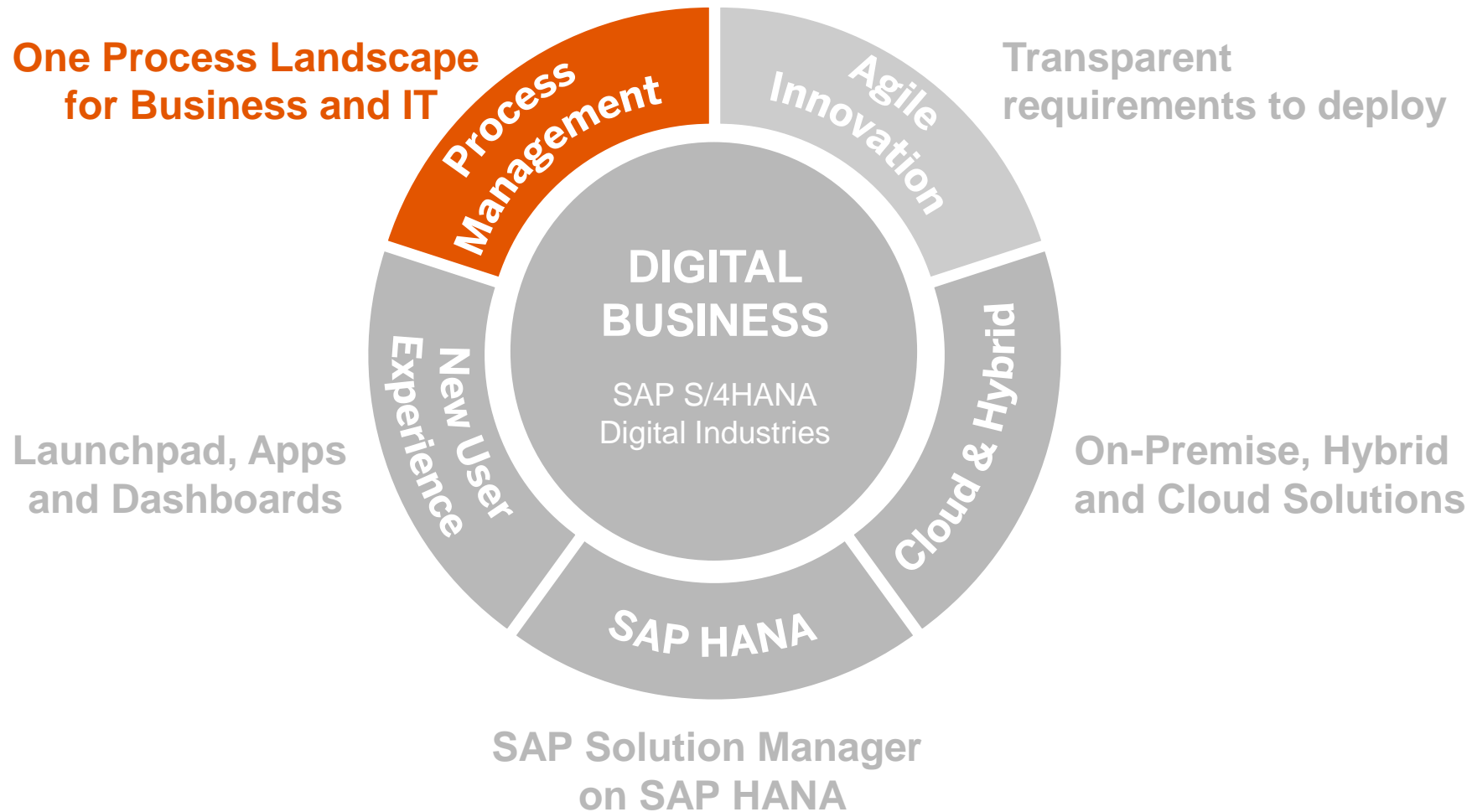


Customer creates individual dashboards based on predefined models in minutes. Ideal for jumpstarting OCCs.

Cross-application		✓	✓
Customer-specific		✓	✓
Predefined model			✓

SAP Solution Manager 7.2

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One Process Landscape for Business and IT

Big Picture



State-of-the-Art Business Process Modeling in SAP Solution Manager 7.2 covers the whole lifecycle of a solution.

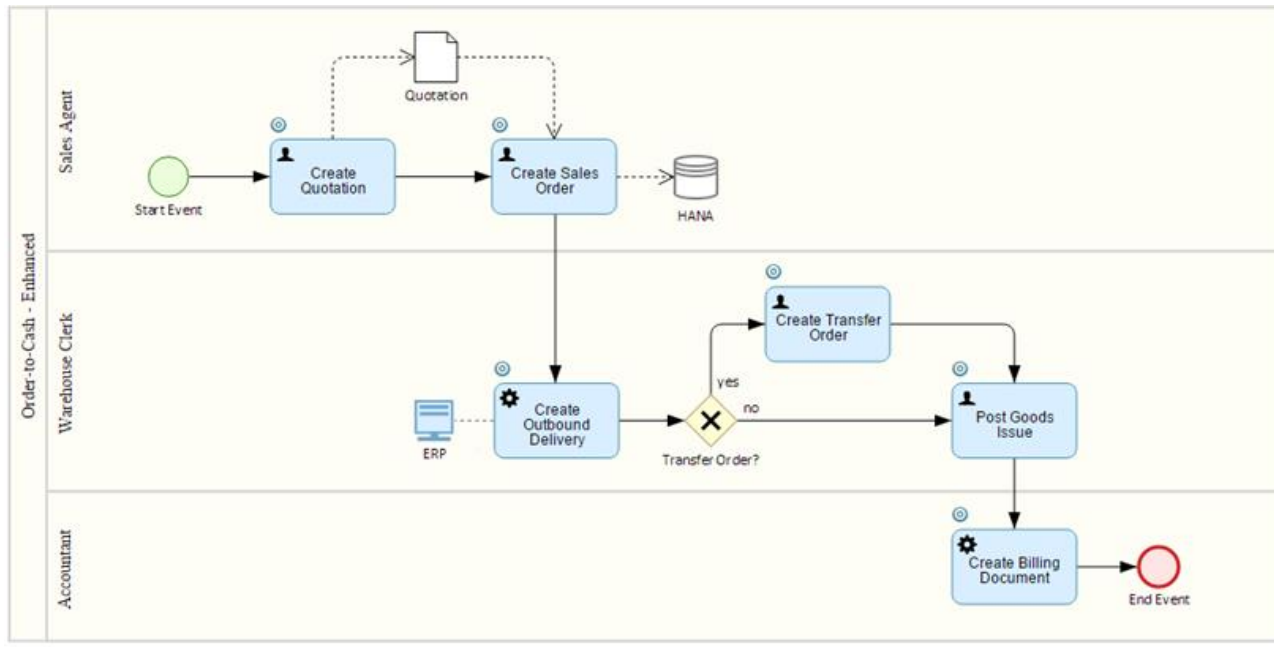


One Process Landscape for Business and IT

Process Management in SAP Solution Manager



Today, customers are challenged with synchronizing business models and processes with IT solution documentation across build and run.



Integrated graphical BPMN process editor

SAP Solution Manager solution documentation

- Web-based documentation experience
- Integrated BPMN process editor
- Multi-level hierarchies (**more than three**)
- Processes assembled from re-use libraries
- Processes are validated and optimized continuously based on real usage

Integrated process experience

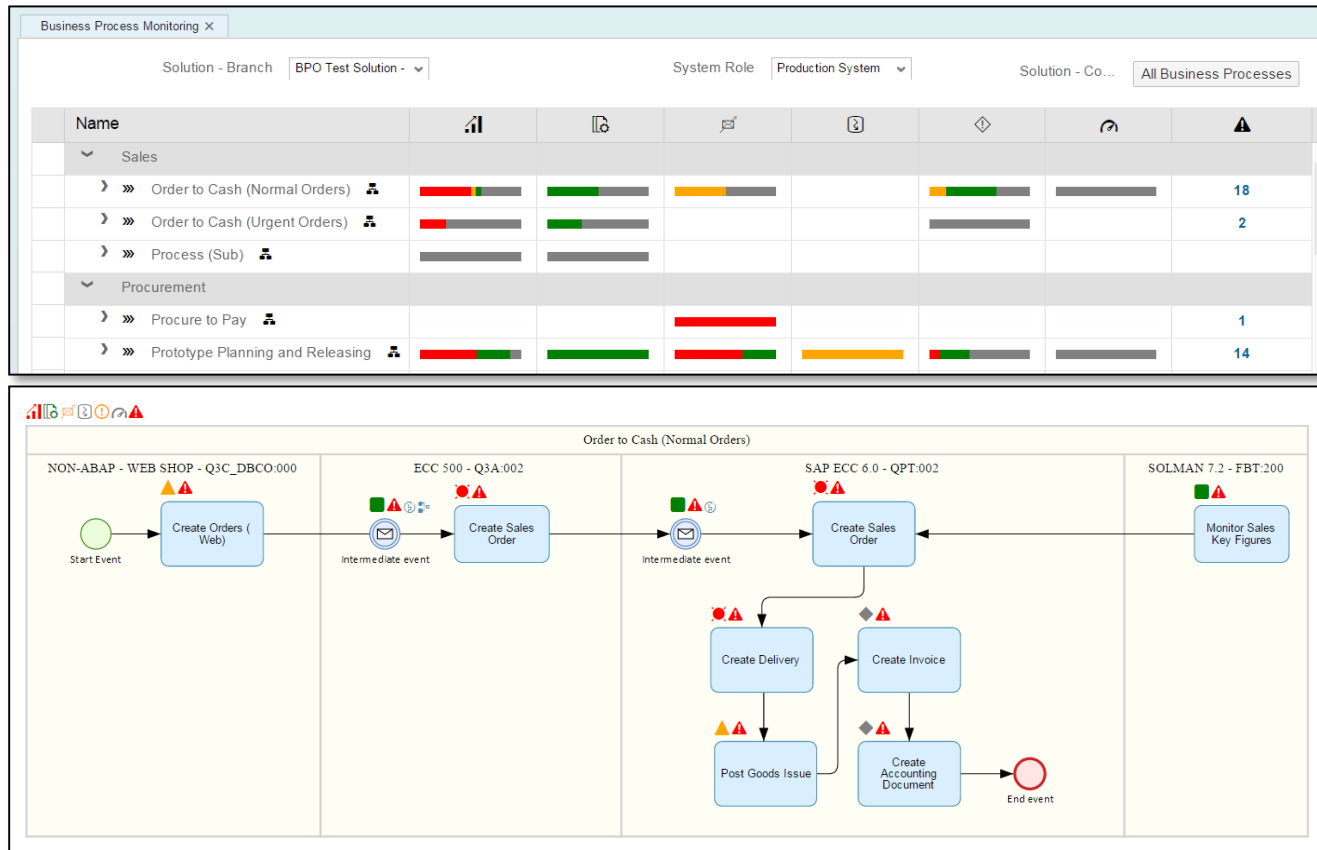
- Requirements Management
- IT Project and Portfolio Management integration
- Change and Request Management integration
- Test Management integration
- Business Process Monitoring integration

One Process Landscape for Business and IT

New Business Process Monitoring application



Process Management and Process Monitoring share the same foundation!



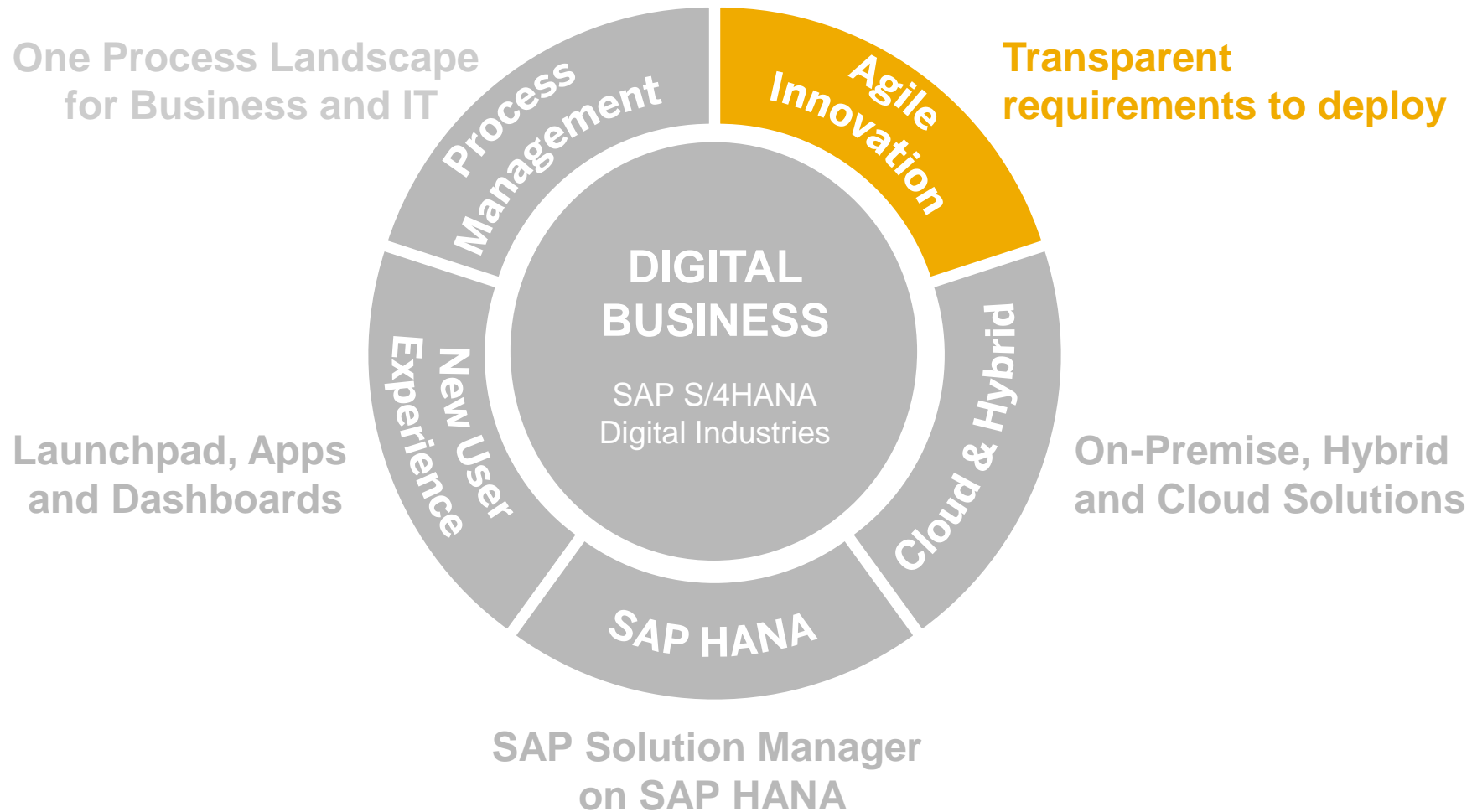
See the status of the last data collection for your business processes in a simplified tabular display, optionally per step or interface.

In addition, you can see a graphical representation of your business process flow. This makes use of the new process graphic from the solution documentation.

From both screens you can navigate to the details of the collected metrics (e.g. last measured value or detail list).

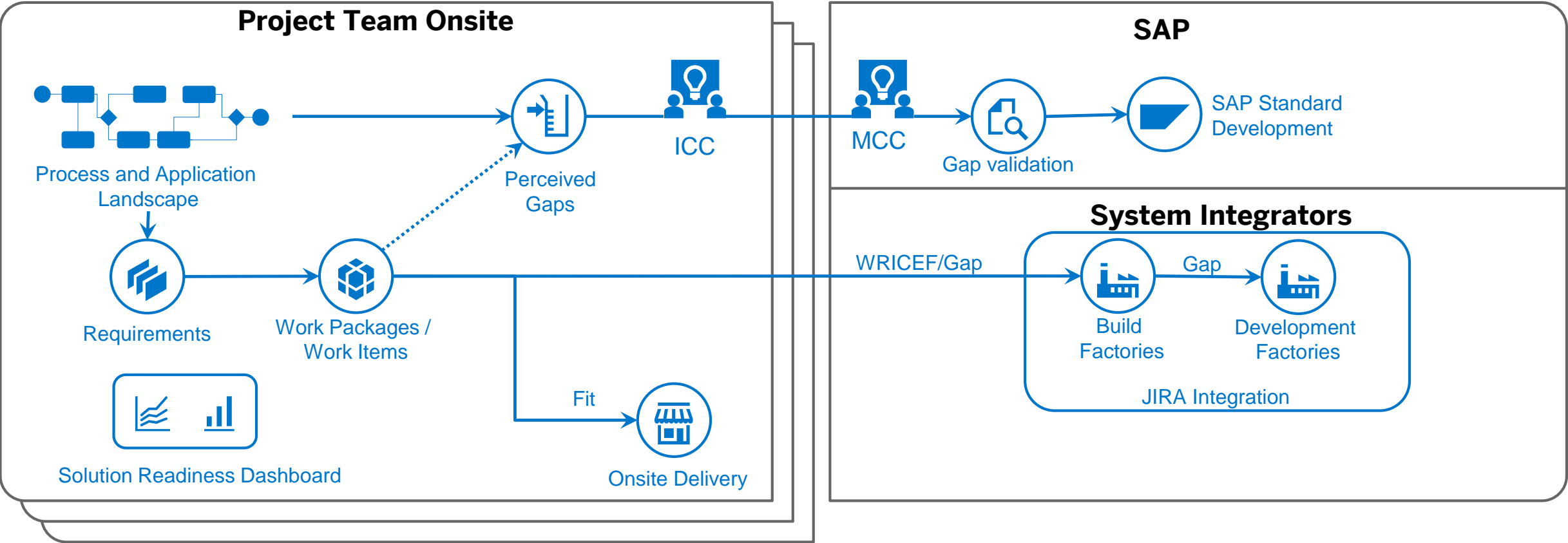
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Transparent Requirements-to-Deploy

Agile Delivery Model



Transparent Requirements-to-Deploy

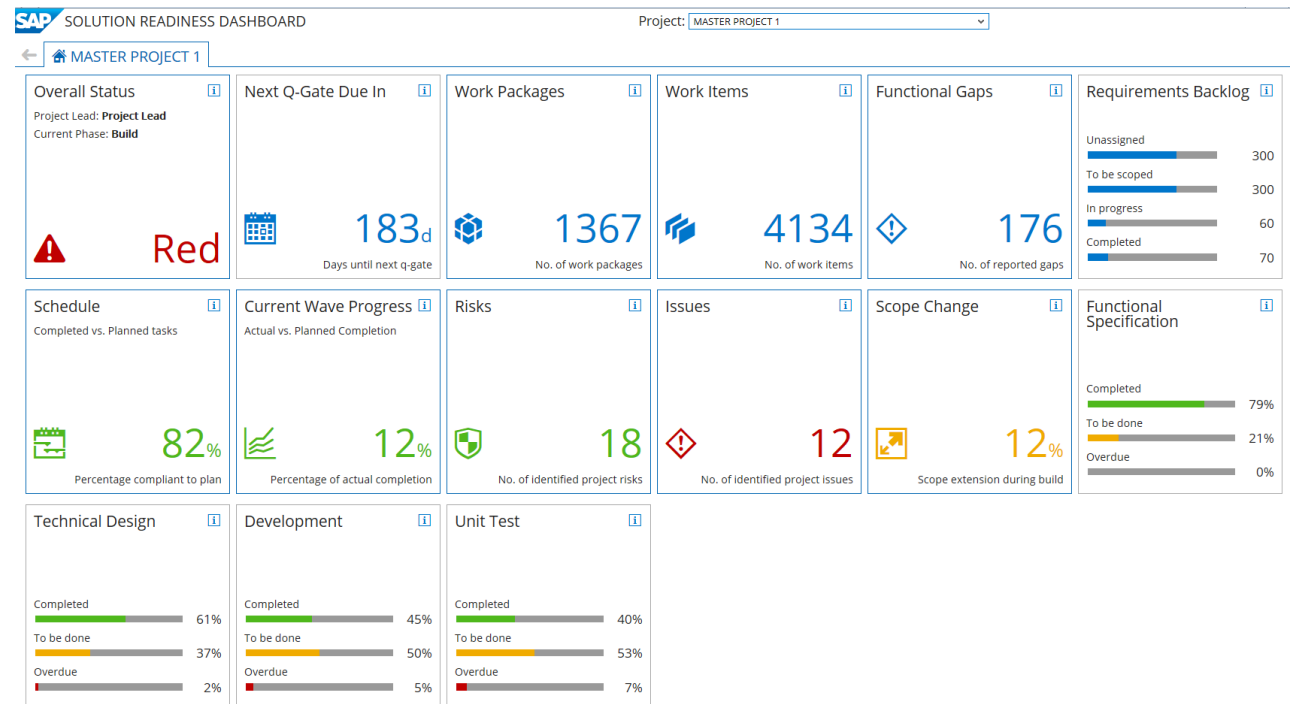
Outcome based delivery - constant feedback loops with the business



Ready-to-run, and integrated, tool-supported methodology to manage requirements and software development in large, agile projects.

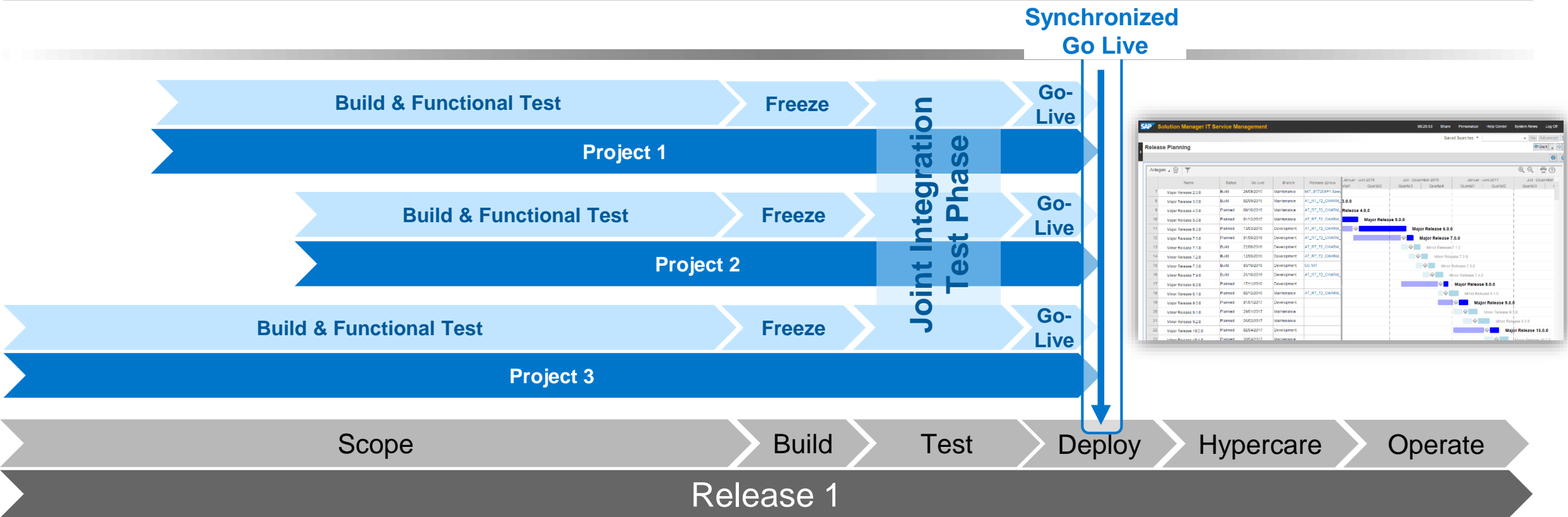
Value added by methodology & tools

- Automated visibility of solution readiness against due dates, with integrated risk management
- Management of distributed development teams
- Agile release and software engineering with optional JIRA integration
- Automated test planning, change & release management to support continuous delivery & integration and DevOps
- Full integration of demand, project, process, change, release and test management



Transparent Requirements-to-Deploy

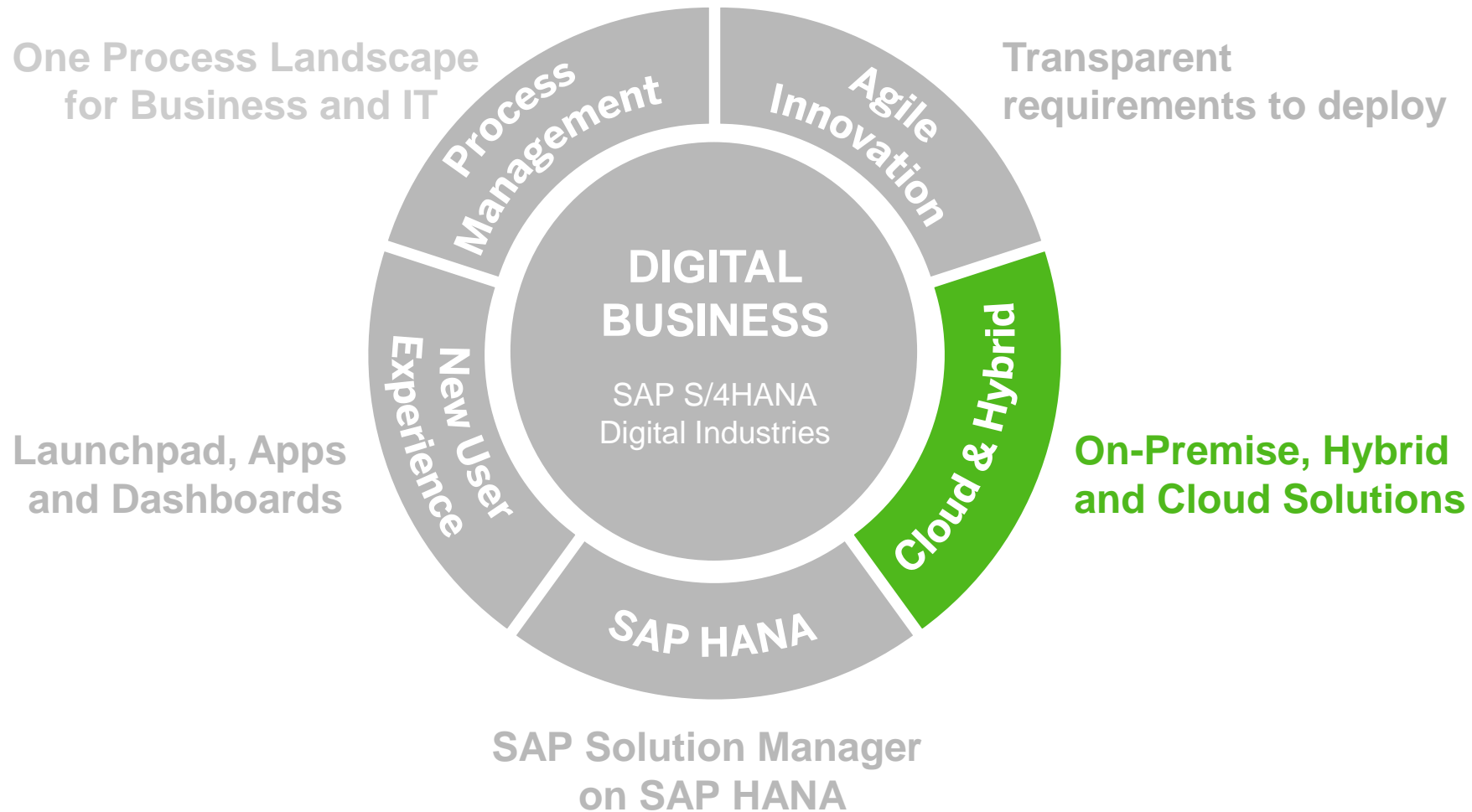
Release Management to synchronize projects and keep them under control



Reduce Risks, Simplify Go-Live Process, and Decrease Test Efforts

SAP Solution Manager 7.2

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On-Premise, Hybrid and Cloud Solutions

There Is More Cloud Than You Think!



SAP Solution Manager **for** Cloud

- Build, Deploy, and Run for SAP cloud products
- Same level of standards for cloud as on-premise



SAP Solution Manager **with** Cloud

- Maintenance Planner
- KPI Catalogue
- Roadmap Viewer
- SAP S/4HANA Readiness Check
- Best Practices



SAP Solution Manager **on** Cloud

- Cloud Appliance Library
- SAP Solution Manager as a Managed Service

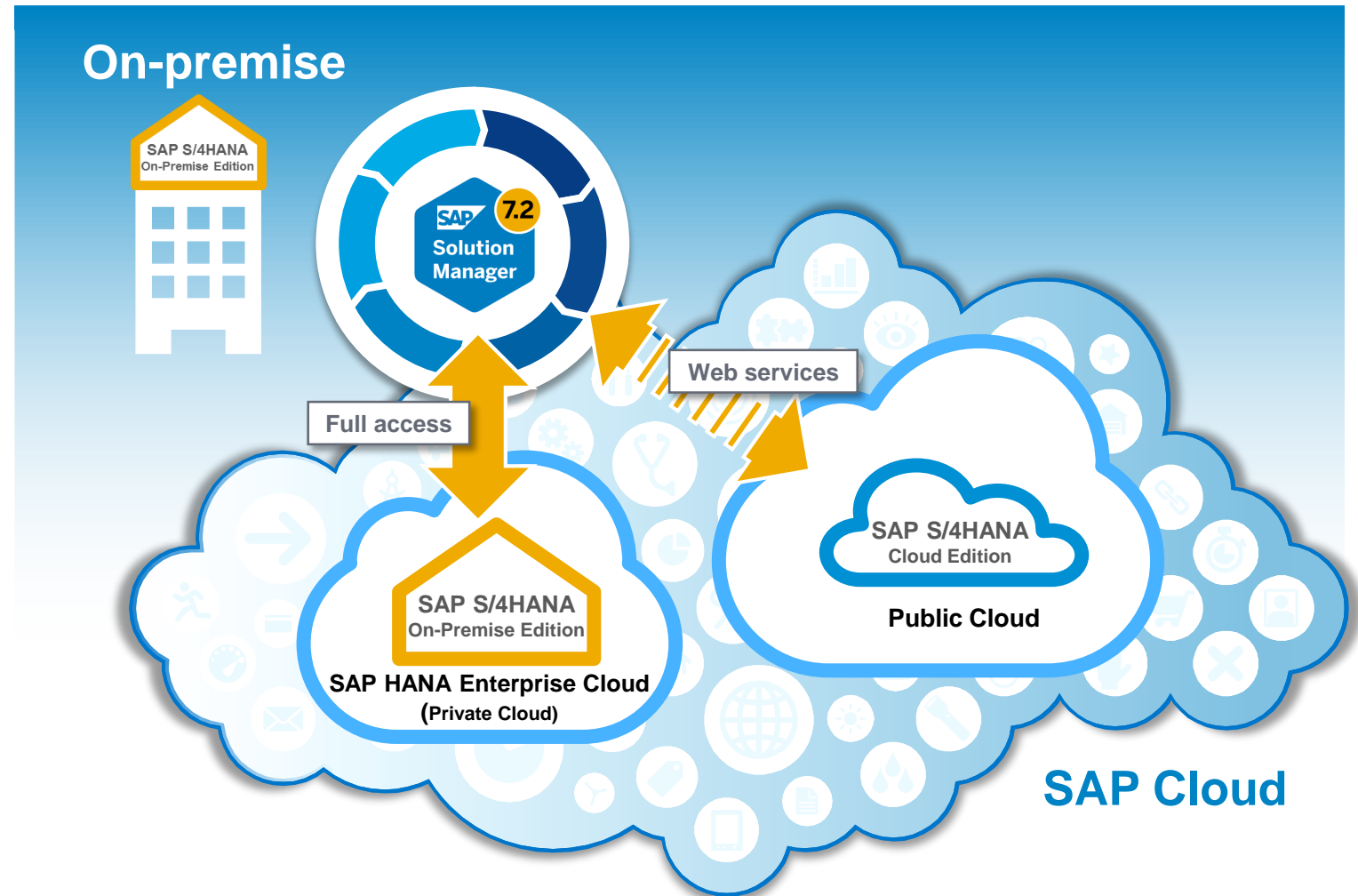
On-Premise, Hybrid and Cloud Solutions

SAP Solution Manager for the cloud



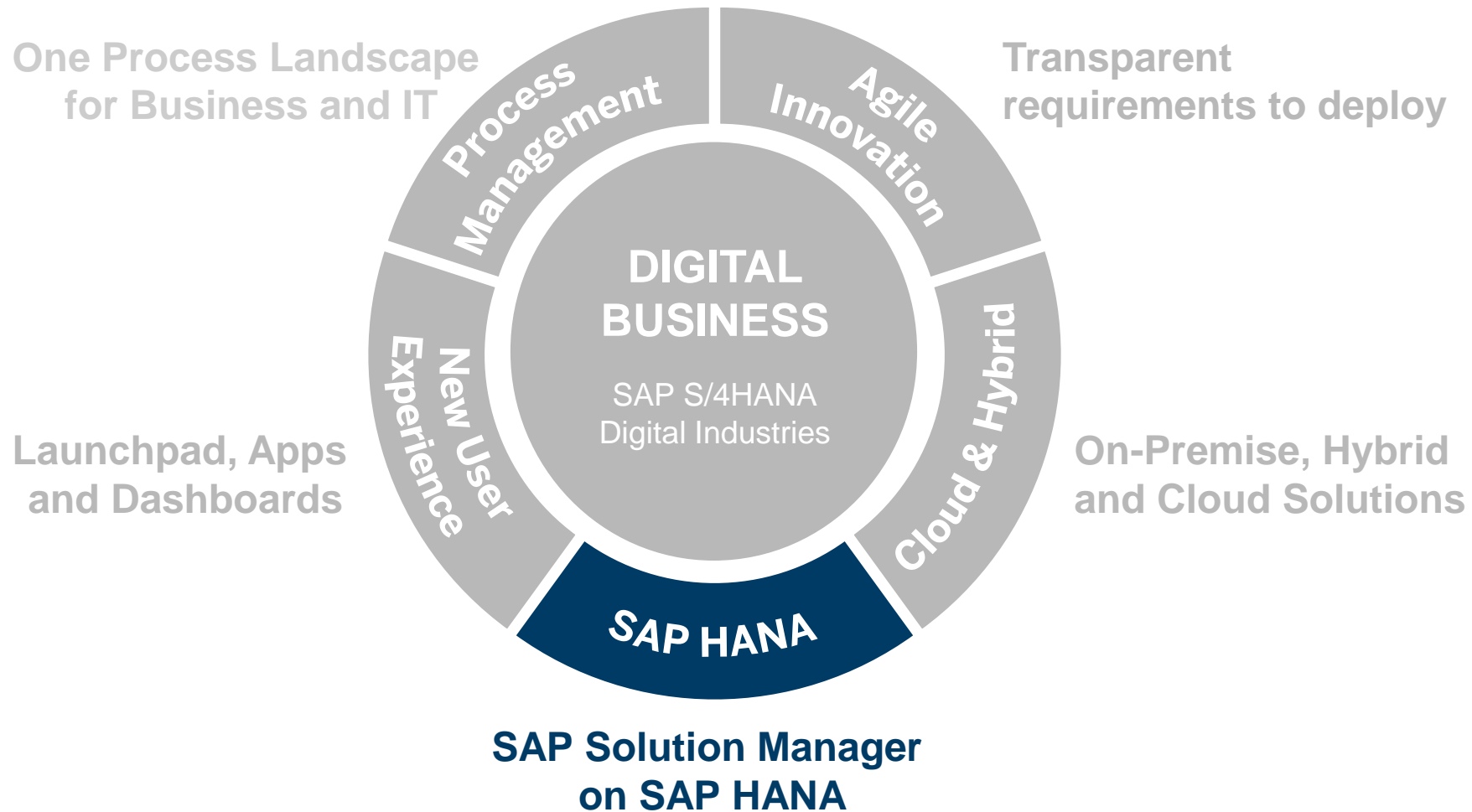
In hybrid cloud scenarios, SAP Solution Manager enables the collaboration between customer and cloud provider for:

- Solution Documentation
- Performance & Availability Management
- Interface Management
- Exception Management
- Data Consistency Management
- Business Process Management
- Maintenance Management
- Change Management
- Test Management
- IT Service Management
- Remote access



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SAP Solution Manager on SAP HANA

More value through in-memory technology



Why choose SAP Solution Manager 7.2 on SAP HANA?

Performance increase

- Drastically faster text search functionality opens new opportunities e.g. to work with documents, service reports, ITSM tickets

No additional SAP HANA license fee for SAP Solution Manager

- SAP HANA for SAP Solution Manager 7.2 is delivered for free within your support agreement

SAP HANA only strategy

- If SAP HANA is the only platform at your company, SAP Solution Manager 7.2 is your perfect lifecycle management platform

SAP Solution Manager as a door opener for SAP HANA

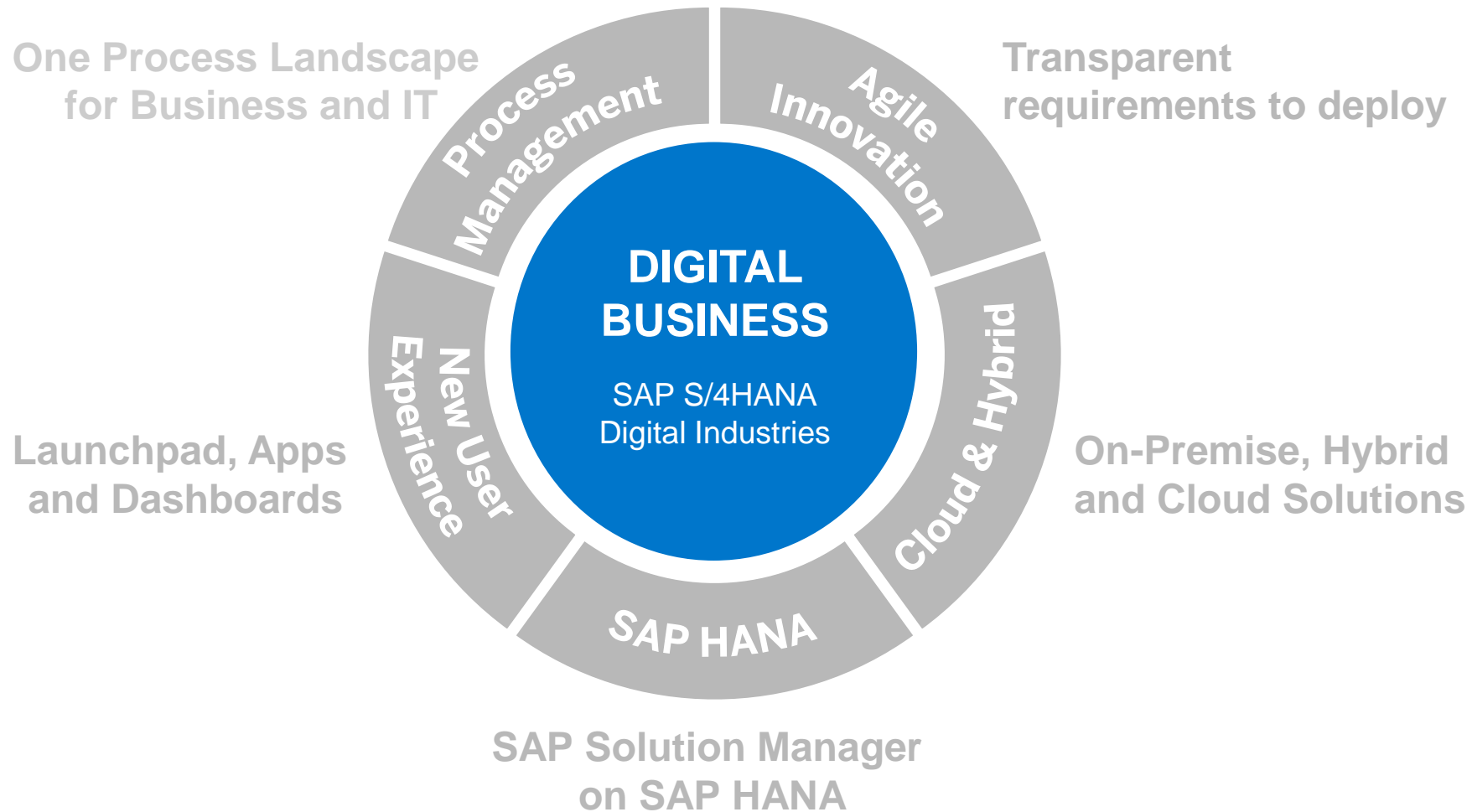
- First system in a general plan to migrate to SAP HANA and become familiar with it
- Preparation of SAP HANA operations



SAP recommends to execute your upgrade to SAP Solution Manager 7.2 and your migration to SAP HANA in one go.

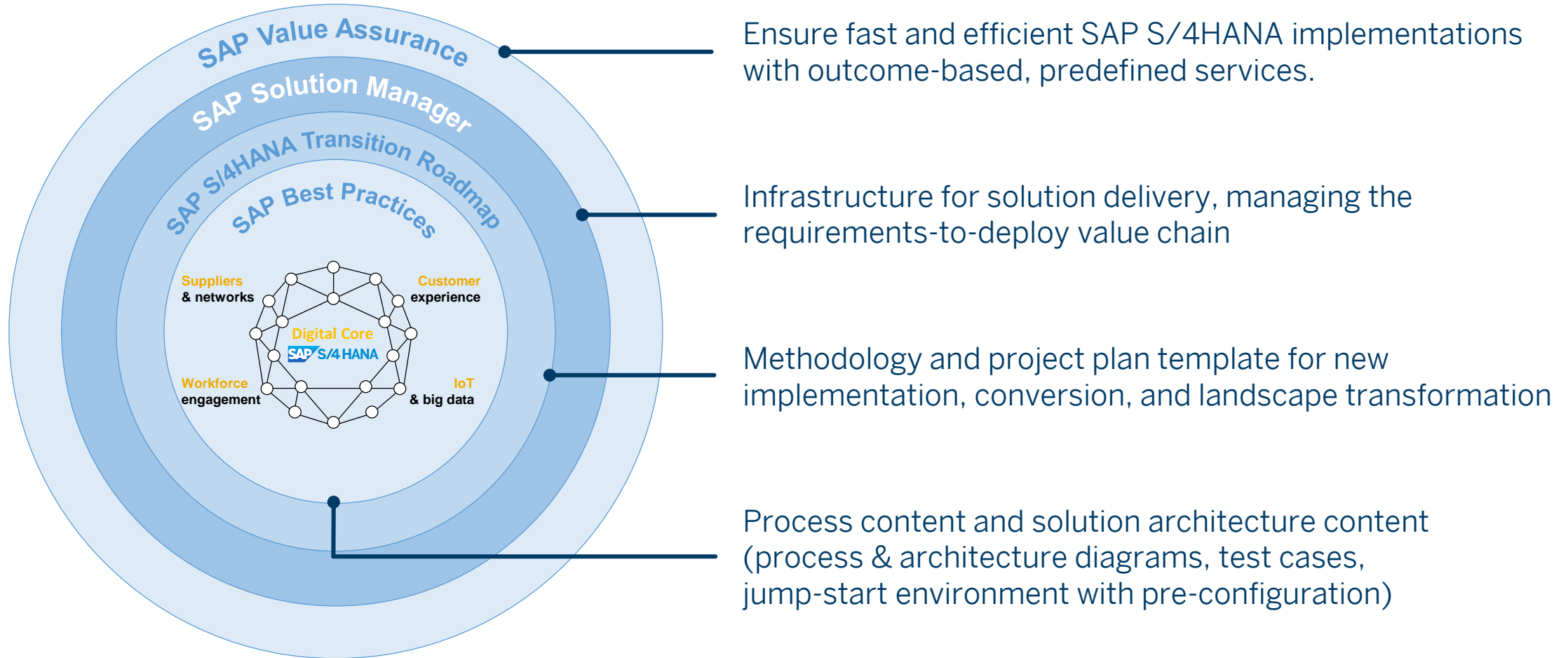
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SAP Digital Solution Rollout

The Big Picture



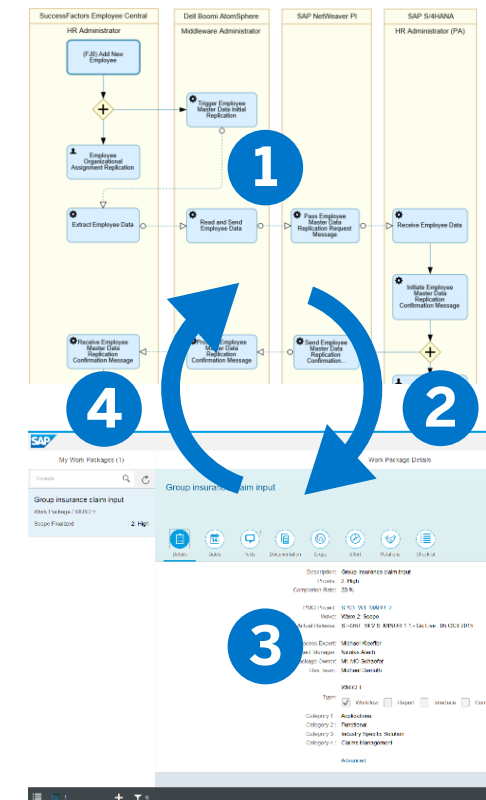
Digital Business

Use SAP Activate for SAP S/4HANA for delta scoping



SAP Activate provides SAP S/4HANA best-practice process content that consists of process diagrams, documentation, and configuration.

1. You can download this content into your SAP Solution Manager
2. From the diagram, you can jump into SAP FIORI apps in a pre-activated SAP S/4HANA trial system
3. Execute show and tell of the SAP S/4HANA innovations hands-on
4. Document requirements as a result of this fit/gap analysis



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Focused Solutions for SAP Solution Manager

Enter a New World And Start Thinking Differently



Focused solutions are turnkey solutions, made for immediate consumption.

Ready-to-run. Highly preconfigured and automated. Delivers all you need: Features, training ...
Based on SAP Solution Manager. Available to all customers.

Here is an example from our daily lives: Having Dinner

Cook your own meal

- ☐ Decide what you want to eat
- ☐ Find a recipe
- ☐ Make a shopping list
- ☐ Shop ingredients
- ☐ Prepare ingredients
- ☐ Set the table
- ☐ Eat
- ☐ Wash the dishes



You enjoy the preparation and eat your own food.

Go out to dine

- ✓ Decide what you want from the menu
- ✓ Order
- ✓ Eat
- ✓ Go home



You order, and enjoy.

Focused Solutions for SAP Solution Manager

Standard Software, Tailored to You



You get the solution you need. If you don't need it, don't buy it.

- + It's ready-to-run.**
- + All the benefits of a personal consulting solution without the cost involved.**
- + You get complete maintenance and support.**
- + You only pay what you use. No hidden costs. No shelf ware.**
- + Everybody can get it easily and instantly through SAP Store.**
- + Risk-free test drive, anywhere, anytime.**

= Starting at only € 250 per user.

Looking for more information? Local partners are available.



Focused Build

- Automated visibility of solution readiness against due dates, with integrated risk management
- Management of distributed development teams
- Agile release and software engineering with JIRA integration
- Automated test planning, change & release management to support continuous delivery & integration and DevOps
- Full integration of demand, project, process, change, release and test management

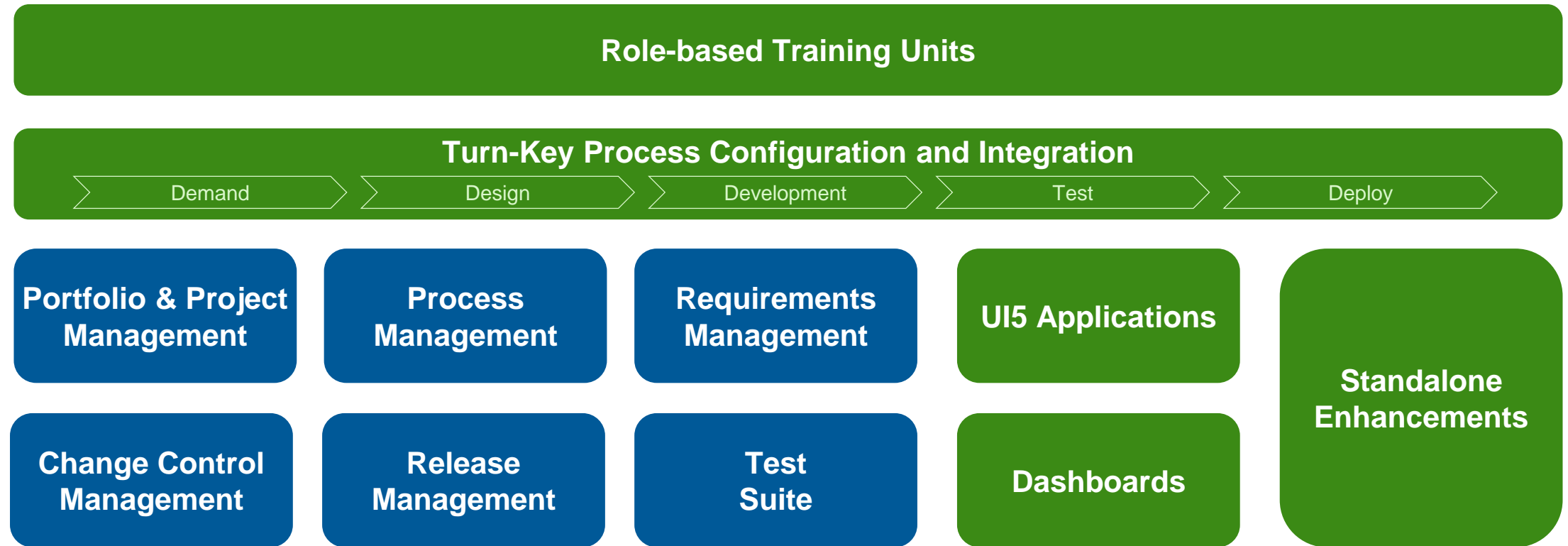
Focused Insights

- Build custom-specific, easy-to-use dashboards in minutes
- Pre-packaged content with simplified configuration models, no programming needed
- Monitor 800+ best-practice KPIs, pre-selected for standard use cases
- Mix real-time or historic metrics from across all SAP Solution Manager use cases
- Ideal to build your ICC and OCC
- Enable top-level, strategic, KPI-driven management for the business solution for IT and Business

Further Focused Solutions are planned.

What Is Included in Focused Build?

Focused Build



■ : Powerful, and flexible, configurable engines of SAP Solution Manager ■ : Turn-key solutions tuning powerful engines for a focused use case

Value of Focused Build



~ 250 PD * € 1,500 = € 375,000
(+ cost for maintenance & upgrade
3% = € 11,250 per year)

(75 users * € 250) + (10 PD¹ * € 1,500) = € 33,750
(no cost for maintenance & upgrade,
rental fee per year)

¹) Configuration and setup

Focused Build

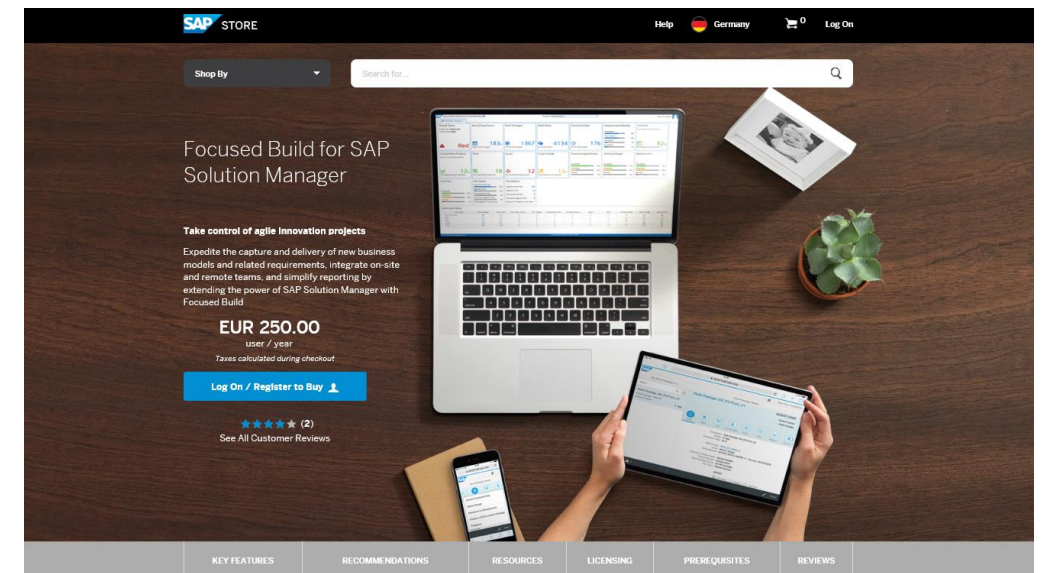
Outcome based delivery - constant feedback loops with the business

Out now and available
on **SAPStore.com**

Ready-to-run, and integrated, tool-supported methodology to manage requirements and software development in large, agile projects.

Value added by methodology & tools

- Automated visibility of solution readiness against due dates, with integrated risk management
- Management of distributed development teams
- Agile release and software engineering with optional JIRA integration
- Automated test planning, change & release management to support continuous delivery & integration and DevOps
- Full integration of demand, project, process, change, release and test management



Solution Overview



Strengthen requirements gathering

Capture new business models and related requirements quickly and easily. Jump-start your project and save time by eliminating lengthy paper blueprints.



Optimize solution development

Integrate and orchestrate on-site and remote teams to facilitate collaboration throughout the project. Manage agile development in waves and sprints.



Automate program and project reporting

Track solution readiness and delivery progress automatically and enhance project monitoring activities with meaningful data visualizations in dashboards.

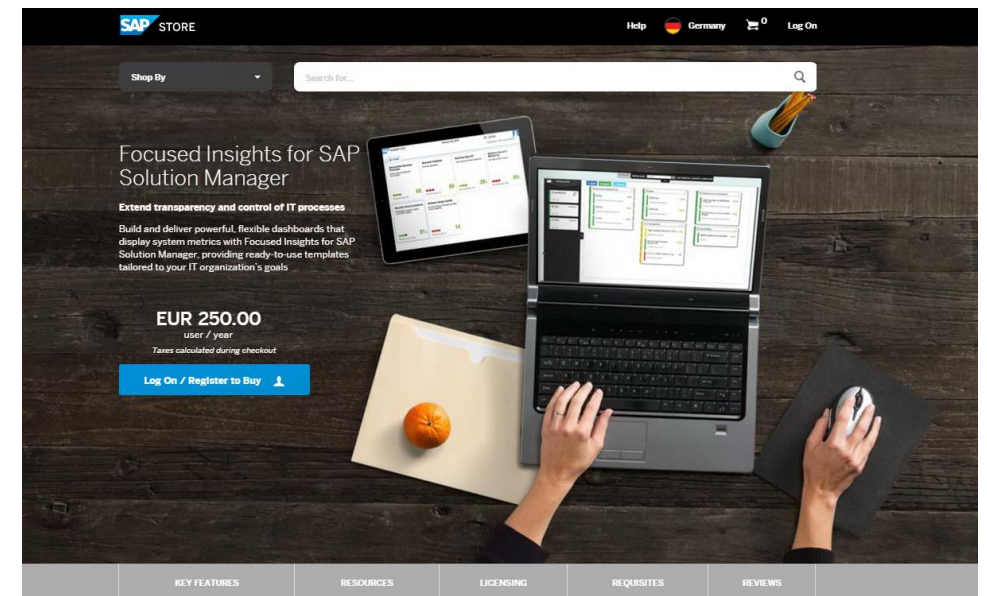
Focused Insights for SAP Solution Manager

Out now and available
on **SAPStore.com**

Build and distribute powerful customer-specific dashboards in minutes using state-of-the-art user experience.

Value added by methodology & tools

- Build custom-specific, easy-to-use dashboards in minutes
- Pre-packaged content with simplified configuration models, no programming needed
- Monitor 800+ best-practice KPIs, pre-selected for standard use cases
- You can mix real-time or historic metrics from across all SAP Solution Manager use cases
- Ideal to build your ICC and OCC
- Enable top-level, strategic, KPI-driven management for the business solution for IT and Business



Support daily operations and strategic initiatives



Deliver targeted dashboards
Streamline the way your IT organization creates dashboards and reports that align with its objectives and requirements for operations, monitoring, governance, application performance, and program readiness



Personalize content
Deliver content tailored for all roles in your organizations, using the same set of indicators, from real-time metrics to long-term strategic IT KPIs for operators, administrators, managers, and executives



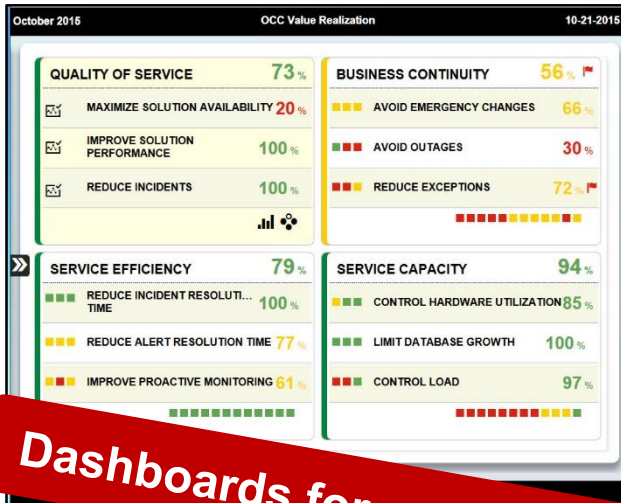
Improve IT performance
Take advantage of all metrics and indicators collected and maintained in SAP Solution Manager. Measure, monitor, and control performance using trends and statuses in dashboards.

Focused Insights Use Cases



Strategy

Objective compliance

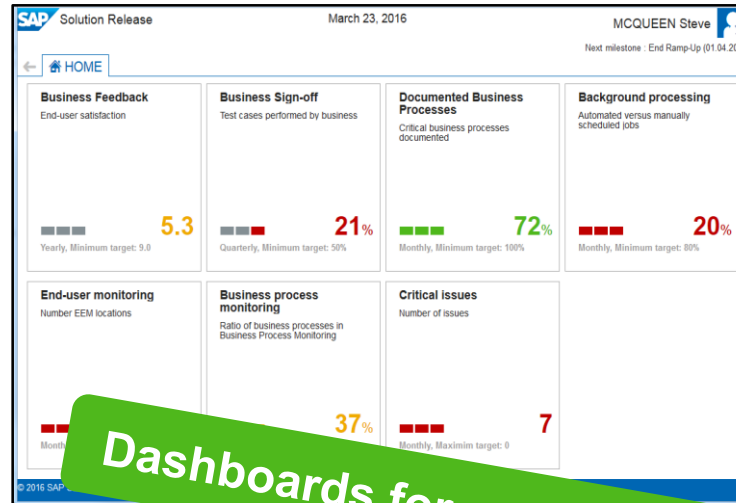


Dashboards for executives



Governance

Service Levels

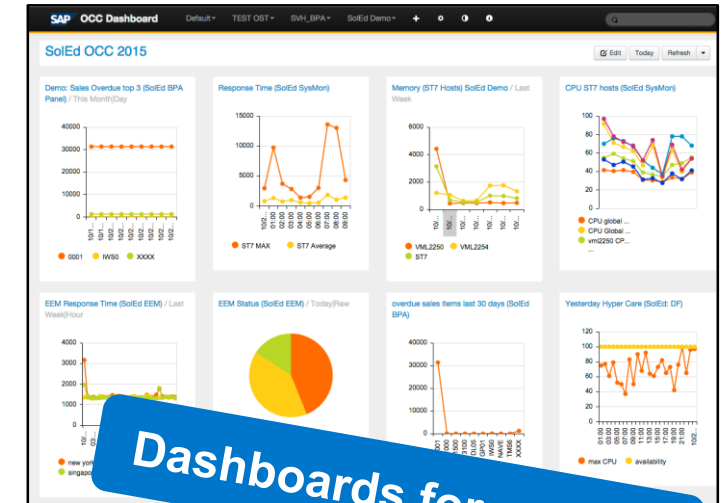


Dashboards for managers



Operations

Pro-active detect-to-correct



Dashboards for experts

SAP Solution Manager 7.2

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What happens when you upgrade to SAP Solution Manager 7.2?



Upgrade to new functionality

Key developments

- Process Management incl. BPMN 2.0 modeling
- Release Management
- Project Management

Upgrade to latest technology

Upgrade to SAP HANA as a database:

- License for SAP Solution Manager included in support contract
- Migrate SAP HANA to consolidate all applications on SAP HANA
- Build up experience in running SAP HANA

Upgrade User Experience

Fiori meets SAP Solution Manager:

- SAP Solution Manager launchpad for personalized user experience
- Fiori Apps for dedicated use cases

Upgrade to new maintenance interval

Receive mainstream maintenance beyond 2017:

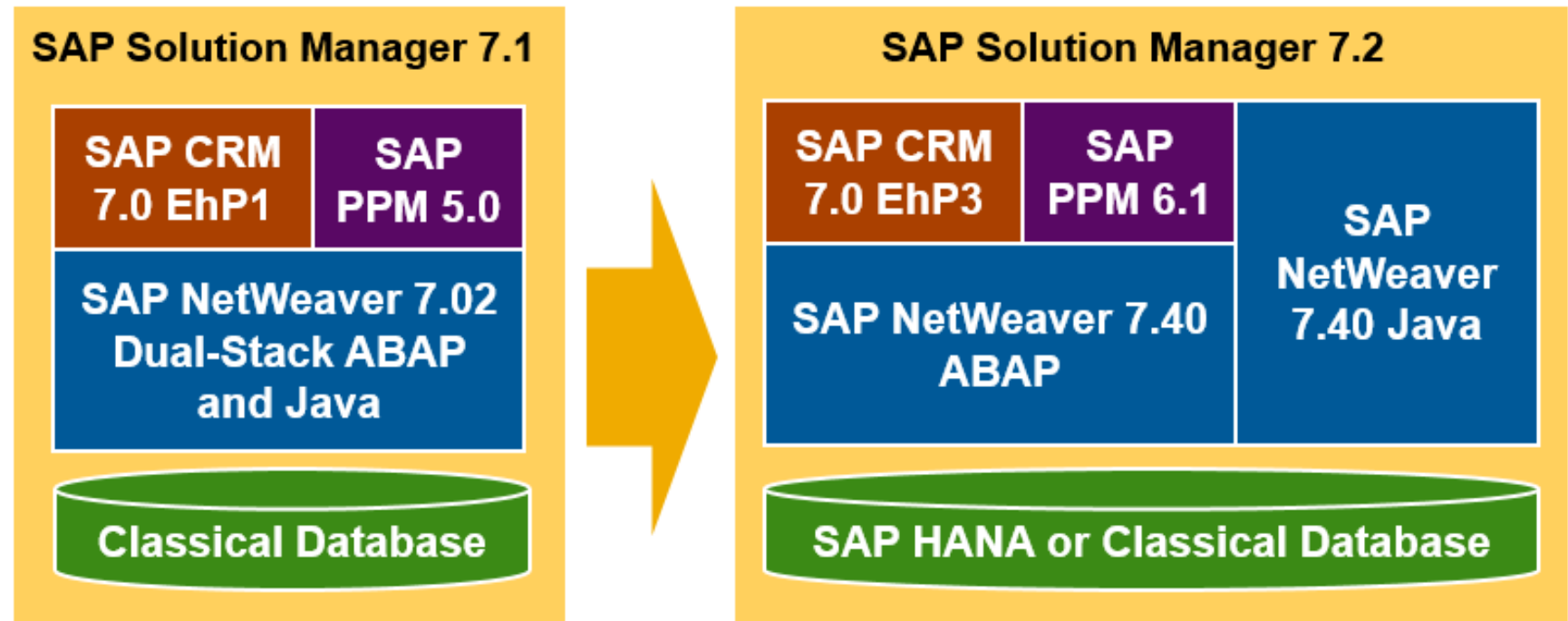
- Packaged corrections (notes, support packages)
- Technology updates (new databases and operating systems)

SAP Solution Manager 7.2 Technical Stack View



Stack Split

- SAP Solution Manager 7.2 runs 2 single stacks
- Split is done after upgrade



The upgrade from SAP Solution Manager 7.1 to 7.2 is a *standard procedure*

Upgrade impact

Low effort	No to minimal training and configuration effort, almost a non-event, can be treated as small change
Medium effort	Some training effort, configuration changes required, can be treated as minor release
High effort	Full training and configuration required, needs to be treated as major release

Scenario	Details of Impact	Impact
Project Management	Project Management capabilities are similar between 7.1 and 7.2	Low
IT Service Management	No disruption to 7.1 functionality, innovation can be adopted at own pace	Low
Landscape Management	Simplification (Maintenance Planner can also be adopted without upgrade; more consistent handling of landscape entities with removal of the product system)	Low
Data Volume Management	No disruption to 7.1 functionality, innovation can be adopted at own pace	Low
Application Operations	No disruption to 7.1 functionality, significant renovation of user experience (UI5 instead of flash). No architecture changes in Monitoring and Alerting infrastructure	Medium
Change Control Management	Simplified landscape concept to be implemented (Logical component groups), included in content activation	Medium
Custom Code Management	Complete redesign of technical infrastructure, migration wizard execution is required	Medium
Process Management	Complete redesign of Solution Documentation, Content Activation required, additional innovation can be adopted at own pace	High
Test Management	Complete redesign of Solution Documentation and assigned test cases, Content Activation required, no upgrade of existing Test Plans	High
Business Process Operations	Complete redesign of Solution Documentation, Content Activation required, adoption of Monitoring and Alerting infrastructure required	High

Activation starts today!

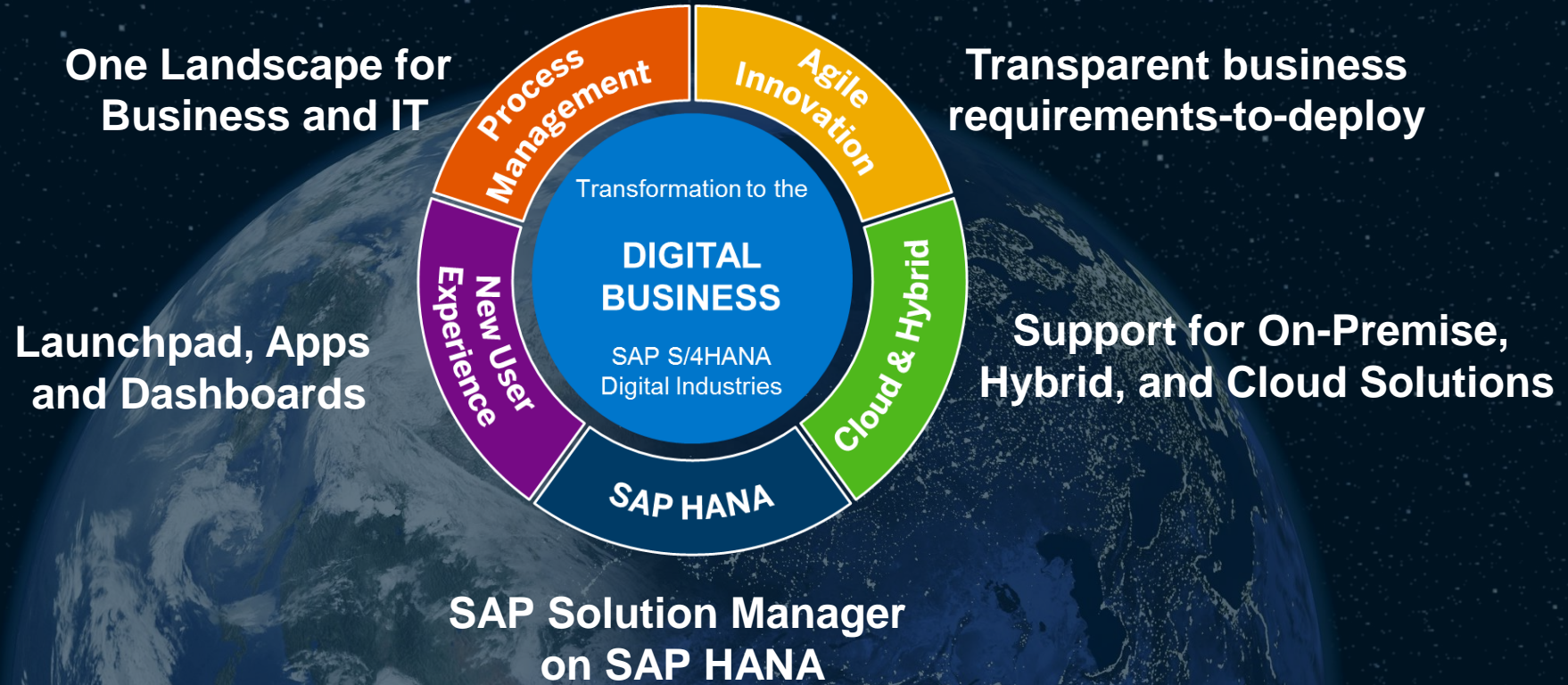


For SAP Solution Manager customers we offer

- Quick identification of those parts of your solution documentation which matter to you
- Decision support to plan and execute content activation
- Best practices, services, and tools for the upgrade to SAP Solution Manager 7.2
- Unparalleled special upgrade support for SAP Solution Manager 7.2

Upgrade preparation services are available today. Your journey starts today!

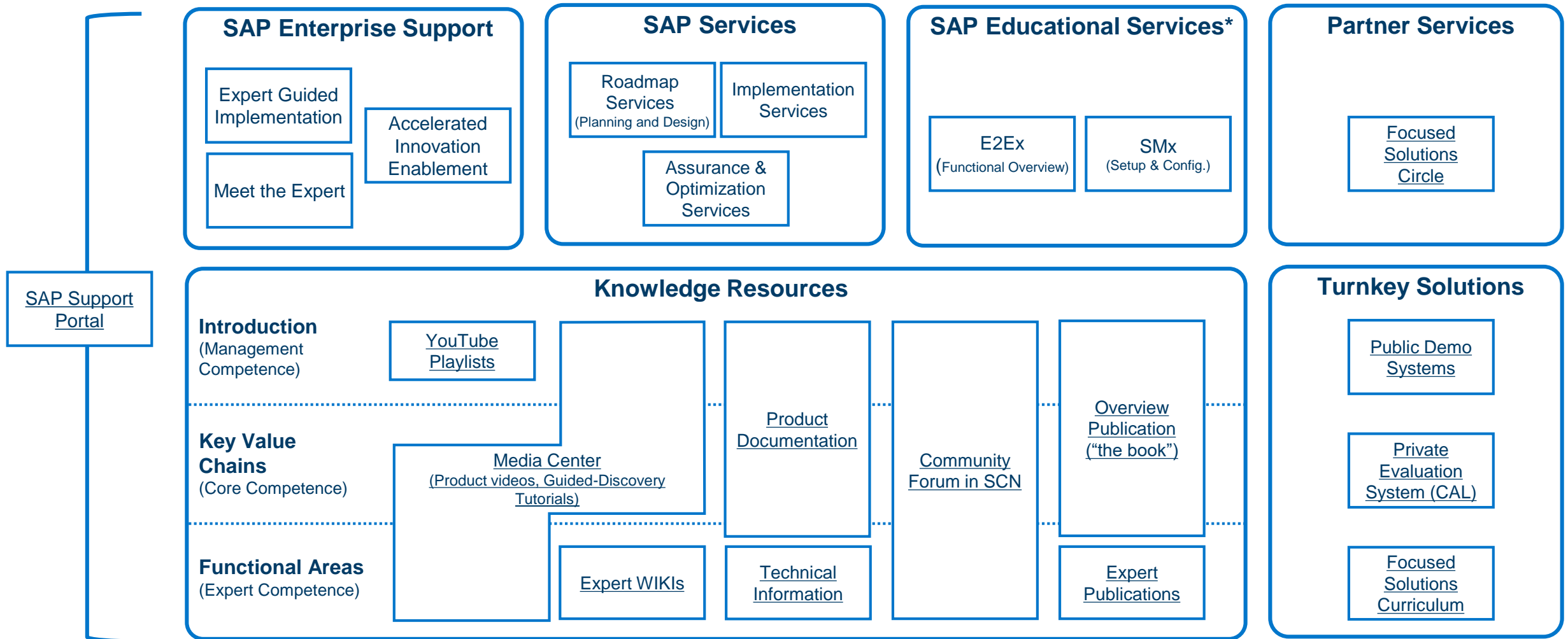
Key Take-Aways



SAP Solution Manager is the **Digital Business Services delivery platform** and a true value companion for **SAP S/4HANA and Digital Industries**

Focused Solutions complement SAP Solution Manager with **Focused Build** and **Focused Insights**.

SAP Solution Manager Knowledge Resources & Services



*) Planned availability Q1 2017

Thank you.

Solution Management
Digital Business Services, SAP SE



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