

Common Solution Manager Use Cases

> Enowa Solution Manager Overview

Enowa's Solution Manager consultants have decades of experience in application lifecycle management and deliver a full suite of Solution Manager functionality, as well as its touch points to third-party tools. Leading the industry, Enowa defines and implements client-specific Solution Manager roadmaps related to technology strategy, needs, and pain points. This allows clients to implement various functions from Global Templates to Testing to Diagnostics to Change Request Management. Enowa's globally renowned team consists of authors and delivery experts with involvement in many Solution Manager implementations.

Enowa's dedication to being the leader in SAP Solution Manager consulting is proven by our track record and industry influence. While the components of SAP Solution Manager are many, Enowa has been a leading advisor, directing clients on the functionality best suited for their business. Additionally, Enowa has provided the support, on a client-by-client basis, to enable selected functionality to be implemented and utilized.

> Service Desk

provides central management of SAP application incidents.

Introduction

The Service Desk component provides a platform to create and process messages (tickets for SAP systems). Service Desk can be enabled for a simple repository of SAP notes or for a robust incident management solution.

Overview of Features

A Service Desk message (end-user ticket) can be created directly within the transaction from which the error was detected. Service Desk automatically captures critical technical details such as the transaction the user is having trouble with, database version and service pack levels. This information is forwarded to support teams or SAP as an escalation path with workflow and email notifications to streamline resolution. Service Desk includes reporting capabilities to help track key end-user support metrics.

Enowa finds most clients opt to integrate Service Desk with Solution Manager's ChaRM solution. In this case, Change Requests can be created directly from an end-user ticket. The ticket is linked to the Change Request, Correction Type and Maintenance Cycle in which the change was released to production. The integrated components of SAP Solution Manager support a transparent and logical end-to-end ticket and change management solution.

Rationale

Tracking, reporting, and alerting SAP application tickets or incidents becomes unreliable and inconsistent as tickets are processed across multiple applications; end users and support teams access multiple tools to track SAP application tickets. Consolidating support applications and implementing Service Desk takes greater advantage of existing SAP license fees and eliminating re-keying information into help-desk systems and third party tool integration efforts.

> Business Process Monitoring (BPMon)

will proactively monitor critical business processes to prevent cost-intensive downtime.

Introduction

BPMon monitors selected business process steps and interfaces critical to a support organization. Since BPMon leverages the Business Process Structure, monitoring is specific to customer defined business processes.

Overview of Features

In addition to real-time monitoring functionality, BPMon serves as the technical driver for error handling procedures and escalation paths. BPMon provides an organizational interface between business teams and technical administrators by linking technical errors/problems to a specific business process. By monitoring important business processes in real-time, problems are detected early before becoming critical to business operations. BPMon integrates tightly with Solution Manager Service Desk to generate messages and notifications based on key alert thresholds. Common examples Enowa finds at clients where BPMon is used include:

Business documents that are not processing in a timely manner

Transactional data errors not resolved quickly

Identified areas where end user training has been missed

Organizational units with high backlog of open documents

Rationale

Technical support staff will quickly react and resolve application errors occurring on the business front end. BPMon proactively identifies errors and issues which significantly reduces the reactive effort in which errors are resolved. In addition to identifying problems before they arise, BPMon drives problem resolution by handling and escalating before becoming critical to the business.

> visit our website: www.enowa.com

> Change Request Management (ChaRM)

allows approvals, workflow, and control over SAP change management and associated transports.

Introduction

ChaRM is a must for streamlining standard SAP TMS processes. Enowa's approach allows clients to start small and continue by rolling out ChaRM for an entire SAP landscape, activating the Enhanced Change and Transport System (CTS+) to extend capabilities to non-ABAP related changes (e.g. changes to PI, BI, EP systems).

Overview of Features

Standard change management processes align with ITIL standards and are available out-of-the-box for processing ABAP development and configuration changes. These processes support changes that are approved as:

Normal Corrections – Changes bundled together and moved together into the QAS and PRD systems based on Maintenance Cycles (i.e. weekly, bi-weekly, monthly, etc.).

Urgent Corrections – Changes that must be fast-tracked to production and cannot be dependent on a maintenance cycle (i.e. immediate).

Administrative Corrections – Changes that do not require a transport request, but can be tracked and approved per standard change management process.

Test Messages – If a normal correction must be corrected before moving to production, a Test Message correction can be created and attached to its corresponding normal correction so the two move to production together.

ChaRM is built upon existing TMS settings and the CRM layer of Solution Manager. This CRM layer provides all essential change transactions (4 points above) and is customizable to enable workflow, approvals and notifications. With out-of-the-box reporting capabilities, Change Managers report on the status of changes and identify where a change is within the overall release management process.

Rationale

The scalability of ChaRM is advantageous. ChaRM manages complex system landscapes, specifically SAP landscapes which are growing; manual e-mail approvals/tracking spreadsheets becomes an issue and are not effective. A central, scalable tool to automate change and release management activities is necessary. ChaRM drives the change management process end-to-end ensuring reporting, traceability and satisfying audit requirements.

> About us

Enowa is a **definitely different** SAP consulting company that stands out from the crowd. For about a decade, clients have called on Enowa experts who understand their business, communicate effectively, and consider knowledge transfer part of their responsibility. Clients benefit in having access to a stable and consistent team year after year and project after project, making Enowa a trusted advisor for SAP Business Initiatives. This value allows Enowa clients to make and execute business decisions with comfort – **definitely different**.

> Implementation Toolkit

provides structure for implementation teams and comprehensive documentation for support teams.

Introduction

Enowa will establish a Business Process Structure (BPS) in a Solution Manager implementation project to kick off Solution Manager activity. The BPS is a hierarchical representation of an organization's business processes, represented in an end-to-end manner. This is the backbone for driving implementation activities. A seamless link to target systems (evaluation, development, testing) allows instant access to other SAP systems leveraged by support teams and drives Solution Manager operational capabilities.

Overview of Features

A populated implementation project replaces spreadsheet-based Business Process Master Lists (BPML's). Enowa determines with clients what is appropriate usage:

Document Repository / Document Management

Organizing, launching, and documenting configuration and development activities

Preparing for Test Management

Documenting interface scenarios

Managing a global rollout

Creating learning plans assigned to end user roles

Logging issues

Tracking project team members and implementation activities

Rationale

The Implementation Toolkit is a quick win to document an overall SAP solution to enable future support team members. Important elements to the SAP landscape are mapped according to business processes which promote more efficient support efforts. Enowa ensures all documentation is accounted for in one centralized, organized location to help future activities. Regardless if you are implementing right now or looking to re-document existing business processes into Solution Manager, Enowa will help with the right use of Solution Manager.



Sales and Marketing

967 East Swedesford Road · Exton, PA 19341

phone (610) 296-3640

fax (866) 582-7652

info@enowa.com · www.enowa.com