



**Designing, implementing, and keeping your enterprise IT solutions up and running at peak performance around the clock has never been more vital to your business success than it is today. SAP® Solution Manager, based on SAP's IT service and application management strategy, is the platform that helps you make the most of SAP's support services – significantly lowering your total cost of ownership and minimizing your risks.**

## **SAP Solution Brief**

# **SAP® SOLUTION MANAGER: A PLATFORM FOR REDUCING RISK AND TOTAL COST OF OWNERSHIP**

## **PEAK PERFORMANCE FROM YOUR IT SYSTEMS, 24/7**

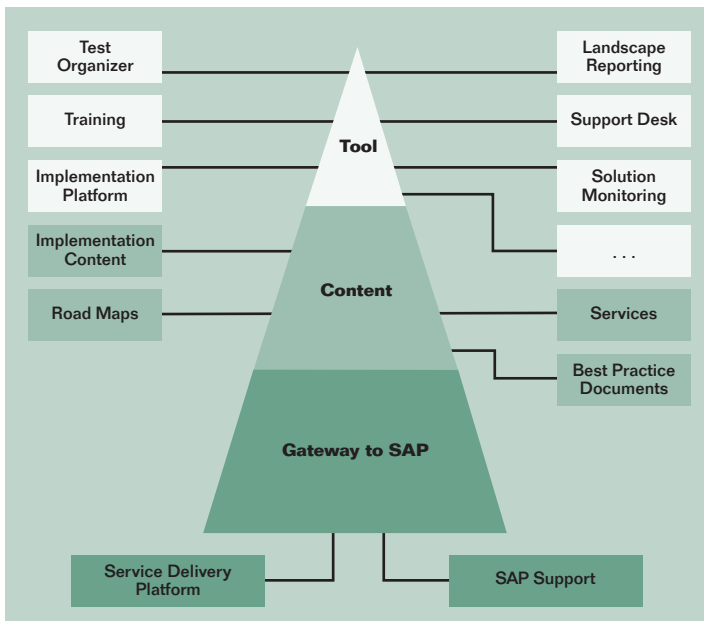
Addressing the challenge of creating and maintaining the IT solution that binds your whole enterprise is ceaseless, complex, and costly. Your solution must not only run at top performance at all times, but must also be continually modified and upgraded to keep it innovative and competitive, sharp as a tack. To expertly manage and minimize this ongoing complexity and cost, you need a platform designed to do just that.

SAP® Solution Manager is a centralized solution management platform that provides the tools, the integrated content, and the gateway to SAP that you need to implement, support, operate, and monitor your SAP solutions. It helps to minimize risks and to reduce total cost of ownership (TCO). SAP Solution Manager runs in your solution landscape and facilitates the technical support of your distributed systems.

## **INCREASE THE EFFICIENCY OF YOUR IT ORGANIZATION**

Today, a company spends, on average, about 60% of its IT budget on the operation of its IT solution, 30% on consolidation, and only 10% on innovation. With shrinking IT budgets paired with a growing need for innovation to stay competitive, the requirement for a new and efficient support infrastructure is clear.

SAP Solution Manager satisfies that requirement completely. SAP Solution Manager increases the efficiency of your IT organization, enabling centralized management of multicomponent landscapes, reducing complexity, and automating processes. Hence, it reduces the cost of ownership of your IT solution in all phases of the life cycle. In addition, the acceleration of implementation and change management projects leads to an even faster ROI.



SAP Solution Manager's centralized solution management platform for peak IT performance

## THE KEY CAPABILITIES OF SAP SOLUTION MANAGER

SAP Solution Manager equips you with a new capability in solution management, covering all relevant aspects of your IT solution implementation, operations, and continuous improvement. The key capabilities enabling this broad coverage include the following:

- **Implementing mySAP™ Business Suite**  
 SAP Solution Manager provides content and integrated document management that accelerates implementation of mySAP Business Suite. Configuration information and a process-driven approach to implementation speed the blueprint, configuration, and final preparation phases. SAP Solution Manager enables efficient project administration and centralized control of cross-component implementations.
- **Global rollout**  
 The tool set eases process standardization and harmonization across organizations and locations by providing proven methodologies and all necessary functionality. You can more easily

implement standardized settings at local sites, because configuration settings need not be reentered into local components.

- **Customizing synchronization**

With SAP Solution Manager, you can maintain consistency as you customize your heterogeneous IT environment. SAP Solution Manager enables safer administration of customization, less error-prone replication of custom settings, and simpler consistency checks. SAP Solution Manager reduces manual synchronization efforts by automatically distributing custom settings to various systems simultaneously and by centrally managing all requests to synchronize settings.

- **Testing**

SAP Solution Manager enables you to manage and speed up the test preparation and execution of your business processes. It provides a single point of access to the complete system landscape and enables centralized storage of testing material and test results to support cross-component testing.

- **Support desk**

The support desk included in SAP Solution Manager helps you manage incidents more efficiently, easing the settlement of support costs and speeding up issue resolution. Centralized handling of support messages makes the support organization more efficient. SAP Solution Manager improves the quality of your IT and application support to increase the availability of your solution.

- **Central system administration**

SAP Solution Manager allows you to control recurring administration tasks centrally and record the execution of these tasks. You can simplify the job of your system administrators and guide new administrators with little experience in managing SAP solutions.

- **Solution monitoring**

SAP Solution Manager performs centralized, real-time monitoring of systems, business processes, and interfaces, thereby reducing administration effort. Since the complete solution landscape is covered, SAP Solution Manager can even monitor intersystem dependencies. Proactive monitoring helps you avoid critical situations, while automatic notifications enable fast response to issues.

#### ■ Service level management

You can easily define and report service levels with SAP Solution Manager; automated reporting across several systems requires less manual effort. Service reporting covers all systems in the solution landscape and provides a consolidated report containing the information you need to make strategic IT decisions.

#### ■ Service processing

SAP Solution Manager makes appropriate service recommendations and acts as a vehicle for delivering SAP support services. These include services from the SAP Safeguarding portfolio, which helps you manage technical risk; services from the SAP Solution Management Optimization portfolio, which helps to exploit the full potential of your SAP solutions; and services from the SAP Empowering portfolio, which helps you acquire core competencies to manage your solutions.

#### ■ End-user training

With SAP Solution Manager, you can create and deliver interactive learning units to educate all users about new or changed functionality, thus reducing the cost of end-user training.

#### ■ Upgrade and change management

You can manage and accelerate your upgrade and change management projects with SAP Solution Manager to increase ROI.

### **MITIGATING RISK WITH SAP SOLUTION MANAGER**

Avoiding unforeseen financial impact and minimizing operation costs requires protection against potential risks during operations, and early establishment of operation concepts. SAP Solution Manager enables you to minimize risk before and during operations. It gives you proactive control of your solution to avoid errors in implementation and operations. You can eliminate inconsistencies in heterogeneous environments through cross-component consistency checks. SAP Solution Manager's support desk helps you speed up issue resolution. All of these capabilities help you to improve the IT service for your business and reduce downtime and productivity loss.

### **INTEGRATION: LEVERAGING YOUR IT INVESTMENTS**

In today's IT landscapes, there is an ongoing spread of distributed systems and dependencies between business processes that goes beyond single-system boundaries. The integration aspects covering the technical and business application needs of these heterogeneous environments are more critical than ever and must be mastered perfectly.

SAP Solution Manager secures and ensures technical and application integration. This is especially important for the management of end-to-end business processes, which often run across multiple components. It is even possible to control intersystem dependencies. The openness of SAP Solution Manager enables integration into your existing applications – including non-SAP applications. And because new solution management functions are available for your existing components, SAP Solution Manager helps to leverage your existing IT investments.

### **MAXIMIZE THE POTENTIAL OF YOUR SAP SOLUTIONS**

SAP Solution Manager addresses your entire solution throughout the complete life cycle. It supports SAP and non-SAP components and covers both existing and new SAP solutions, linking your business processes to the underlying IT infrastructure. In addition, SAP Solution Manager provides intensive knowledge transfer through on-site service procedure and best practice access. You can ensure that your entire SAP solution works to its maximum potential at all times, today and tomorrow.

And since SAP Solution Manager is already included in your annual maintenance fee, you will not incur additional licensing fees for managing your SAP solution with SAP Solution Manager.

For further information about SAP Solution Manager and how it can optimize your IT solution, please refer to the following link on the SAP Web site:

<http://service.sap.com/solutionmanager>

[www.sap.com/contactsap](http://www.sap.com/contactsap)

50 039 028 (04/07)

© 2004 by SAP AG. All rights reserved. SAP, R/3, mySAP, mySAP.com, xApps, xApp, and other SAP products and services mentioned here-in as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary. Printed on environmentally friendly paper.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.