Implementation Projects

- **Project Preparation**: Provide initial planning and preparation for your SAP project
- **Business Blueprint**: Documents the business process requirements of the company
- **Realization**: Implement business and process requirements based on the Business Blueprint
- **Final Preparation**: Complete the preparation for Go Live
- **Go Live & Support**: Cut over to live productive operation and continuous support
Challenges During 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
How to Use SAP Solution Manager in a Project

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

Project Preparation  Business Blueprint  Realization  Final Preparation  Go Live & Support

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
How to Use SAP Solution Manager in a Project

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

- 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

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

Central system

Predefined list of synchronizing objects

Customizing Distribution

Customizing data

Transport

R/3 DEV

R/3 QAS

R/3 PRD

CRM DEV

CRM QAS

CRM PRD

APO DEV

APO QAS

APO PRD

... DEV

... QAS

... PRD
Central Test Coordination

Test Management

SAP CRM
- Create Sales Order
- Configure Products
- Determine Conditions
- Replicate Order
- Order Confirmation
- Maintain Status

SAP SCM
- Availability Check

SAP ECC
- Credit Check
- Receive Order

SAP Solution Manager

Test Execution

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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
E-Learning Management

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**

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**ALL SUPPORT OFFERINGS ARE POWERED BY SAP SOLUTION MANAGER**
Implementation and Distribution
New Features with SAP Solution Manager 7.0

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
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

Graphical entry into and status overview about your project

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

Links to accelerators for your project phase
Implementation Content: Business Scenarios

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

Solution

Structure items for "generic" configuration support

Basic Settings for <Solution>
- General Settings
- Connecting Systems
- Data Replication
- Engines
- Portals

Basic Settings for <Key Capability>

Basic Settings for <Channel>

Basic Settings for <Technology>

Scenarios

<Scenario>
- Master Data
- Organizational Units
- Business Processes

...
Implementation Content in Detail – Component View

Scenario-oriented structure (= Business Process Hierarchy)

- 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

- Match scenario-oriented approach to functions in SAP world
- Evaluate/test-drive SAP Software in a customer project during the Business Blueprint Phase
- Organize and test SAP solutions
Implementation Content in Detail – Configuration

- Provide process-oriented Customizing approach
- Document non-ABAP-Customizing
SAP Solution Manager enables an effective and process-based implementation support for end-to-end business processes across front- and back-office systems...
Implementation Content for mySAP Business Suite

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
Implementation Content for mySAP Business Suite

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

Final Preparation

Go Live & Support
### 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 Landscape

Customer

SAP Development Landscape

- Content corrections
- New Scenarios
- SAP Notes

SAP Service Market Place

SAP Solution Manager

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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

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Implementation – Benefits in Detail

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
“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