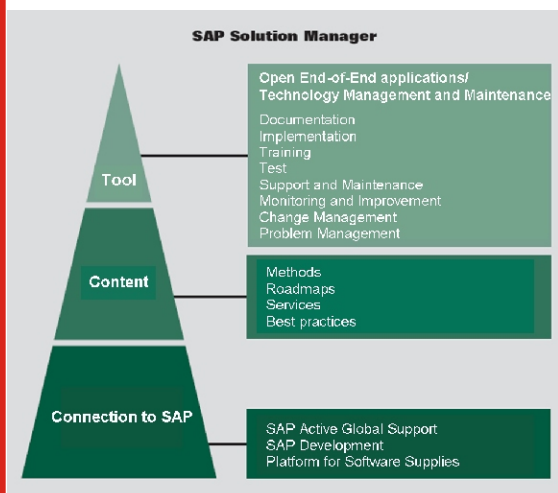


ASS_SAP_Solution Manager

„YOU keep thinking about your business
WE provide the basis!“



Situation and Challenge

In most cases, administrating complex systems and heterogeneous system environments is not only quite comprehensible, but also difficult, as many operative systems, support and business process sequences are not documented and implemented well enough. The SAP Solution Manager as the central administration tool provides a solution to this problem, which works both on the technical and the business-management level:

- Service Portal for the implementation of upgrade projects, the operation and the improvement of the SAP solution
- Large package of tools, preconfigured contents and methods for controlling the whole SAP environment
- Preconfigured business processes (Business Process Repository) for process definition and documentation
- Support in implementing service-oriented architectures for business processes (Enterprise SOA)
- Connection to the process modeling tool "ARIS for SAP NetWeaver"

ASS.TEC supports its customers in the following aspects of the Solution Manager::

"Implementation": The Solution Manager supports the implementation and the life-cycle of the customer's SAP environment by providing tools, contents and methods.

- Documentation and illustration of business processes (Business Blueprint): The description of the enterprise's future target processes, which include scenarios, processes, processing steps, transactions (Business Process Repository - preconfigured business processes), and the adjustment of the SAP reference models to the business process structure.
- Project administration and documentation: Relevant information is documented centrally here and can be used as an important basis for future changes.
- Configuration: Structure and contents from the blueprint step are used and completed; transactions; documentations of the customizing and developments on the process level; documentations of test cases (Test Steps) on the lowest level (Test Case).
- Test Plan Management: Structure and contents from the blueprint and configuration stages are used; test schedules (including processes, master data, and organisational units) are created; test packages are defined within a test schedule (specific test scenarios).
- Training material: documents for the user to provide him with a general idea of the processes



Growth fuelled by success.
Success fuelled by growth.
A safe future.

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ASS.TEC

ASS.TEC supports its customers in the following fields of the Solution Manager:

“Solution Monitoring”: central tool for monitoring the IT system environment

- Collecting of monitoring data (System Monitoring, Interface Monitoring, Business Process Monitoring)
- Notification in case of an alert (“SAP Early Watch Alert”)
- Long-time analysis and reporting (Service Level Reporting in system environments)

“Service Delivery”: allows the management of SAP Support Services.

- For the detection of technical risks (Safeguarding)
- For the improvement of SAP solutions (Solution Management Optimization)
- For the support of release changeovers (Upgrade Roadmap)
- Support functions available (SAP Net R/3 Frontend)

“Support Desk”: solution for the organization and operation of a support department in an enterprise.

- Recording of problem notifications: forwarding of the notifications to SAP, remote support by SAP (SAP Net R/3 Frontend, automated acquisition of system and contextual data, interface for notifications of foreign systems)
- Automated implementation of SAP notes via the SAP Notes Assistant
- SAP Note Assistant: Helps you to update the affiliated SAP systems with error corrections (implementation and updates, regular maintenance as well as the implementation of urgent corrections)
- Comprehensive documentation of scheduled and already implemented changes as well as their conditions in the case of error corrections (status information on the editing status), system changes

