

# The Business Case for Rolling Out Solution Manager

White Paper Prepared by:

**DataXstream, LLC**

For further information contact:

**Tim Yates:** [tyates@dataxstream.com](mailto:tyates@dataxstream.com)

757-927-0883

**Doug Foss:** [dfoss@dataxstream.com](mailto:dfoss@dataxstream.com)

757-941-4883

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DataXstream, LLC  
471 McLaws Circle  
Williamsburg, VA 23185  
t 757.345.3437  
f 757.257.0219  
[www.dataxstream.com](http://www.dataxstream.com)

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Systems Integration & Architecture

## 1. Introduction

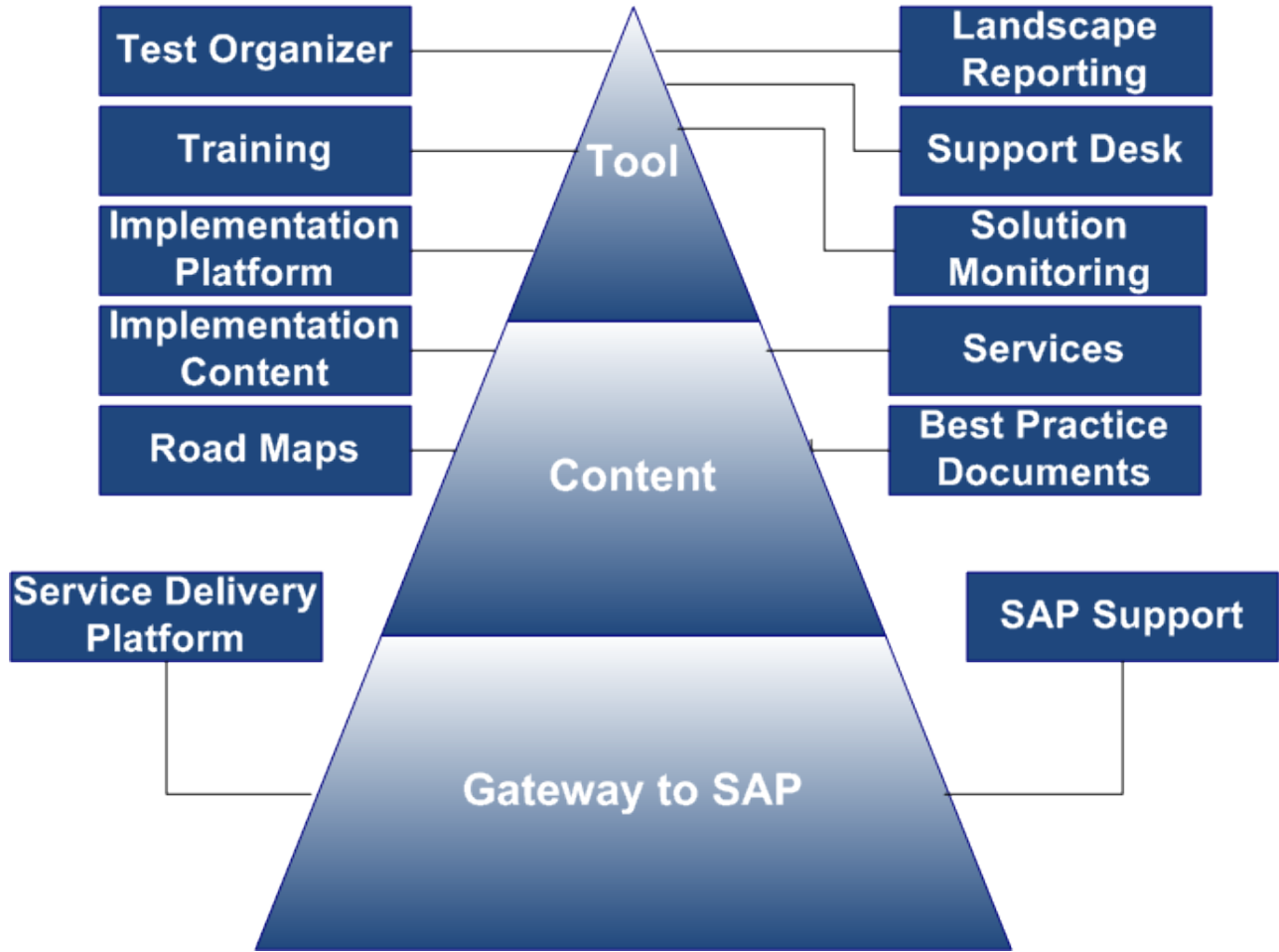
Back in 2008, AMR Research conducted a survey to estimate the acceptance level of Solution Manager. In brief, not so good. Why? Because administrators were too busy servicing their SAP environments to spend time deploying a new solution that would free them up from servicing their SAP environment. Sounds convoluted? Yep!

As a relatively new component, free of charge, and primarily delivering benefit to the technical guy living in the corner cube, Solution Manager hasn't received a lot of play during the sales cycle. SAP the company began pushing acceptance by driving customer-SAP service communication through Solution Manager. But it still remains in the shadows, despite the unbelievable potential value it offers.

## 2. SOLMAN Specifics

Solution Manager is a Netweaver component that consolidates a variety of tools, content, and processes to successfully deploy, manage, and expand a distributed or complex SAP environment. It provides mechanisms to perform the following:

- **SAP Business Suite implementation and upgrades** – Provides configuration information, a process-driven approach, and project management capabilities to speed blueprint, configuration, and rollout across multi-component implementations
- **Change control requests and management (ChaRM)**: Controls the initiation, approval, documentation, and tracking of all changes to the SAP environment over its lifecycle.
- **Testing** – Guides testing preparation, centralizes test script and results storage, and controls access for testing purposes
- **IT and application support/services** – Centralizes support messages, provides automated service recommendations, facilitates incident tracking and service level reporting, and interfaces with SAP to resolve issues.
- **Root cause analysis** – Provides diagnostic functions to identify, analyze, and help resolve problems even in heterogeneous environments.
- **Solution monitoring and administration** – Centralizes real-time monitoring across the SAP environment, including systems, processes and interfaces.



### 3. Solution Manager’s Value to You

Since most SAP customers deploy multiple landscapes covering different modules, and include 3<sup>rd</sup> party applications, just about everyone can gain value from deploying Solution Manager. That value comes in the shape of fewer IT resources required to manage the day-to-day care and feeding of the SAP environment, faster and better documented upgrades and/or system expansion, and a more consistent, qualified level of IT service to the SAP corporate community. Each of these is justification enough, but together they provide the foundation for the overall SAP return on investment that the company spent so heavily to get in the first place.

So, it’s ironic that the main reason Solution Manager languishes is that the very recipients of such benefit don’t have the knowledge or time to implement the component. First, customers already own the solution. It’s not like there is a big capital expenditure analysis that has to be done to justify its purchase. Second, it can be deployed and implemented over time, as time permits or in alignment with new SAP initiatives. While some customers prefer a full “waterfall” development approach, it can certainly be blended in over time. Third, many of the activities that Solution Manager automates are those that will be done independent of whether Solution Manager is deployed or not. Take blueprinting, project management and testing as examples. Imagine trying to upgrade SAP, add an additional subsidiary, or implement other core SAP applications without doing these things.

## **4. How DataXstream Helps**

DataXstream is the catalyst that enables companies to clear the deployment hurdle. We offer the skills necessary to formulate a roll-out plan, deploy and connect the component to your multi-landscape environment, configure the included best-practice processes as specified in the roll-out plan, and finally design and document cut-over procedures that can be used for all your future SAP initiatives.

Recognizing that SAP is pushing customers toward Solution Manager, and the advantages are rational and compelling, the real question is not if but when. And the value proposition suggests that during a recession, the time is sooner rather than later.