SAP Cloud ALM
Functional Overview

SAP SE
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SAP Cloud ALM

Introduction

Implementation

Operations
Introduction
What is Application Lifecycle Management (ALM) for SAP solutions?

Keep your business **running** and get faster **value**.
SAP Cloud ALM – A brand-new, cloud-based application lifecycle management offering

For the intelligent enterprise
- Supports cloud-centric businesses
- Manages cloud and hybrid solutions
- Supports all components of the Intelligent Enterprise

In the public cloud
- Rethought, newly designed solution built on modern cloud technology
- Immediate consumption
- Cost-efficiency
SAP Cloud ALM – A brand-new, cloud-based application lifecycle management offering

SAP Cloud ALM is a brand-new cloud-based application lifecycle management offering. It is perfectly tailored for cloud customers and manages hybrid-cloud solutions. This newly designed offering is built on modern cloud technology and is cost-efficient for customers.

Key features:

▪ Simple to consume, instantaneously available, and always up-to-date
▪ Support for the entire lifecycle of cloud solutions from SAP, from build to run
▪ Integration with the implementation experience of cloud products from SAP
▪ Built for continuous delivery of cloud solutions from SAP
▪ Integration and business process monitoring included
▪ Usage rights included with SAP Enterprise Support, cloud editions
SAP Cloud ALM supports the entire lifecycle

for implementation

- Design
- Build
- Test
- Deploy

for operations

- Detect
- Analyze
- Correct
- Automate

This is the current state of planning and may be changed by SAP at any time.
SAP Cloud ALM: Implementation Value

Let’s take a look at how SAP Cloud ALM can reduce the Cost of Implementation for customers!

SAP Cloud ALM gives customers the power and insight to be an active participant in their SAP cloud implementation project.

By utilizing the SAP Cloud ALM for implementation, customers can access guidance on all the steps and processes associated with an implementation. They are empowered to run their implementation project:

- Add team members to the project
- Understand the best practices, tasks and processes for implementation
- Create milestones and assign tasks to project team members
- Correctly scope the project, and know when scope creep is happening.

Let’s take a look at how SAP Cloud ALM can reduce the Cost of Implementation for customers!
SAP Cloud ALM: Implementation Value

Let’s answer a question you may have!

**Q:** Does Cloud ALM eliminate the need for a customer to have a Partner for Implementation?

**A:** No. Partners play an important roll at SAP, but Cloud ALM will enhance and strengthen the relationship between customer and partner.

Because it’s **intuitive and easy to use**, SAP Cloud ALM does enable customers to better understand the best practices for implementing a Cloud Solution, which helps to level the playing field between them and their chosen Partner.

Having a customer that’s more knowledgeable about the implementation process means they may be less reliant on their partner, and be more able to assist in the process, which may

**Reduce the Overall Cost of Implementation.**
SAP Cloud ALM: Implementation Value

Q: What capabilities will a customer have using SAP Cloud ALM to help manage their Implementation?

A: SAP Cloud ALM offers a fast, guided, and hands on approach to implementing cloud solution.

Here’s a quick overview of the Key Capabilities:

- Self-guided and content-driven implementation of Cloud solutions based on SAP Activate
- Instantaneously available – no setup or configuration
- Fast onboarding of project Teams
- Manage Implementation Tasks – automatically generated and adapted to customer scope
- Convenient visualization of Business Models and related Process Descriptions
- Supports Fit-to-Standard workshops with access to efficient solution scoping
- Progress Monitoring of implementation activities
SAP Cloud ALM: **Content items** supporting Implementation projects

**SAP Best Practices - Process Content**
(as known from “SAP Best Practices Explorer”)

**SAP Activate Roadmap**
(as known from “SAP Roadmap Viewer”)

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How Does a Professional Services Firm Enable Cloud-Centric Clients to Optimize the Application Lifecycle?

Drawing on a team of expert consultants to deliver business transformations across industry sectors

Helping clients make quantifiable improvements to their businesses using SAP software, Beyond Technologies is an SAP partner and professional services firm specializing in business process optimization. Operating across four markets, Beyond Technologies was keen to take advantage of new technology to help optimize application lifecycle management (ALM) for cloud-centric environments. Before guiding implementations for clients, the firm deployed the new technology to make the most of its digital core.
SAP Cloud ALM: Operational Cost Value

Let’s answer a question you may have!

**Q:** If the solution I purchased is in "in the cloud," why would I need to manage it... isn’t SAP doing that?

**A:** Well, yes, SAP does manage, monitor, and support the innovation and performance of the cloud solution, but each customer determines how their cloud is configured to address your business’s needs. And really, that’s the secret sauce of cloud solutions, while SAP handles all the maintenance and development work, you have the freedom to decide how to deploy and run the application in the ways that serve you best.
Let’s answer a question you may have!

**Q:** Can using SAP Cloud ALM really help customers reduce the Operating Cost associated with their Cloud Solutions?

**A:** Yes! By Standardizing, Automating, and Monitoring processes, SAP Cloud ALM can help minimize the administration time needed.

With SAP Cloud ALM customers can monitor process and be alerted to potential issues. This ensures smooth business operations without disruptions, and increases the business process execution quality and performance. SAP Cloud ALM allows customer to be proactive in addressing potential issues, and empowers them to more fully understand how their cloud solutions run.
**SAP Cloud ALM – Operational Cost Value**

**Q:** What capabilities will a customer have using SAP Cloud ALM to help them Operate their Cloud Solutions?

**A:** SAP Cloud ALM gives customers a unique and powerful end-to-end insight on their cloud solutions performance.

Here’s a quick overview of the **Key Capabilities**:

- Provides end-to-end monitoring of integrations, applications, and integral business process.
- Monitors the processes’ health and detects anomalies during execution, and enables both LOB and IT users to directly identify process disruptions and react to them.
- Determine root causes of issues with integrations and key processes, and enables root cause analysis to improve processes and minimize future issues.
- Closes gap between business and IT during the issue resolution process.
SAP makes SAP Cloud ALM available step-by-step

- SAP Cloud ALM started with the implementation portal for SAP S/4HANA Cloud.
- We plan to extend the scope to complete lifecycle coverage.
- We plan to extend coverage to all components of the Intelligent Enterprise.

This is the current state of planning and may be changed by SAP at any time.
Implementation
SAP Cloud ALM offers:

- Support for customers in the implementation of cloud centric solution landscapes with a preconfigured, out-of-the-box, cloud native solution.

- Features, functions and processes are provided for the running of Fit-to-standard workshops and management of all implementation, testing and deployment activities. They adhere to SAP Activate methodology, content and tools.

- Ease of initial onboarding is followed by the availability of preconfigured process with open interfaces, that are extendable and adoptable to a customer’s individual needs.

- Backed by these powerful capabilities, SAP Cloud ALM is a key companion in your transition to the cloud.
### Implementation – Overview

- **Self-guided and content-driven** implementation based on SAP Activate methodology and Best Practices content
- Fast onboarding of project Teams and **Progress Monitoring** of implementation activities
- Project planning synchronized with SAP Cloud solutions **release timelines**
- Manage **Implementation Tasks** – automatically generated and adapted to customer scope
- Supports **Fit-to-Standard** workshops with convenient visualization of **Business Models** and **Process Descriptions**
- Prepare and manage **manual and automated tests**
- **Integrated reporting** capabilities
SAP Cloud ALM for Implementation – Core Capabilities

**Process**
- Consume Intelligent Enterprise scenarios, SAP best practice content and manage fit-to-standard workshops

**Task**
- Perform implementation activities based on SAP Activate, integrated in SAP toolchain

**Test**
- Prepare and execute tests based on SAP content for manual testing and integration of automated testing tools

**Change & Deploy**
- Manage your requirements lifecycle by utilizing the change management workflow and deployment orchestration

Your best companion for the transition to the cloud
Project Overview & Tracking

- Project overview highlights:
  - Next milestones
  - System Landscape
  - Completeness of tasks
- Access you next tasks
- Access scoping and task information

This is the current state of planning and may be changed by SAP at any time.
Process Content Viewer for SAP Best Practice Content

- Implementation based on SAP Best Practice Process Content and Intelligent Enterprise Scenarios
- Process Based scoping for Fit-to-Standard Workshops
- Creation of requirements on process models
- Detailed access to
  - BPMN process models
  - Test Scripts
  - Executables
Consumption of SAP Activate based roadmaps

- Implementation based on SAP Activate Methodology
- Tasks automatically assigned to roles
- Set detailed due dates or derive from phases
- Mass change of task attributes
- Creation of manual tasks
Test Planning & Preparation

- Prepare Tests on process based requirements
- Identify implementation progress
- Define test readiness
- Includes manual & automatic test cases
Requirements Management

- Overview of Requirements and Notes with relation to processes and rollouts
- Create, edit and delete requirements and notes
- Categorize your requirements easily
- Approve requirements and generate follow-up tasks
- Mass generation of tasks
Operations
What is Integration Monitoring?

- Ensures **reliable data exchange processes** at application level in cloud-only and hybrid scenarios.
- Provides **end-to-end monitoring** across SAP cloud services and applications based on SAP Passport mechanism.
- Closes gap between **business and IT** during issue resolution process (technical issue vs. business issue).

Diagram:
- SAP S/4HANA Cloud
- SAP SuccessFactors
- SAP Cloud Platform Integration
- SAP Cloud ALM
- Integration Monitoring

Cloud

On-Prem
Which use cases are covered by Integration Monitoring?

**Alerting**
Inform integration scenario owner about critical issues during data exchange. Get an overview on scenario related alerts. Use forward navigation to analyze the alerts in the Alert Inbox.

**Tracking**
Search and track single messages based on specific business context attributes like Order Number.

**Monitoring**
Get a detailed status overview per cloud service or application on incoming/outgoing messages for different interfaces.

**Analytics**
Get an overview on historical data for the different integration types to identify trends and compare different time periods.
Business Process Monitoring

**Transparency** on

- **Performance** of end-to-end business process
- Process **anomalies and exceptions** during process execution of the Intelligent Suite is required.

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**Lead-to-Cash**

<table>
<thead>
<tr>
<th>Market product</th>
<th>Sell product</th>
<th>Create Order</th>
<th>Fulfill Order</th>
<th>Create Invoices</th>
<th>Collect Cash</th>
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<tbody>
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<td>SAP S/4HANA</td>
<td>SAP S/4HANA</td>
<td>SAP S/4HANA</td>
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<td>SAP Marketing Cloud</td>
<td>SAP Cloud for Sales</td>
<td>SAP Revenue Cloud</td>
<td>Global T&amp;T</td>
<td>SAP Revenue Cloud</td>
<td>SAP Revenue Cloud</td>
</tr>
</tbody>
</table>

SAP Cloud Platform
**Objectives of Business Process Monitoring**

**Business Process Monitoring** (BPMon), as part of SAP Cloud ALM for Operations, provides **transparency over the end-to-end processes** of the Intelligent Suite.

BPMon monitors the processes’ health and detects **anomalies during process execution** and enables both LOB and IT users to directly identify process disruptions and exceptions.

BPMon is designed to be configured with as limited efforts as possible based on **pre-defined key performance indicators (KPIs)** in conjunction with auto-discovery.

BPMon ensures smooth **business operations without disruptions** and increases the business process execution quality and performance by providing automated corrective actions.

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**Monitoring with SAP Cloud ALM for Operations**

- **Monitor**
  - Business Process Monitoring focused on process exceptions based on measured BP KPI’s
  - Integration Monitoring focused on exceptional and error situations
  - Application Monitoring focused on application aspects e.g. Exception Monitoring, Job Monitoring, …

- **Diagnose**

- **Correct**

- **Improve**
  - Business Process Improvement focused on optimizing processes
Key personas and use cases for Business Process Monitoring

**Process Manager**
Lead-to-Cash (LoB)

Global / Local Process Manager
(LoB Management / LoB Operation)

“I need to monitor my E2E process”

**Order Manager**
(LoB)

Local / Sub Process Manager
(LoB Operation)

“I need to monitor my operations”

**Application Owner**
(IT)

Global / Local Application Owner
(IT Operation)

“I need to monitor operations of my solutions”
Business Process Monitoring Dashboards

Get **Transparency** on your process performance:

- E2E process visualization with business process KPIs out of the box
- Analyze & drill-down until document level
SAP Cloud ALM: A Competitive Differentiator

Making SAP the market leader for simple customer cloud lifecycle management and fast solution adoption, enabling the realization of customer cloud strategies with a fast time-to-value for SAP and our customers.

SAP Cloud ALM will help customers:

- Implement
- Manage
- Monitor
- Run
- Optimize their Cloud solutions Proactively.

SAP Cloud ALM provides customers with the key capabilities they need to succeed. SAP Cloud ALM provides SAP Best Practice content, accelerates implementation projects, manages the operations of cloud solutions, and is integrated with other cloud solutions and cloud extensions.
Thank you.