TIM Brasil: Improving IT Management with Focused Insights for SAP® Solution Manager

**Company**
TIM Brasil S.A.

**Headquarters**
São Paulo, Brazil

**Industry**
Telecommunications

**Products and Services**
Mobile communication, Internet, and streaming music products and services

**Employees**
13,062 (2015)

**Web Site**
www.tim.com.br (Spanish)

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**Objectives**
Improve technical monitoring of SAP® software systems to accelerate problem identification and resolution

**Why SAP**
- Expertise gained with Focused Insights for SAP Solution Manager
- Best-practice enablement that lowers total cost of operations and intensifies system monitoring capabilities

**Benefits**
- Faster identification of technical issues
- User-friendly tool, allowing the creation of tailor-made dashboards
- High visibility over the productive IT landscape
- Ability to define and review key performance indicators and service-level agreements for core IT indicators such as performance, availability, configuration, and exception handling
- Graphical history of those core IT indicators
- Integration of dashboards into other SAP Solution Manager functionality, such as the alert in-box

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"With Focused Insights for SAP Solution Manager, we are able to identify issues more quickly and better control our productive systems from a technical point of view. Moreover, now we can create different graphical views, which improves visualization of both the current and historical system status and data."

Mario Shigueo Kobayashi Filho, IT Operations – SAP Basis, TIM Brasil S.A.