Next-Generation SAP Enterprise Support Value Maps
Application Lifecycle Management
SAP Services and Support
May, 2020
SAP Enterprise Support – The foundation for customer success

The choice for the Intelligent Enterprise

- Proactive and preventive support
- Collaboration
- Empowerment
- Innovation and value realization
- Mission-critical support
- Across all deployment options

SAP Enterprise Support
The foundation for customer success
Seamless consumption of innovation | Fast value realization | Business outcomes | End-to-end optimization

Intelligent enterprise
- Cloud
- Digital core
- Breakthrough innovations

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SAP Enterprise Support – Next-Generation Value Maps

SAP Enterprise Support Value Maps – an empowerment and support program, which provides direct access to SAP experts, interactive social collaboration forums, acceleration of learning and prescriptive guidance, designed to help you in adopting intelligent technologies, manage hybrid landscapes and gain agility to focus your resources on innovation. Value maps guide you through the knowledge, skills, and services needed to address your business challenges, enabling your company to lead in the experience economy.

Prescriptive Approach
Structured content enables guidance, simplification, and acceleration of support offerings consumption across the whole lifecycle.

Empowerment
New interactive learning formats and integrated tools – including gamification, social media-based interactions, and progress tracking provide fast and engaging empowerment.

Social Collaboration
Social learning forums allows users to get guidance and exchange ideas, skills, and best practices with SAP Experts and their peers.

Expert Access
Expert-led sessions and collaboration give users a direct channel to proven and relevant advice, best practices, business insight, and technology know-how.

Benefits of Utilizing SAP Learning Hub
- All value maps, one platform
- Learning new skills 24x7
- Embrace innovation adoption and digital transformation
- Individualized, prescriptive learning journeys
- Record of learning accomplishments
- E2E value maps support and functional experts
- Interactive social support
SAP Enterprise Support Value Maps
Application Lifecycle Management Value Map
How you can use multiple ALM offerings from SAP to manage your application lifecycle?

SAP Cloud Application Lifecycle Management
• Introduction and Roadmap of SAP Cloud Application Lifecycle Management
• Introduction to the implementation portal for SAP S/4HANA Cloud

Setup, Installation, and Configuration of SAP Solution Manager
• Discover the features and functionalities of SAP Solution Manager 7.2
• Get information on the planning steps and prerequisites for the installation or an upgrade to 7.2
• Explore the prerequisites, execute the basic configuration, secure SAP Solution Manager and keep track on security notes
• Learn how to set up EarlyWatch Alert and enable service delivery readiness
• Integrate cloud systems in SAP Solution Manager 7.2
• Embed SAP HANA and SAP S/4HANA systems in SAP Solution Manager 7.2

Focused Build for SAP Solution Manager
• Explain the concept of Focused Solutions for SAP Solution Manager 7.2
• Guide you through the process of how to implement the Focus Build to your SAP Solution Manager 7.2

Process Management and Test Management
• New modeling capabilities to document your business processes
• Transfer of existing process documentation to SAP Solution Manager 7.2 with the content activation procedure
• Activation of Usage and Procedure Logging
• Reduced costs and less errors in a production system while improving the test coverage
• Systematic testing approach to detect, prevent, and control application performance risks
• Replacement of costly, time-consuming manual testing processes with automated tools
SAP Enterprise Support Value Maps
Application Lifecycle Management Value Map

How you can use multiple ALM offerings from SAP to manage your application lifecycle?

Custom Code Management

- Gain transparency into the custom code situation in your landscape
- Learn how to use tools and processes available in SAP Solution Manager to manage, reduce, and improve your custom code
- Learn how to identify innovations in standard SAP to avoid custom code in the future

Change Control Management

- Reduce the number of failed changes and identify technical errors before importing into production
- Improve end user satisfaction and reduce the frequency of changes to production
- Prioritize and respond to business requirements with faster time to value of requested changes

Applications Operations

- Contains functionality for system monitoring, integration monitoring, and user monitoring
- Provides support for analytics and dashboards, technical administration, guided procedures, root cause analysis and exception management.
- Helps to reduce TCO by predefined content and centralized management tools for all aspects of operations in SAP Solution Manager.

Business Process Operations

- Support the operations of your core business processes across your systems and components via business process and interface monitoring, business process improvement, data consistency management, and job scheduling management
- Ensure core business processes run according to the priorities of your company and avoid undetected business-critical exceptions, thus reducing cost of downtime and business disruptions

Focused Insights for SAP Solution Manager

- Explain the concept of Focused Solutions for SAP Solution Manager 7.2
- Guide you through the process of how to implement the Focus Insights to your SAP Solution Manager 7.2
SAP Enterprise Support Value Map for Application Lifecycle Management

Solution Manager Value Report

Discover the value of SAP Solution Manager. Provide your information in the online form and receive your personalized SAP Solution Manager value report within five business days. Explore the most beneficial functional areas of SAP Solution Manager.

SAP Solution Manager

https://www.sap.com/solman-value

Define
what are the one-time implementation efforts

Find Out
what are the later yearly maintenance costs

Learn
what are the later operation costs

Explore
what are the expected benefits

Discover
what are the possible quick wins
A learning program will guide you through a set of expertly chosen SAP Enterprise Support offerings, assets, and tools in a sequential and interactive format to empower you to achieve the defined outcome.

**Quick wins**

**Application Operations**
Access Learning Programs >>

**Business Process Operations**
Access Learning Programs >>

**Change Control Management**
Access Learning Programs >>

**Custom Code Management**
Access Learning Programs >>

**Design, Build, and Test Business Processes**
Access Learning Programs >>

**DevOps in the Context of SAP**
Access Learning Programs >>

**Focused Build for SAP Solution Manager**
Access Learning Programs >>

**SAP Cloud Application Lifecycle Management**
Access Learning Programs >>

**Setup SAP Solution Manager**
Access Learning Programs >>

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**Application Operations: Set up and utilize Monitoring & Alerting Infrastructure**
- Explain Monitoring and Alerting Infrastructure, System Monitoring and Application Monitoring
- Guide you setting up Monitoring and Alerting Infrastructure and System Monitoring...

**Application Operations: Dashboards**
- Explain the analytics strategy in SAP Solution Manager 7.2
- Guide you setting up reporting capabilities in System Monitoring
- By the end of the program, you will have set up the built-in reporting and dashboarding functionality in System...

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**Overview**
**What’s New**
**Learning Journeys**
**Application Operations**
**Events**
**Ask Questions**
Application Operations
Access Learning Journey >>

Business Process Operations
Access Learning Journey >>

Change Control Management
Access Learning Journey >>

Custom Code Management
Access Learning Journey >>

Design, Build and Test Business Processes
Access Learning Journey >>

Focused Build for SAP Solution Manager
Access Learning Journey >>

Focused Insights for SAP Solution Manager
Access Learning Journey >>

SAP Cloud Application Lifecycle Management
Access Learning Journey >>

Setup SAP Solution Manager
Access Learning Journey >>

A learning journey is an interactive visual guide designed to help you complete your learning and empowerment path for a particular SAP topic by exploring, filtering, and accessing a curated set of SAP Enterprise Support offerings and learning assets.
SAP Enterprise Support Value Maps

SAP Enterprise Support Value Maps – an empowerment and support program, which provides direct access to SAP experts, interactive social collaboration forums, acceleration of learning and prescriptive guidance, designed to help you in adopting intelligent technologies, manage hybrid landscapes and gain agility to focus your resources on innovation. Value maps guide you through the knowledge, skills, and services needed to address your business challenges, enabling your company to lead in the experience economy.

Your Benefits
✓ All Value Maps in one room
✓ Access to peers and SAP experts
✓ Maximize the value of your SAP software
✓ Embrace innovation adoption & experience economy in the era of Intelligence
✓ Boost employee skill level, Learning on 24X7 basis with different learning formats
✓ Reduce training expenditures

Request access to the SAP Learning Hub. If you are already registered you should use ‘Access Value Maps’ button.
SAP Enterprise Support Value Maps Learning Room

Unified experience

Build your skills, reach your objective, connect with SAP Experts and obtain guidance with SAP Enterprise Support Value Maps now integrated in the SAP Learning Hub. Benefit from self-paced e-learning courses, online classes, expert-led live sessions, and collaborative social learning rooms – from anywhere, anytime and how you want it.
Explore Value Maps

Join our fast-growing communities, navigate through the resources, collaborate and realize your goals.
This value map will enable SAP Enterprise Support customers to setup SAP Solution Manager and use it for Application Lifecycle Management. This value map guides users on setup...
“With SAP Enterprise Support as our trusted advisor, we have safeguarded our implementation projects and maximized the use of our SAP software, while significantly reducing system response times.”

- Diana Patricia Echeverria, Head of SAP Computing Center, Gaseosas Posada Tobon S.A.

“We are always focused on innovation and business. For this reason, we followed the SAP Enterprise Support value map approach. Thanks to our advisor and the SAP GoingLive Check service, we gained high-class benefits and were able to solve some important issues.”

- Silvia Marziale, Human Resources Process Information Systems Manager, Piaggio & C. SpA
Thank you.

Register to SAP Enterprise Support value maps.
[ http://support.sap.com/valuemaps ]

Contact information:
For further details, please send an e-mail to:
sapesvaluemaps@sap.com
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