

| CASE STUDY

SAP Solution Manager 7.1 Implementation for Leading Real Estate Giant

Background

Our client had multiple SAP and non-SAP landscapes. They were using legacy tools for logging and managing system and document changes. These tools were disparate and required manual intervention to tie up an incident reported in one tool with the system changes being done in the other tool.

ATG

ATG proposed and implemented the change management functionality of SAP Solution Manager with automatic task creation features triggers at a change request and change document level for gathering approvals from different people. All system changes and documentation are captured in Solution Manager.

Solutions Implemented

- SAP Solution Manager 7.1 Implementation
- Configuring Technical Monitoring SAP Service Delivery
- Implemented E2E Root Cause Analysis Configured Technical Analysis including KPI Reporting
- Business Process Monitoring
- ARIS
- SAP Solution Manager with HP Quality Center
- Test Acceleration
- Enhancement Pack 6 for ECC 6 –resulted in significant cost savings

Outcome

- 30% reduction in Upgrade time
- \$400k savings replacing Service Desk tool
- 100% SAP Solution fully documented