SAP SOLUTION MANAGER FUELS OUR CLIENT'S ENGINES:

WITH SERVICE DESK AND CHARM, THE COMPANY HAS ACHIEVED EFFECTIVE, END TO END CHANGE MANAGEMENT

About our client

Our client is a family-owned franchise of truck stop and convenience stores located in throughout the United States. According to Forbes, they rank in the top 25 largest privately held companies in the world, with over $14 Billion in revenues and 15,000 employees.

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Executive Summary

To support its **growing business** and larger workforce, our client needed a more robust ERP solution. The company therefore started enhancing the existing components of its SAP® ERP platform and implementing new SAP modules, such as SAP® Finance.

For our client, who uses a **dual landscape scenario** for the purpose of carrying on maintenance operations and new developments in parallel, the **broadened IT landscape** introduced **new software issues and maintenance activities**. They would need a solution to allow the management of new and incremental changes, without overlapping and impacting live business operations.

Our client decided to implement **SAP® Solution Manager's Service Desk** and **ChaRM**, taking advantage of the integration capabilities with their SAP® ERP and Reporting Systems. The company is now able to **manage and resolve** their software related issues, while seamlessly moving their enhancements through their landscapes into go-live - all while being fully **compliant to ITIL standards** thanks to regulatory control and consistency checks.

By leveraging ChaRM's tool **Retrofit**, they are also allowed to properly transition Production Changes from their Maintenance Landscape into their Development System in the Project Landscape, **automating** manual steps and **streamlining** the merging of the changes.

Our Client's IT Landscape

> **Platforms: SAP® ERP EHP7, BI, CRM**

> **HR, TM, GRC**

> **15,000 Users**

> **10 SAP Landscapes**

> **30 SIDS**

Challenges

Given the company's growing size and the rising complexity of its IT landscape, following the introduction of a dual landscape scenario and the implementation of new SAP modules, our client realized it needed an integrated solution that would allow the **centralized tracking**, **monitoring** and **end-to-end management** of issues, enhancements and requests.

Our client needed to **easily record the issues** reported by their employee base, counting approximately 15,000 workers across the US, and track these issues to resolution at a level consistent with **ITIL standards**. If an issue required a software change, the solution was required to **automatically create a software change request** and **route for approval**.

In addition, the company needed to **track the enhancement requests** through their Development, to Testing and finally Implementation - while providing **consistency** checks that would ensure the full **compliance** around Testing and Production Imports.

Finally, in order to optimize the developers' work on its dual landscape scenario, our client needed to ensure the **seamless integration of changes** from their Maintenance Landscape into their Project landscape without affecting project development.

The Solution

Our client deployed SAP® Solution Manager's **Service Desk** as its company-wide ticketing system and **Change Request Management** (ChaRM) for audit proof change management workflow.

These SolMan's utilities already contained the ability to **tightly integrate with the company's SAP® ERP** and Reporting Systems, thus allowing our client to fully leverage the Solution Manager instance already in place and connected to the company's landscapes.

The Service Desk module was integrated with external Issue Management Utilities, such as the CRM Interaction Center and Email, in order to **speed the issue escalation and its resolution**.

ChaRM and Quality Gate Management used the TMS topology to manage the software delivery to its different systems. **Branching logic** was also introduced into the workflow, allowing different testing cycles to occur for different types of enhancements.

Lastly, thanks to the ChaRM tool "**Retrofit**", developers can **automatically re-key their enhancements and changes** into the Project Landscape.

The implemented solution now allows for the centralized and smooth governance of 10 SAP landscapes, serving nearly **15,000 users**.

How the Solution Helped

The implementation of Service Desk and ChaRM allowed the company to successfully meet all the desired requirements in terms of **monitoring**, **governance** and **compliance** to ITIL standards and best practices.

The integration of the Service Desk module with the CRM Interaction Center and Email provided additional ways to **quickly escalate issues** to Service Desk. Tickets can be created in the Interaction Center and forwarded to Service Desk with the push of a button, while emails can be directed to distribution lists of different teams, allowing tickets to be created in the queues of the specific teams that could support the issue to a resolution.

Developers and testers are automatically notified when their activity can begin, **minimizing the time involved in development** and test cycles.

Consistency checks are now available so that technical teams are not allowed to execute items without Testing and Approvals.

Implementation of the changes cannot occur without performing a Change Advisory Board (CAB) approval process, ensuring the **highest quality** and compliance while **minimizing the risks** related to the change management.

Retrofit allows developers to save time and effort by automating manual steps when re-keying their changes into the Project landscape, guaranteeing accuracy by recognizing any conflicts with the Project Development system and allowing the **successful merging of the changes**.

Results, ROI and Future Plans

Appropriate issue tracking enabled our client to **anticipate challenges** and respond efficiently. Also, **effective change management** reduced risks of the enhancements moving through their software landscape and impacting production systems.

Ultimately, the company achieved **seamless project go-lives** without affecting production systems.

The successful ChaRM implementation positioned it to further adopt SAP® Solution Manager functionality, including future plans for the newly updated Solution Documentation module along with Business Process Monitoring capabilities.

ABOUT THE **AUTHOR**

Jon Friesen
Chief Technologist

The founder of Monocle Systems, a company of the Techedge Group, Jon is a well known technologist in the industry for his work in the area of SAP Basis, SAP Solution Manager and SAP hosting both on cloud and on premise.

His area of expertise is the automation of hosting and governance business practices using a combined application of Basis administration and advanced configuration within the framework of SAP Solution Manager. Jon has spent the last 20 years designing large-scale SAP landscapes and simplifying their governance models by adopting best in class processes for End to End Technical Monitoring, Incident Prediction, Prevention and Management as well as Change Release Management. An important portion of Jon's work focuses on helping companies adopt Cloud and SaaS as opportunities to simplify governance and operations.

Prior to founding Monocle, Jon worked as Chief Technologist and System Architect in the hosting department of SAP America, where he designed and built a central governance model for more than 500 landscapes by leveraging Solution Manager.

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Monocle Systems masters the Science of managing SAP landscapes and streamlining IT operations.

Monocle is one of the premier brands when it comes to Enterprise Cloud Hosting, Data Center Transformation, HANA Migrations and Managed Services.

As a Run SAP partner, Monocle is also a go-to player when it comes to Solution Manager Implementation and Governance.

At Techedge, our mission is to help companies become more agile by exploiting the value of IT throughout every stage of their business transformation.

We provide business solutions and IT services that combine pragmatic business vision and excellent IT delivery capabilities, with a lean, trust-based approach.

With over 1500 professionals worldwide, we offer our clients the scalability of a global provider, the flexibility of a local partner, and the competence of a strategic, trusted advisor.