



SAP Solution Manager

abat makes the Solution Manager the control centre of your system environment.

Your partner: abat AG

Our customers profit from the experience of over 100,000 project days of international SAP introduction and integration.

Are you looking for a strong partner, which offers project management, conception, implementation and support from one source, and which also knows about service and business processes.

At abat you are in good hands.

We offer "full service" from one source.

We are dependable: offers, costs and project processing – we communicate about all these areas in an open and transparent way.

The market situation

Many SAP customers run a Solution Manager, but only actually use partial areas of it, such as the Maintenance Optimizer or the Maintenance Connection to SAP. Important service processes are supported by Excel tables or in-house developments, even though the Solution Manager offers an integrated solution.

Documentation such as process customising, development and application descriptions are created in diverse company departments and are stored de-centrally.

SAP Enterprise Support customers do not meet the contractual requirements in order to enjoy the reaction and solution times associated with Enterprise Support.

The solution

Make use of the SAP Solution Manager, which is available to you for no additional license fee.

The Solution Manager supports companies from the implementation to the running of SAP solutions.

The implementation phase is carried out using the "ASAP" project method, which is fully integrated into the Solution Manager.

The conception phase begins with the creation of a process-orientated Business Blueprint.

The configuration of the business processes can also be carried out via the Solution Manager, based on the requirements defined in the Business Blueprint. This means that there is no disruption between the process design and the implementation on the system-side.

The process-orientated approach is maintained until the testing of the solution. From there it goes seamlessly into operation.

The Solution Manager supports you in the following areas, amongst others:

- ⇒ Centralised documentation of all processes, customising and developments
- ⇒ Running of implementation, upgrade and maintenance projects
- ⇒ Service desk functions and system-supported Change Request Management
- ⇒ Central system monitoring and Maintenance Optimizer
- ⇒ Retrofit functions
- ⇒ Quality Gate Management
- ⇒ Business Process Change Analyser

The offer

abat supports you in the introduction of SAP software and carries out projects with the support of the Solution Manager.

Even if you have already introduced SAP without using the Solution Manager, its functions can still be used. For example the existing documentation can be transferred into the Solution Manager, or test plans and ecatt scripts for regression tests can be created.

We create a utilisation concept for the SAP Solution Manager together with you and support you in the optimisation of your service processes.

abat helps you to meet the requirements for the use of SAP Enterprise Support.

abat offers these services at attractive hourly rates according to the work performed. Fixed-price offers are also possible.

Please contact us - we will be happy to make you a non-binding offer.

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