| CASE STUDY

SAP Solution Manager Implementation for Education Client

Background

This customer provides best industry educationin Tri-State area. They implemented SAP 2 years ago with limited or no documentation of implementation. Scheduled for EhP4 upgrade

ATG

ATG proposed and implemented Upgrade and Incident management functionality of SAP Solution Manager with Change Request Management feature. Documented reverse business engineering solution. Extended Solution Manager for Service Desk and ChaRM.

Solutions Implemented

Standardsimplemented:

• Upgrade Management
• Incident Management
• Change Request Management

Installed Solution Manager 7.1 EhP1 Reverse Business Engineering to document the Solution Identify the scope and test scenarios for ECC EhP4 Upgrade Extend Solution Manager for Service Desk and ChaRM Retired existing Help Desk tool –resulted in significant cost savings

Outcome

• 45% reduction in Upgrade time
• $400k savings replacing Service Desk tool
• 100% SAP Solution fully documented