MICROSERVICES GUIDE

SOLUTION MANAGER AS A MANAGED SERVICE

NTT DATA Business Solutions

SAP Platinum Partner
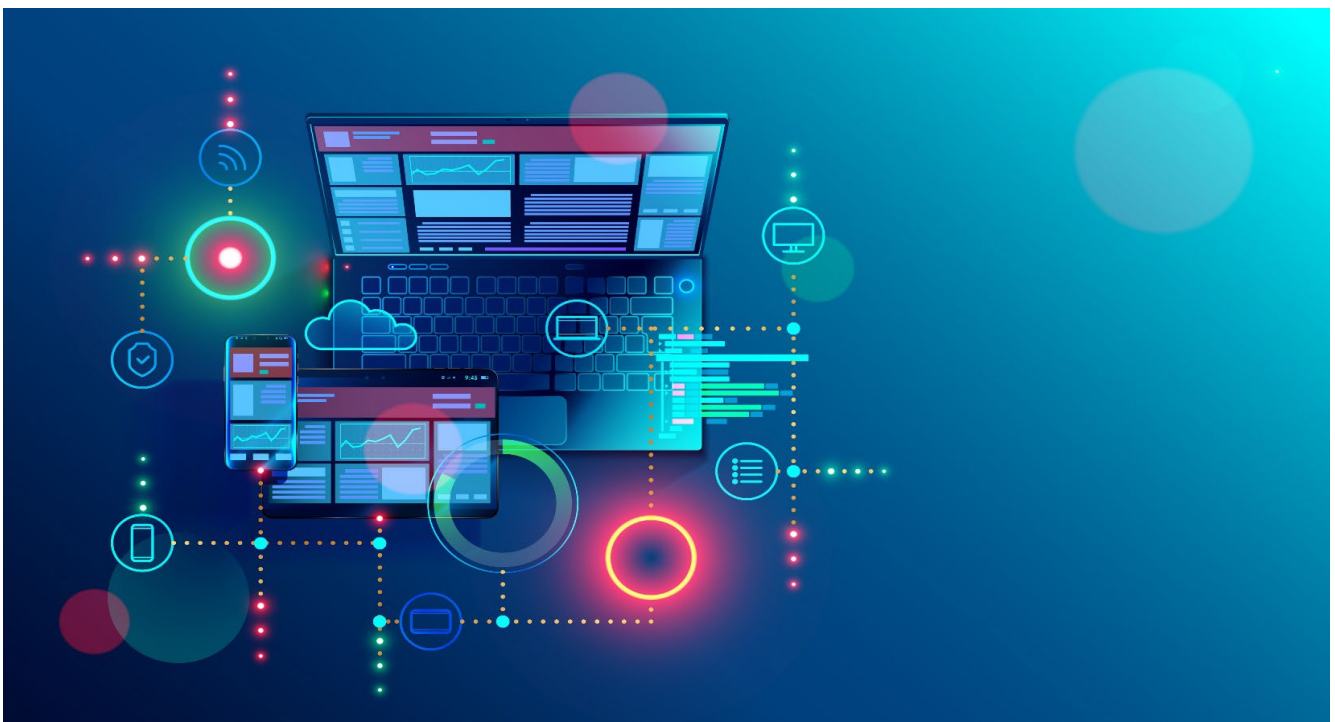
NTT DATA
Trusted Global Innovator

TABLE OF CONTENTS

HOW TO SUCCESSFULLY MANAGE YOUR APPLICATION LIFECYCLE

In today's fast-moving world, businesses need to be able to make decisions as quickly as possible, no matter how many stakeholders are included. Projects may only have days to be completed while including the same amount of stakeholders that a month- or year-long project may require and, therefore, resulting in more and more bottlenecks and critical things sliding through the cracks.

Businesses need to ensure they maintain quality and control of their Application Lifecycle Management (ALM) in order to deliver value to customers. Some businesses believe they can do this themselves through the free SAP Solution Manager 7.2, but managing ALM through your own hardware, systems, and manpower is expensive and leaves room for oversights. Others lack the necessary knowledge to set-up and run ALM in-house.
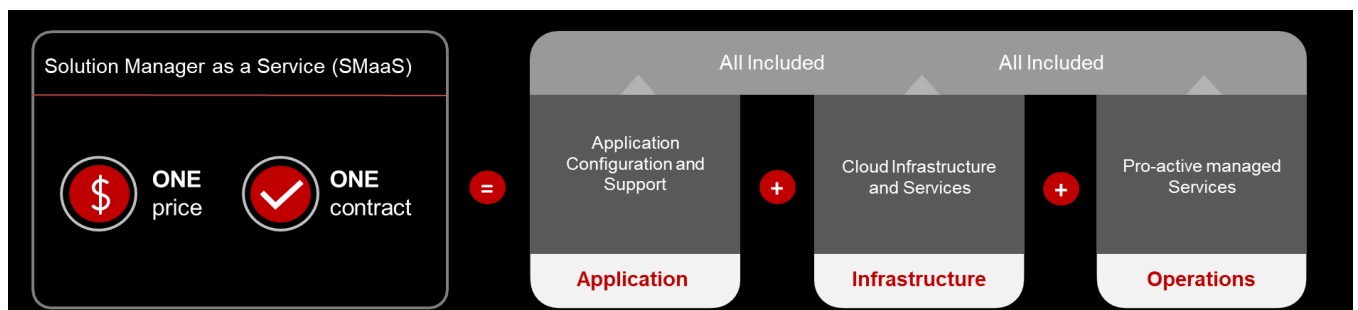
To overcome these obstacles, SAP has partnered with NTT DATA Business Solutions to offer an official Solution Manager as a Managed Service (SMaaMS) public cloud solution.

SOLUTION MANAGER AS A MANAGED SERVICE (SMaaMS)

Solution Manager as a Managed Service allows you to realize the full benefits of Solution Manager without having to worry about maintaining hardware, configuring the system, and having the internal knowledge to keep the system up to date. With this managed service, NTT DATA Business Solutions will set up Solution Manager 7.2 for your business, providing reporting on the following:

- Usage and procedure logging

- Custom code library and usage

- Data volume analysis

- Scope and effort analyzer, including: impacted custom code, impacted modifications, remediation efforts, testing efforts, test scope identification and optimization

- Option for additional application lifecycle management (ALM) functionality

- SMaaMS is an SAP-certified, cloud-based, fully configured subscription service, and can be implemented in 1-3 weeks for most clients.

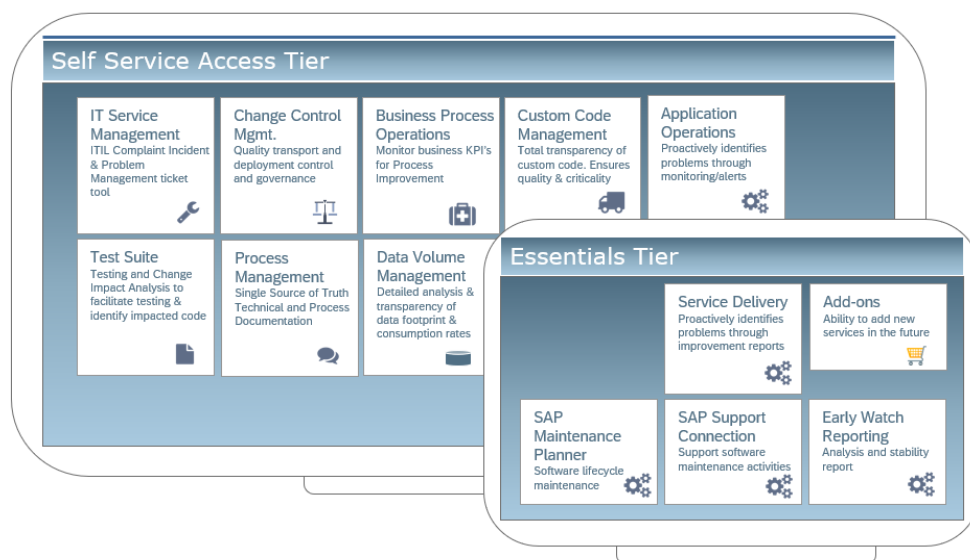| Solution Manager as a Service (SMaaS)		All Included		All Included	
$ ONE price **✓** ONE contract	=	Application Configuration and Support **Application**	+	Cloud Infrastructure and Services **Infrastructure**	+	Pro-active managed Services **Operations**

BENEFITS

- No infrastructure or license costs

- No upgrade costs

- Predictable and affordable pricing model

- No internal resources required – fully maintained and managed by our experts

- Complete set-up and configuration in two weeks

- Always current landscape

- Increased efficiency and transparency

![NTT DaTa — Trusted Global Innovator]

YOUR GUIDE TO SOLUTION MANAGER AS A MANAGED SERVICE

Solution Manager in the Cloud only requires a browser, and with SMaaMS you get a subscription to access a fully configured, cloud-based system operated by certified ALM consultants. The system is regularly updated so you will always have the most current version. In addition, with your subscription, you will get access to additional full services and roadmaps so you can focus on using the application for insight instead of focusing on setting it up.

We have many different additional services to ensure your business has what it needs to succeed. You can use this as a guide to learn more about the fully customizable SMaaMS micro services.

Self Service Access Tier

IT Service Management	Change Control Mgmt.	Business Process Operations	Custom Code Management	Application Operations
ITIL Complaint Incident & Problem Management ticket tool	Quality transport and deployment control and governance	Monitor business KPI's for Process Improvement	Total transparency of custom code. Ensures quality & criticality	Proactively identifies problems through monitoring/alerts

Test Suite	Process Management	Data Volume Management
Testing and Change Impact Analysis to facilitate testing & identify impacted code	Single Source of Truth Technical and Process Documentation	Detailed analysis & transparency of data footprint & consumption rates

Essentials Tier

Service Delivery	Add-ons
Proactively identifies problems through improvement reports	Ability to add new services in the future

SAP Maintenance Planner	SAP Support Connection	Early Watch Reporting
Software lifecycle maintenance	Support software maintenance activities	Analysis and stability report

Security Patch Management

Many companies have implemented SAP ERP systems over the years, but in many cases, they have fallen behind in keeping up with the periodic patching needed to keep the environment secure.

Security patches are more important than ever. According to the U.S. Department of Homeland Security, there has been a significant rise in bad actors targeting ERP applications in the past several years. This represents a huge risk for your business, since an attacker could exploit those vulnerabilities to obtain access to your business' most sensitive information.

Our experts will take the pressure off your team to do the following:

- Review recommended Security Notes
- Run a change impact analysis and provide the transactions and programs to be tested
- Gain alignment on the application of Security Notes
- Apply agreed-upon SAP software corrections to your development environment
- Provide advice about non-SAP software corrections

Functional Testing as a Service

Organizations are turning to automated testing to protect against potential programming bugs and release incompatibilities. Automation allows your company to test changes every time, without having to wait for manual testing or potentially missing something important during the testing process. It's the best solution for the modern, agile IT department.

The NTT DATA Business Solutions SAP Testing as a Service solution uses a factory model for end-to-end testing delivered primarily from our global delivery centers located on-shore or off-shore. Our factory model provides support for all test-related activities, including:

- Strategy and design
- Implementation and execution
- Reporting

Data Volume Reduction Analysis

Over the years, every SAP system begins to accumulate a large amount of data, and we all know that data is the life blood of any business. However, the staggering growth of data in today's complex system environments makes it imperative to develop a strong data management strategy to control costs and reduce risk.

NTT DATA Business Solutions' Proactive Data Reduction Analysis provides your business with ongoing analysis and recommendations to reduce and maintain the size of your SAP database. An honest and detailed evaluation of your situation and a regular assessment on a quarterly basis will provide your business with many benefits:

- Reduction of complexity and cost
- Increased compliance
- Data quality and content management
- Ability to control data growth and properly plan your infrastructure
- Recommendations for improved data processing times and performance
- Access to Solution Manager as a Service
- Savings on investments in hardware

Functional and Business Process Monitoring

The inability to identify where your processes are failing can lead to detrimental losses and negative business impacts:

- Unstable business processes or interfaces with errors and standstills
- Unknown or insufficient root cause for process issues
- Process inefficiencies

Business Process Monitoring provides you with a centralized overview of the status of your business processes and empowers you to deal with any problems at an early stage, centralize documentation, and manage processes. This enables your organization to measure and analyze process performance to identify critical process problems proactively and use data to make decisions that will improve speed, quality, and efficiency of your current business operations.

With ongoing monitoring of your SAP systems, our monitoring will proactively analyze the execution of your core business processes to increase availability, stability, performance and end user satisfaction. Insight into current business processes will provide transparency to reduce inaccuracies in data and process disruptions.

Custom Code Health Check

When custom code is added to your SAP system, it can add many benefits and time savers, but it tends to be the most expensive piece from the perspective of running the system. Because custom code is added in manually, time to complete tasks is longer, and providing output becomes more difficult.

On-demand Custom Code Health Checks provide your company with a detailed analysis and transparency into your custom code to help you understand what code exists, how much it is actually used, and if it is appropriate. NTT DATA Business Solutions will assist your company with custom code management and an analysis of your custom code objects, including usage, quality, and optimization.

Benefits:

- Transparency and analysis of custom code footprint
- Recommendations for efficiency gains and less overhead
- Identifiable improvements
- Efficient management of custom code
- Access to Solution Manager as a Service

Transport Release Analysis

Poor production planning and change management can delay production and eat away at your company's bottom line. In addition, sequencing issues can conflict between SAP modules, resulting in downtime, data clean up, and production risk.

NTT DATA Business Solutions' Transport Release Analysis automatically identifies and analyzes all the transport requests within your system --including development, quality, and production --and identifies potential problems and recommendations before moving into deployment. By reducing production risks, your company will have greater quality assurance, avoid sequencing issues and transport breakages, and avoid downtime.

WHY WORK WITH
NTT DATA BUSINESS SOLUTIONS?

We Transform. SAP® Solutions into Value

Digital transformation helps companies reach their full potential – if the underlying technologies work for the people using them! At NTT DATA Business Solutions, we design, implement, manage and continuously enhance SAP solutions to make them work for companies – and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible.

Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies to become more efficient and effective during the last three decades. Our 10,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start!

.

Contact us today to learn more about our solutions:

» marketing-solutions-us@nttdata.com
» **www.nttdata-solutions.com**

NTT DATA Business Solutions

SAP Platinum Partner

NTT DaTa
Trusted Global Innovator