The Application Lifecycle Management Product Portfolio of SAP

SAP Solution Manager – Happy customers

Productive Customers

All Time High

SAP Solution Manager 7.2:   12.404*

Focused Build & Insights: 1.879*

Customer Satisfaction

Easy to Resolve 4.3	Support in Incident 4.5	Product Satisfaction 4.2

5
max. rating

Chart y-axis: 5, 4, 3, 2, 1, 0
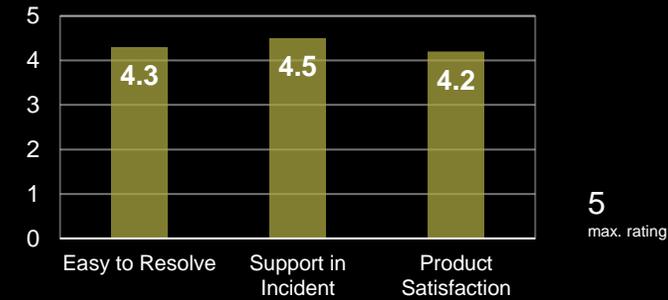
Quality (tickets)

Year-over-Year − 20%

Chart y-axis: 12000, 11000, 10000, 9000, 8000, 7000, 6000

Chart x-axis: Q2 2020, Q3 2020, Q4 2020, Q1 2021, Q2 2021, Q3 2021, Q4 2021, Q1 2022, Q2 2022
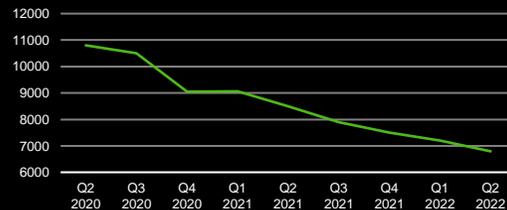
Customer Connection 2021

Delivery more than 70%

Topics	Qualified	Accepted	Delivery
Change & Release Management	60	43	72%
Test Suite	50	35	70%
Process Management	38	29	76%
Overall	148	107	72%

SA POWER NETWORKS STORY

SA POWER NETWORKS STORY

Introduction to SA Power Networks

- SA Power Networks is the principal electricity distributor in South Australia, delivering reliable and safe power while leading the State's rapid transformation to meeting all our energy needs from renewable sources by 2030

- Our services include, maintaining and building a reliable distribution network, responding to outages including those caused by extreme weather, and ensuring community safety from electric shock and from bushfire.

- We are focused on using data, analytics and automation to improve our efficiency and manage a dynamic and rapidly evolving energy system.

SA
Power
Networks

Empowering South Australia

Our Solution Manager Journey: Leveraging Essential Features

System Monitoring

- Real-time insights into system health, availability, and performance
- Monitoring of key performance indicators, system components, and infrastructure

EarlyWatch Alerts

- Proactively detects potential system issues and security vulnerabilities
- Automatic analysis of system data and notifications to administrators

Configuration Validation

- Ensures system stability and compliance with best practices
- Verifies system configurations against recommended standards

Our Solution Manager Journey: Leveraging Essential Features

System Recommendations
- Actionable insights for optimizing performance and resource utilization
- Analysis of system data and suggestions for improvement

Data Volume Management (DVM)
- Manages data growth and optimizes database performance
- Strategies for data archiving, deletion, and compression

Focused Insights
- Deep insights into system performance, usage patterns, and key indicators
- Analytics tool for data-driven decision-making and proactive management

Our Solution Manager Journey: Leveraging Essential Features

Change Request Management (ChaRM)

- Efficient change management processes for the SAP S/4HANA ISU system
- Request creation, approval workflows, transport management and retrofits

Solution Documentation

- Centralized repository for documenting SAP processes

Business Transformation Suite

SAP Signavio

Tricentis

Data Transformation with SAP Business Transformation Center

SAP Cloud ALM

APPLICATION LIFECYCLE MANAGEMENT

Build

Design

Test

Deploy

Operate

Software Solution

Test Orchestration

Embedded Analytics

SAP Service & Support Data Lake

This is the current state of planning and may be changed by SAP at any time.
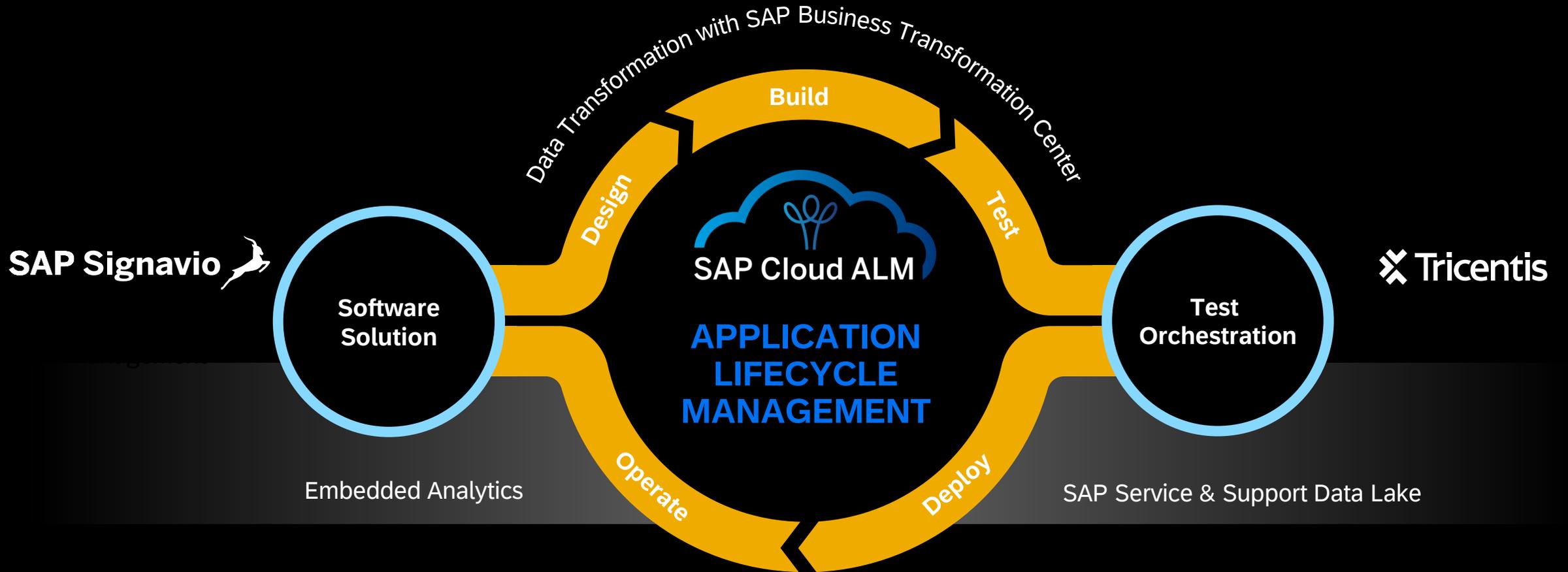
SAP Cloud ALM: Facts and figures

License and cost

Included in SAP Enterprise Support and Subscription

- Maintenance and operations by SAP
- Included memory: 8 GB
- API usage: 8 GB outbound data transfer per month

## Supported Solutions

Designed for cloud and hybrid customers

- Cloud solutions from SAP
- On-premise ABAP solutions (SAP S/4HANA, SAP Business Suite, SAP BW)
- PI/PO integration monitoring
- Non-SAP solutions

Delivery and update model

Cloud-native

- Customer owned SaaS
- Available in 15 minutes
- Daily integrated delivery
- Bi-weekly feature release

SAP Cloud ALM – Summary

Data Transformation

Analyze ⟫ Transform ⟫ Provide ⟫ Validate

SAP Business Transformation Center
powered by SAP Cloud ALM

Innovation Adoption

Design ⟫ Build ⟫ Test ⟫ Deploy

SAP Cloud ALM

Methodology

Operation Automation

Collaboration

Integration

Service Collaboration

Prepare ⟫ Deliver ⟫ Share ⟫ Follow-Up

Business Continuity

Detect ⟫ Analyze ⟫ Correct ⟫ Automate
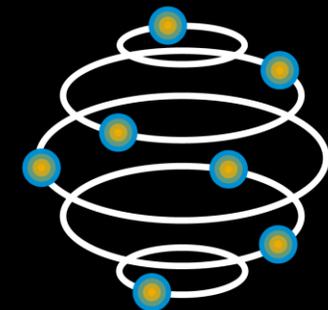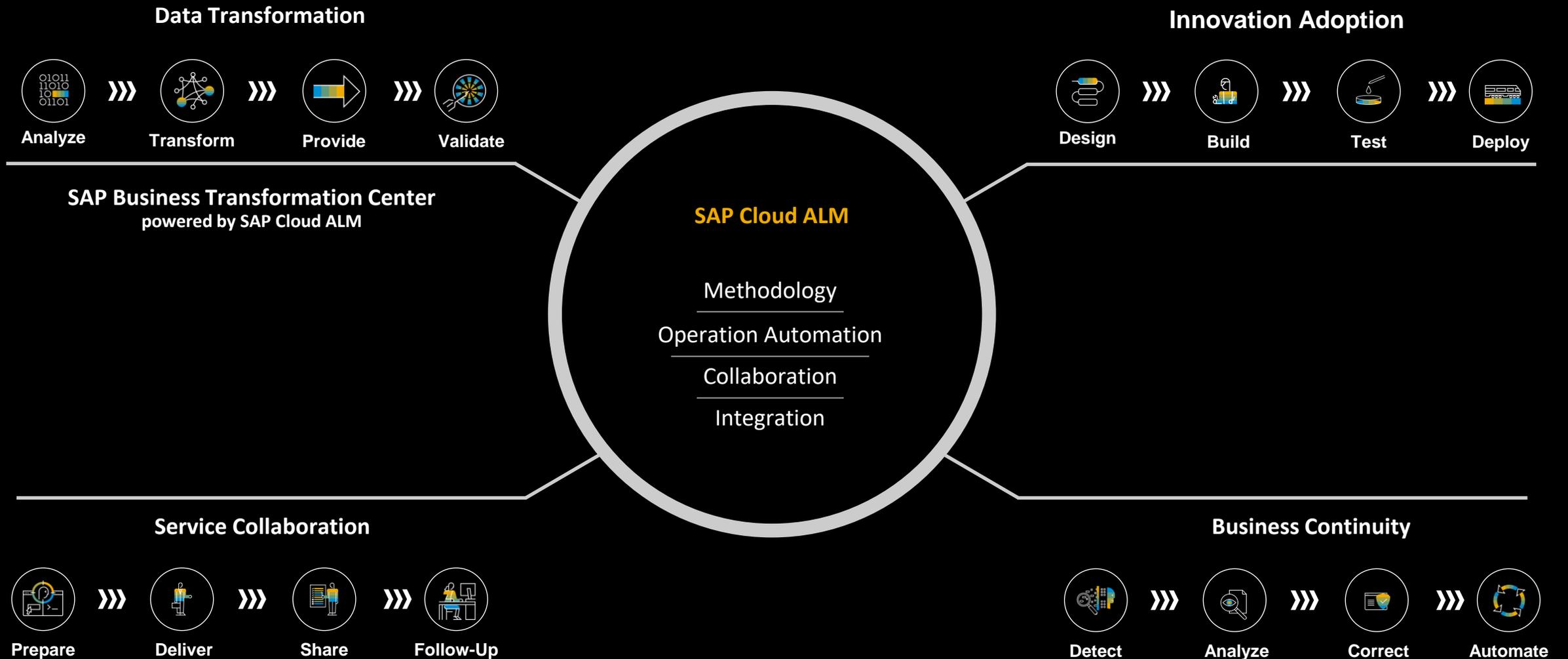
SAP's ALM Strategy

SAP Cloud ALM is designed to support ALM for the **Intelligent, Sustainable Enterprise**, including SAP S/4HANA (all deployments).

SAP Cloud ALM is **attractive for SAP Solution Manager customers**: cost of operation and maintenance, functionality, ease of use and adoption, foundational support for today's customer landscape (SAP Business Suite, SAP BW, SAP PI/PO), transition support.

SAP Cloud ALM is the **next generation ALM platform** for SAP customers. SAP Cloud ALM is an independent new product line. SAP recommends SAP Cloud ALM as go-to platform for ALM.

SAP Focused Run addresses SAP-centric service providers and hybrid customers with advanced needs and/or significant on-premise footprint. **It can be used complementary to SAP Cloud ALM.**

Details on fair usage rights.
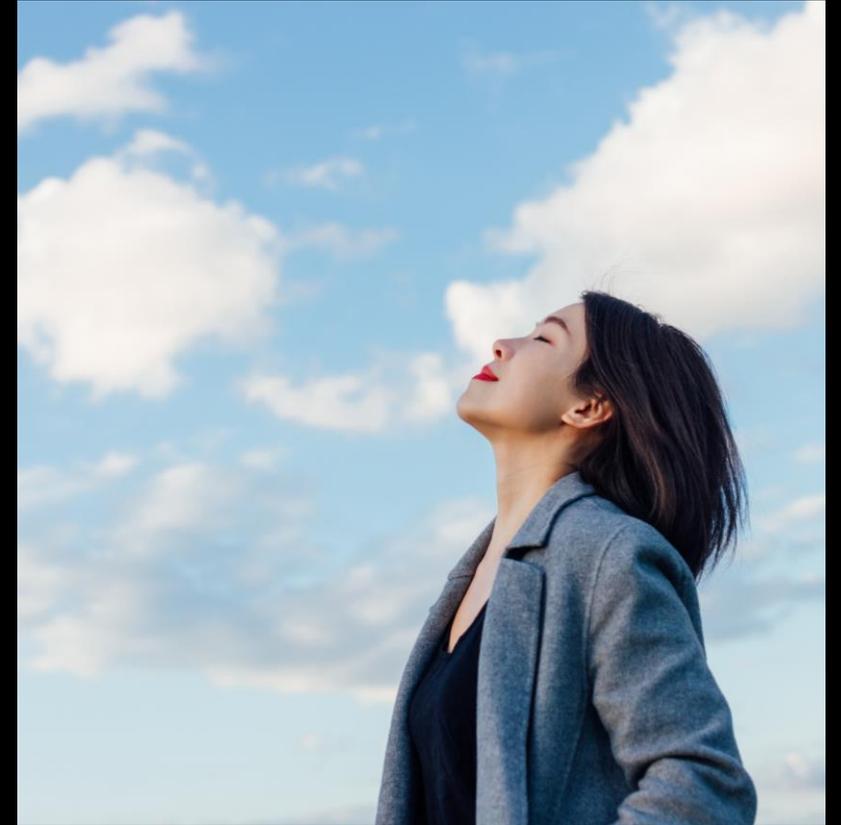
SAP ALM Platforms – Planned Product Availability Strategy

SAP Solution Manager follows the maintenance strategy of the SAP Business Suite

- Extended maintenance for process management, test suite, change & release management and ITSM in SAP Solution Manager 7.2 is automatically included in the optional extended maintenance for the SAP Business Suite 7

- SAP Solution Manager 7.2 is supported beyond 2030 in customer specific maintenance*

- There are **no plans for further releases** after SAP Solution Manager 7.2

SAP Cloud ALM and SAP Focused Run are not dependent on the SAP Business Suite, allowing mainstream maintenance beyond 2030. SAP plans no new on-premise products in the ALM portfolio.

SAP Solution Manager, SAP Focused Run in mainstream maintenance	End of mainstream maintenance for SAP Solution Manager	End of extended maintenance for SAP Solution Manager
Now	End of 2027	End of 2030

SAP Solution Manager 7.2 - Operations — Customer specific maintenance

SAP Solution Manager 7.2 – Implementation & ITSM — Extended maintenance — Customer specific maintenance

SAP Focused Run

SAP Cloud ALM

*) See restrictions in SAP Note 52505 and 3053725
For further information visit support.sap.com/ALM

This is the current state of planning and may be changed by SAP at any time.

Transition Strategy from SAP Solution Manager to SAP Cloud ALM

All SAP Solution Manager customers should plan to move to SAP Cloud ALM.

SAP Solution Manager → SAP Cloud ALM

SAP Solution Manager

Adopt SAP Cloud ALM for service and operations NOW

- Less customer effort for updates and agent administration
- Ease of use and consumption
- Additional monitoring use cases
- SAP Service delivery only via SAP Cloud ALM

Bonus value: Use SAP Cloud ALM for fast-paced cloud implementations

Adopt SAP Cloud ALM for implementation at your own pace

- Complete your move to SAP S/4HANA
- More functionality for Testing, Deployment Management and Solution Documentation planned for 2023 / 2024
- Advanced functionality for Deployment Management and Solution Documentation planned for later

This is the current state of planning and may be changed by SAP at any time.

Re-visit your operations needs

SAP Focused Run can complement SAP Cloud ALM for advanced operations use cases.

Reasons to add SAP Focused Run:

- Dedicated system management required
- Large on-premise landscapes and high-volume application monitoring
- Multiple customer enablement
- Embedded operation automation & cross use-case analytics

This is the current state of planning and may be changed by SAP at any time.

Guidance and Support for the Transition to SAP Cloud ALM

SAP supports you with

- Readiness Check for SAP Cloud ALM
- Transition methodology to SAP Cloud ALM *
- Roadmap and Implementation Services
- Tools for selected data transfer of solution documentation and test cases *
- APIs for data transfer and 3rd-party integration
- Guidance for typical customer situations
- All you need to know in the SAP Support Portal
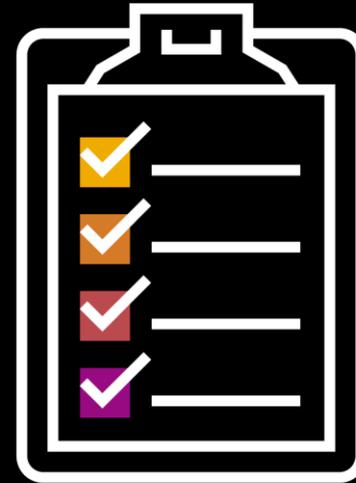
Use your transition to SAP Cloud ALM to rethink and simplify your ALM processes

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SAP Readiness Check for SAP Cloud ALM

Planning a Transition Project
SAP Readiness Check for SAP Cloud ALM

1 **SAP Solution Manager usage & planning**

2 **Equivalent Capabilities in SAP Cloud ALM**

3 **On top capabilities in SAP Cloud ALM**

Scope of Transition Project

Description of scoped SAP Cloud ALM capabilities

Comparison of capabilities in SAP Solution Manager and SAP Cloud ALM

Other SAP ALM products ("friends of ALM")

Services

Migration concepts
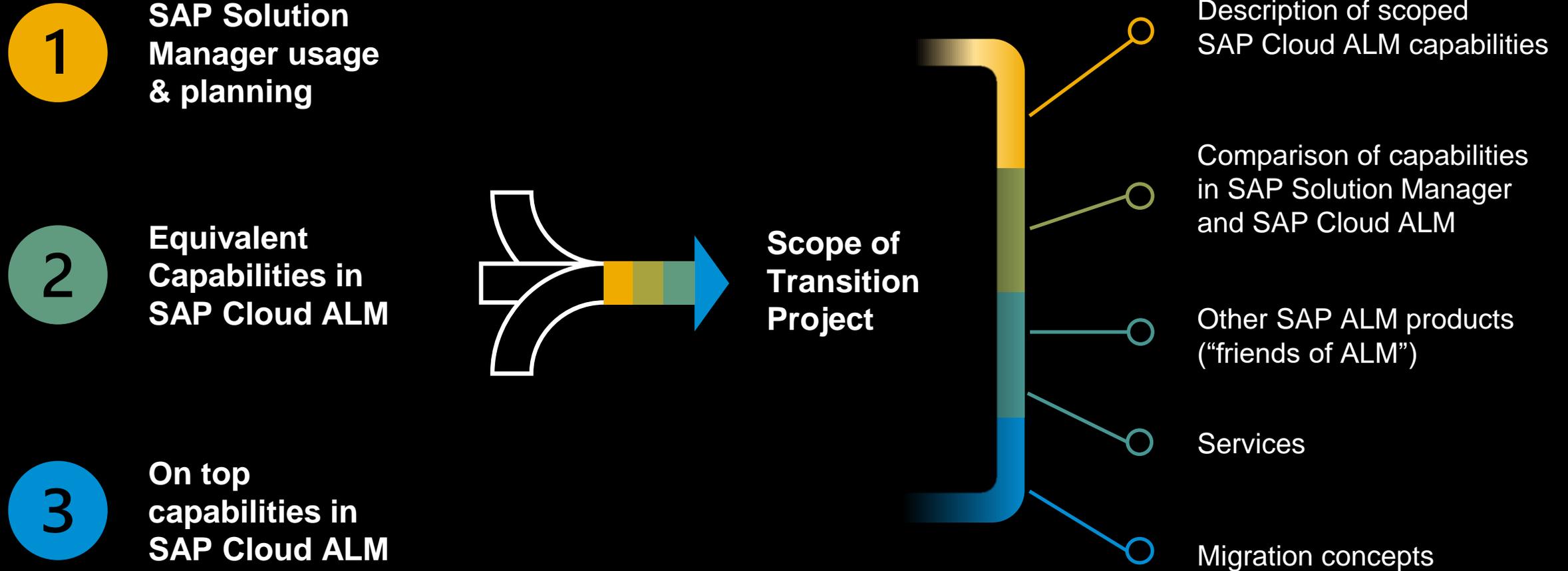
SA POWER NETWORKS STORY

Our Solution Manager Journey: The Need for a Successor

- Solution Manager follows the maintenance strategy of SAP Business Suite, so by end of 2027 it will be out of mainstream maintenance

- Limited capability in Solution Manager for monitoring SAP's SaaS solutions

- Cloud ALM is its natural successor however it's not meant to have feature parity with Solution Manager

- Cloud ALM will have new features which were not available in Solution Manager like Real User Monitoring

- We have run the Readiness Check report for Cloud ALM which will be used for planning our roadmap

- Currently Cloud ALM is not available for deployment in Australia. It is currently on the SAP Roadmap Q3 2023.

Readiness Check for Cloud ALM
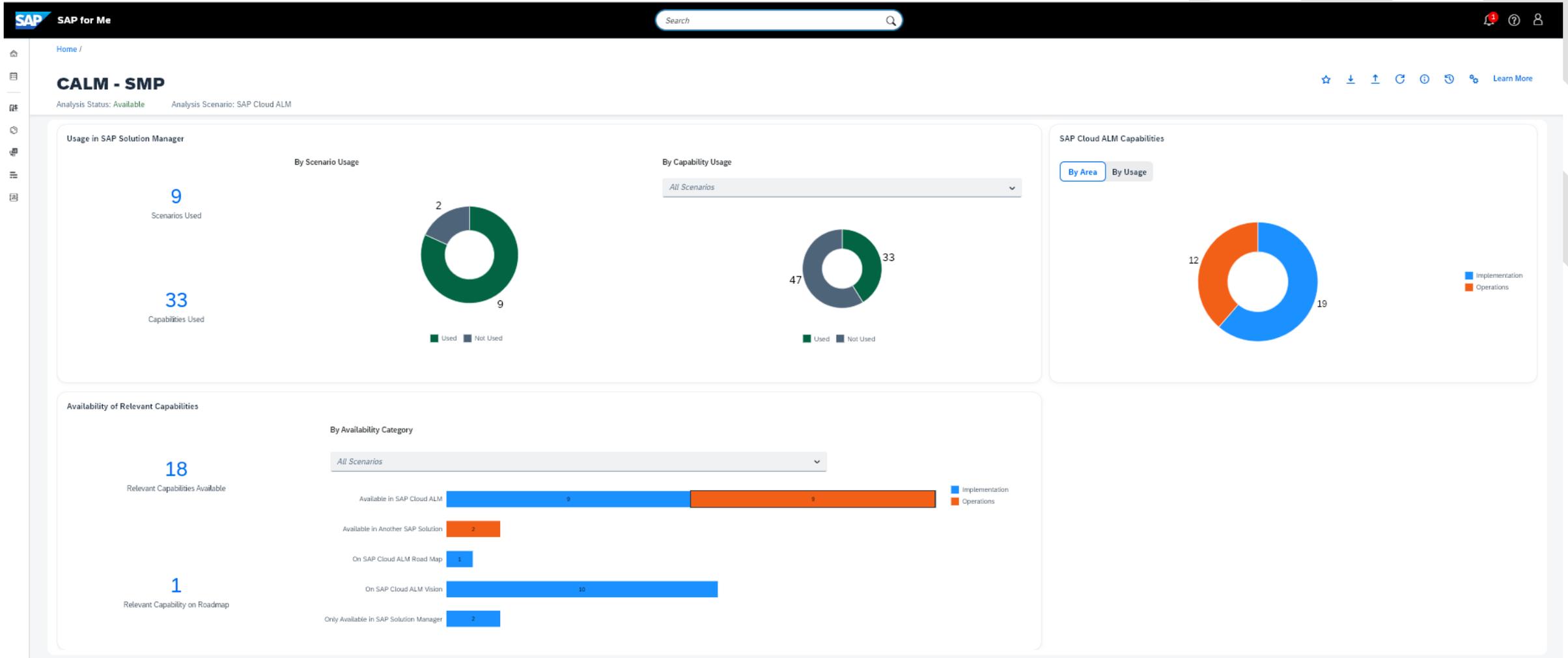
SAP Readiness Check for SAP Cloud ALM – Available NOW
Process Steps

Source

Prepare SAP Solution Manager System

- Implement analysis collectors (via SAP note or ST-PI Support Package)
- Transport the collectors to system being analyzed (i.e. production or a recent copy of production)

Execute Collectors

- Schedule the analysis collector jobs
- Monitor the progress of the analysis jobs

Transfer Analysis Data

- Download analysis data once collectors are
- Review and (if required) modify the collected analysis data
- Visit the SAP Readiness Check launch page
- Create a new analysis and upload data

Explore Results

- Select an "available" analysis from the SAP Readiness Check launch page
- (Optionally) Adjust the automated collected usage result
- Review the high-level results
- (Optional) Generate a downloadable document as an offline record

Prepare the Transition

- Use the SAP Readiness Check results to learn more about the possible transition scenarios to SAP Cloud ALM

SAP Cloud ALM

Transition Center in SAP Support Portal

Transition Center in SAP Support Portal

Your one-stop spot for all the information around the transition to SAP Cloud ALM!

- General information

- Functional comparison and transition guidance

- Transition recommendations and strategy

- Additional resources, videos and documents

<div style="background-color:green; color:white; padding:10px; border-radius:8px; width:300px; text-align:center;">Transition Center</div>

Your next steps

SAP Cloud ALM – start your journey TODAY!
Included with your cloud subscription
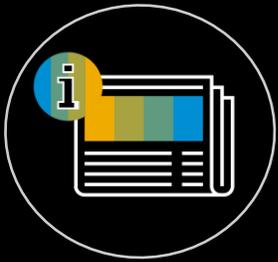
Learn

Browse presentations and watch recorded demos on the SAP Cloud ALM home page

Try

Access the public demo system.

Request

Request SAP Cloud ALM in SAP for Me.

It's usually available within 15 minutes!

Just do a few setup steps.
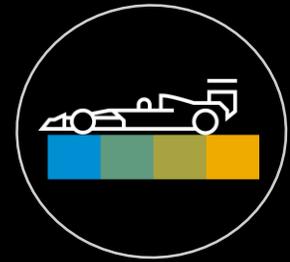
Use

Invite your SAP Cloud ALM users.

Network with other customers in the ALM Community.

SAP Cloud ALM - where can I learn more?

Product information

- SAP Cloud ALM overview
- SAP Cloud ALM for Implementation
- SAP Cloud ALM for Operations
- SAP Cloud ALM for Service

Onboarding

- How to request SAP Cloud ALM?
- How to setup SAP Cloud ALM?

Stay current

- Events
- Newsletter
- Community

Additional information

- Documentation
- Supported Solutions
- SAP Cloud ALM usage rights
- Product Road Map

Training

- Learning Journey: SAP Cloud ALM for Implementation
- Learning Journey: SAP Cloud ALM for Operations
- Expert Guided Implementation services (register)
- SAP Discovery Center missions (start)