

GLOBALNEST SOLUTION MANAGER SERVICES:

The SAP Solution Manager supports you throughout the entire life-cycle of your solutions, from the Business Blueprint to the configuration to production.

Benefits of implementing Solution Manager:

- Minimize resources by automating processes
- Minimize physical efforts by Centralized Administration & monitoring
- Prior notification of Business critical issues
- Minimize downtime
- Simply upgradation
- Minimized manual reporting

**1. Standard features of Solution Manager:****A. Solution Monitoring**

- Central System administration (CSA)
- Analysis of your system landscape with Service Level Reporting
- Real-time System Monitoring. This feature provides a single window to proactively monitor the entire landscape

**B. Alert management:**

Automatic alert notification of any business critical issues and the message will be thrown to a mail box. Two types of alerts can be set i.e. warning (yellow) & error (red) as per Key Performance Indicator (KPI) so as user can be take action proactively.

D. Early Watch Report:

It is tool that monitors the essential administrative areas of SAP components and keeps you up to date on their performance and stability.

C. Maintenance Optimizer:

SAP does not recommend downloading any support packages & patches directly from marketplace. This is a mandatory feature which needs to be implemented in any SAP landscape through which user can download relevant patches to upgrade the landscape.

E. DBA Cockpit:

This feature provides the facility to centrally administer and monitor the Database of all systems of the entire landscape e.g. database workload & performance check, backup, db statistics.

2. Enhanced features of Solution Manager:

A. Service Desk:

- Direct creation of support messages from any Transaction
- Automatic capture of important data about the System in which the support message was created, e.g. installation number, installed software components, operating system, transaction
- Automatic assignment of the support message to a Support level
- Centrally management message processing in the SAP Solution Manager



B. Change Request Management (ChaRM)

Manage change requests, with workflow to trace and audit changes and transports in your system landscape with Change Request Management.

C. Change and Transport Management (CTS+)

This tool provides a central transport mechanism and change control system to ensure consistent transports of ABAP and non-ABAP changes.

D. End to End Root RCA

In today's distributed, multi-technology customer solutions with multi-channel access through diverse devices and client applications, analyzing the root cause of an incident requires a systematic top down approach to finally pinpoint to the root cause of an incident. End-to-End root cause analysis offers systematic analysis and resolution of incidents for a distributed mission critical customer environment All tools are safe: they do not allow changes when used by SAP employees unless explicitly requested by the customer and enforced by the customer change management process. This is a new tool of RUNSAP which provides the following feature -

- Workload Analysis
- Trace Analysis
- Change Analysis
- Exception Analysis

Globalnest SAP Offering

- Implementation
- Functional and Technical Support
- Rollouts
- Testing
- System and Data Migration
- Upgrade

