



SAP Cloud ALM or SAP Solution Manager: How to find your ALM solution?

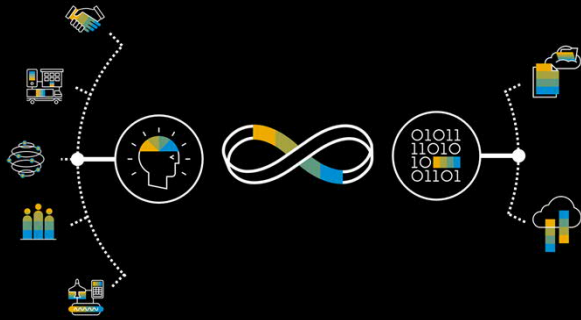
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Digital Business Services, SAP SE
November 2018



SAP Cloud ALM

3y ambition

A brand new, **cloud-based ALM** offering.



For the Intelligent Suite

- for cloud-centric customers
- manages cloud and hybrid solutions
- supports every SAP solution

In the public cloud

- re-thought, newly designed, and built on modern cloud technology
- starts with trial and is for life
- ready for immediate consumption
- is cost-efficient for customers

Manage implementation of the Intelligent Suite



Harmonized, Content-Driven Implementation of the Cloud-centric Intelligent Suite. Quality assurance and knowledge transfer for partner-led implementations.

Demand

Build

Test

Deploy

Consume best practice content and perform Fit-to-Standard Workshops

Perform configuration activities and manage extensions

Manage integration and acceptance tests

Orchestrate consistent deployment to production

Manage operation of the Intelligent Suite



Customer's **harmonized, proactive Operation** of the Cloud-centric Intelligent Suite

Monitor

Diagnose

Correct

Improve

Proactively monitor integration, users, business processes and applications

Diagnose alert and identify root cause

Corrective action in customer business or IT

Improve business process and optimize usage

SAP Cloud ALM supports the entire lifecycle

SAP Cloud ALM - Processes

Run

Monitor

Diagnose

Correct

Improve

Build

Demand

Build

Test

Deploy

SAP® Cloud Platform

Platform services and Data management

CLOUDFOUNDRY



kubernetes



ABAP

SAP

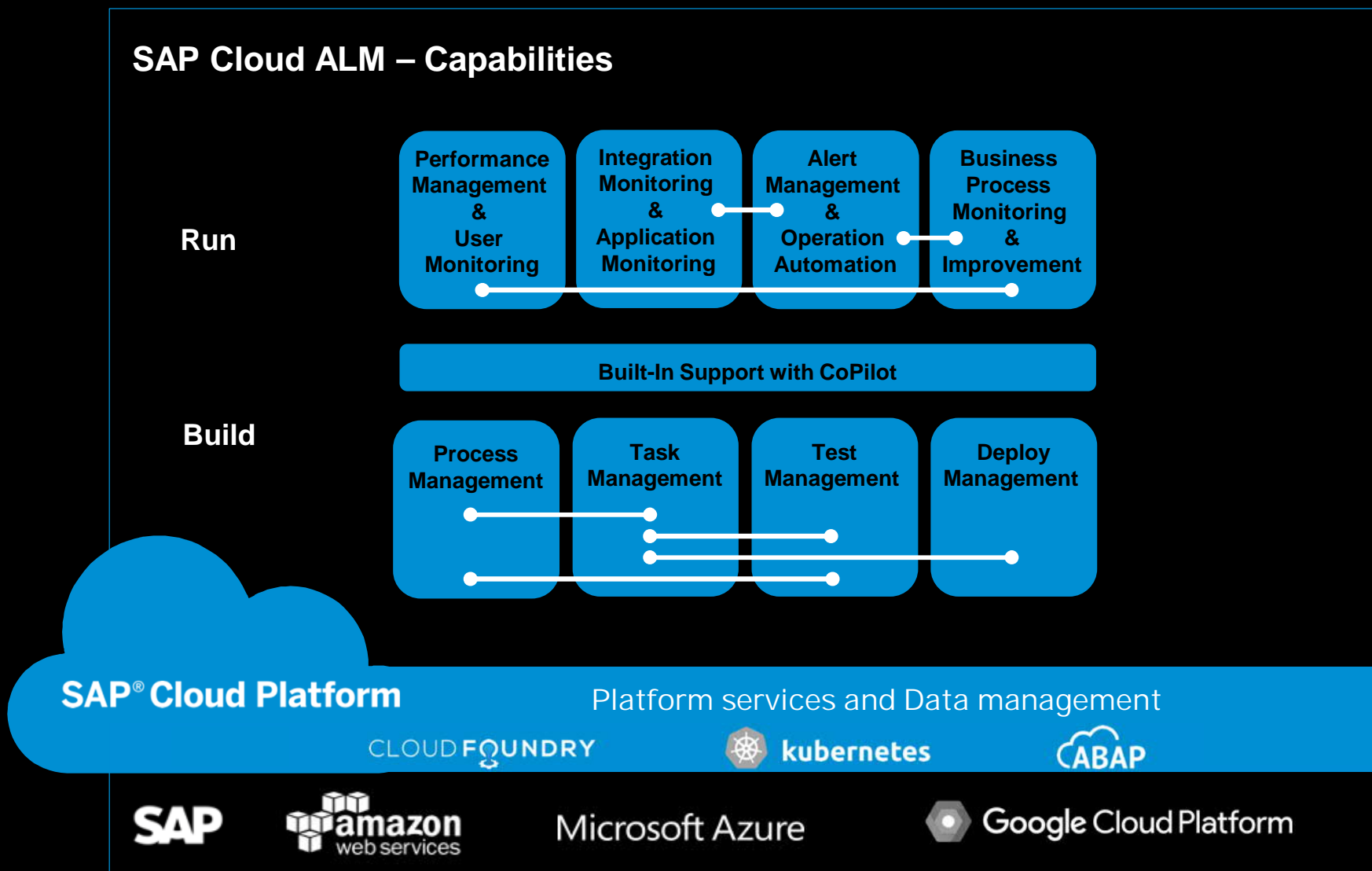


Microsoft Azure



Google Cloud Platform

SAP Cloud ALM High-Level Architecture



SAP Cloud ALM is Open

SAP Cloud ALM – Capabilities

Run

Performance
Management
&
User
Monitoring

Integration
Monitoring
&
Application
Monitoring

Alert
Management
&
Operation
Automation

Business
Process
Monitoring
&
Improvement

Built-In Support with CoPilot

Build

Process
Management

Task
Management

Test
Management

Deploy
Management

SAP® Cloud Platform

Platform services and Data management

CLOUDFOUNDRY

kubernetes

CABAP

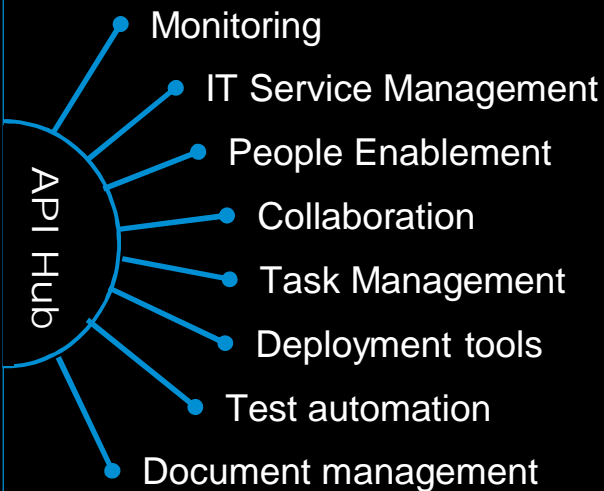
SAP

amazon
web services

Microsoft Azure

Google Cloud Platform

SAP Cloud ALM integrates with



How can customers consume SAP Cloud ALM?

- SAP Cloud ALM is part of SAP Enterprise Support
- You are entitled to use SAP Cloud ALM
 - if you subscribe to an SAP Cloud Service (including SAP Enterprise Support, cloud editions) OR
 - after you sign an amendment to your SAP Enterprise Support agreement

The SAP Cloud ALM usage rights are part of SAP Cloud Enterprise Support.

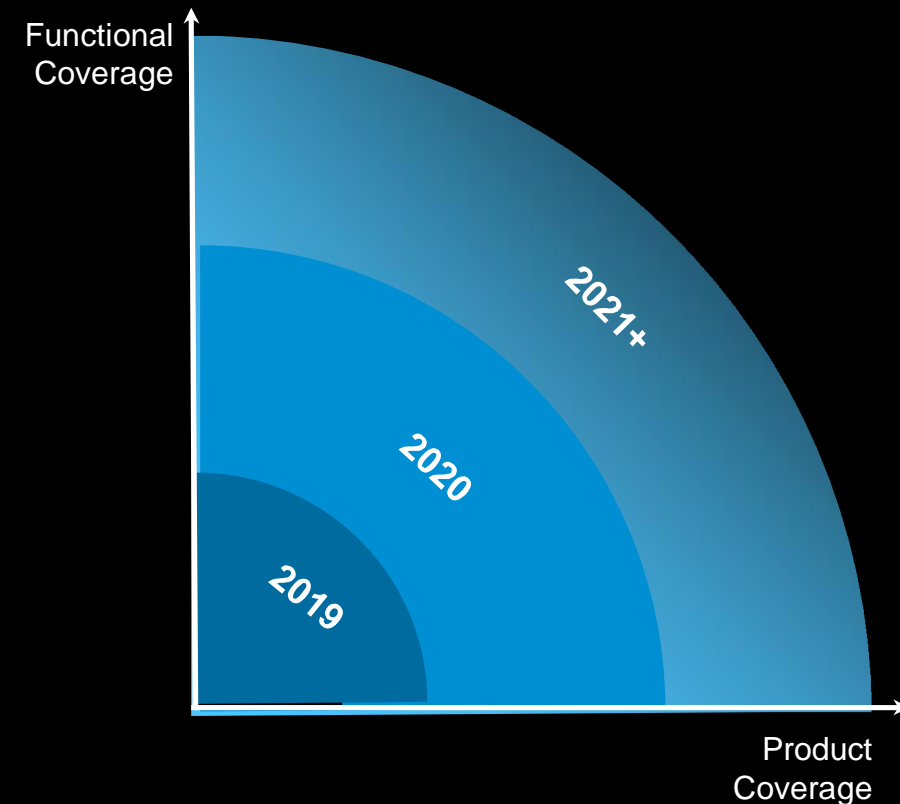
What is the SAP Cloud ALM Roadmap?

SAP makes SAP Cloud ALM available step-by-step.

SAP Cloud ALM starts with the implementation portal for SAP S/4HANA Cloud.

We will extend the scope to complete lifecycle coverage.

We will extend coverage of SAP products to all SAP solutions.



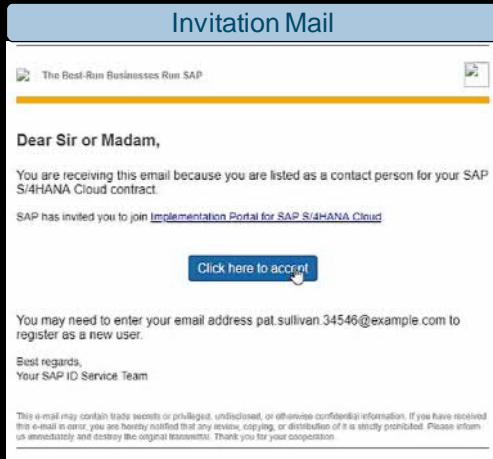
SAP Cloud ALM

Implementation Portal for

SAP S/4HANA Cloud

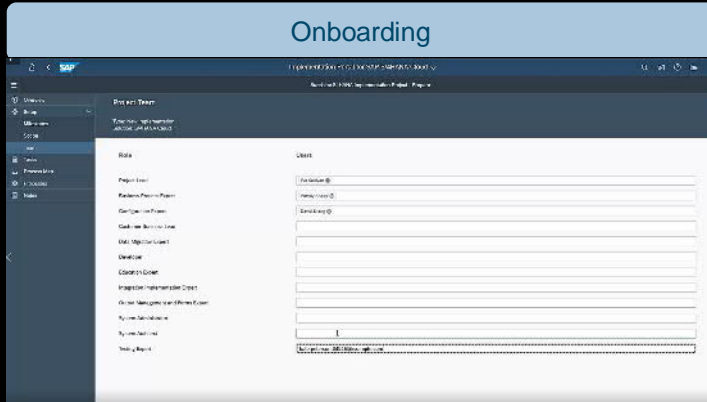
Demo

Implementation portal for SAP S/4HANA Cloud



SAP Cloud ALM is available immediately.

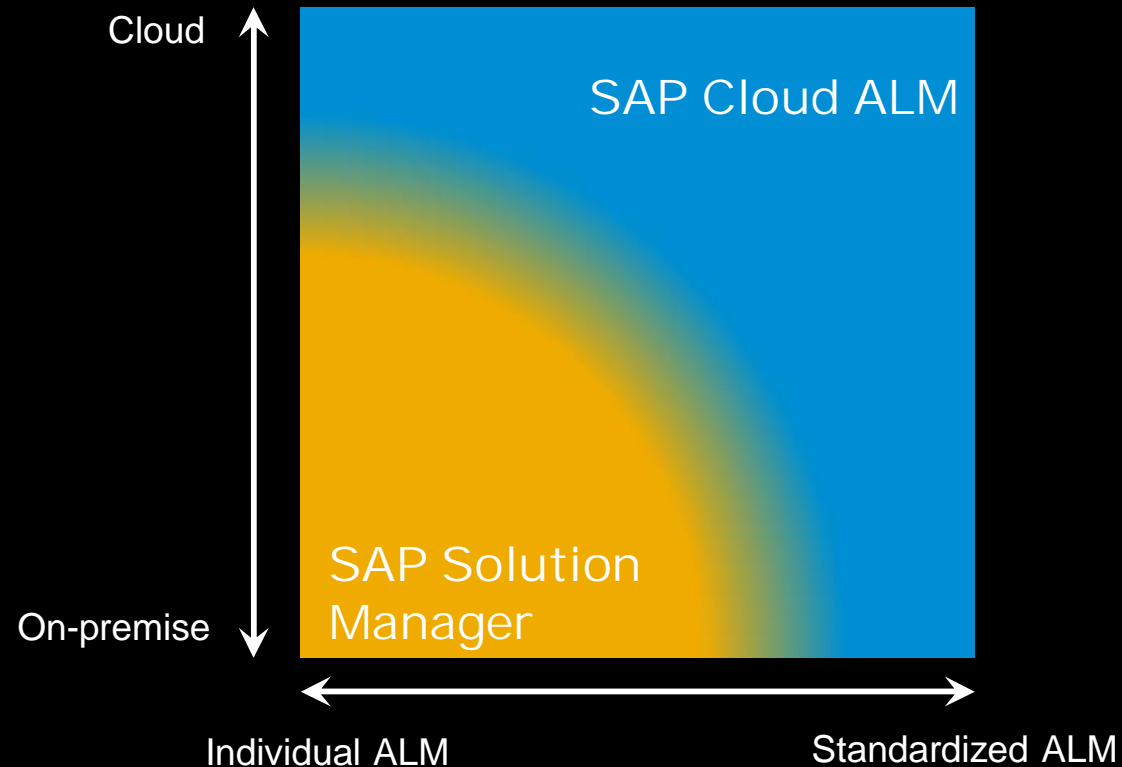
The project lead receives an invitation mail with a log-on link to SAP Cloud ALM



Team members are onboarded by entering their e-mail address.
By default, each team member is assigned to a role

With just 2 steps, SAP Cloud ALM is ready for implementation

The bigger Picture: SAP's new ALM portfolio



SAP Cloud ALM extends ALM into the cloud and makes ALM more standardized

SAP has the right ALM solution for all customers!

How to find the right ALM solution

Case 1: Customer has an on-premise-centric solution and plans to keep it.



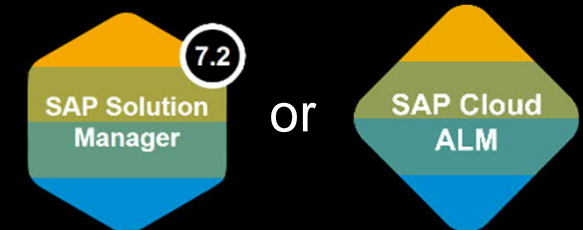
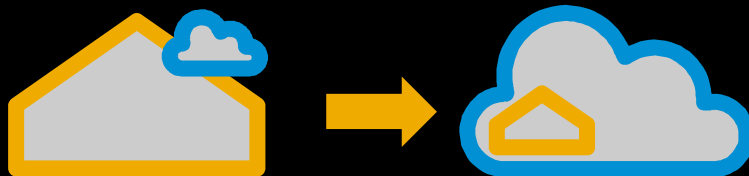
Case 2: Customer has a cloud-centric solution or is cloud only.



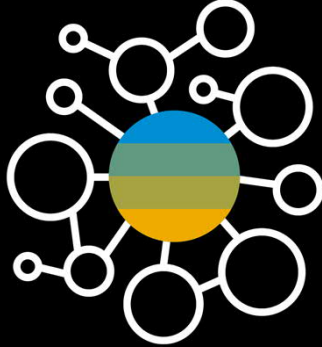
Case 3: Customer has a small, standard on-premise solution



Case 4: Customer moves towards cloud or standardized ALM



Where are our SAP Solution Manager customers today?



Customers have an on premise-centric solution, many of them with:

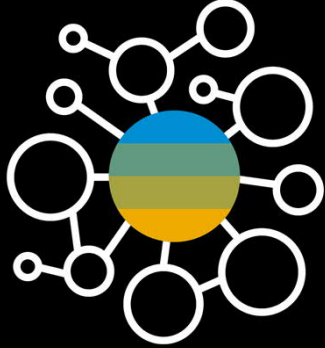
- a multi-track landscape
- a significant portion of custom code
- individual integrations between SAP and non-SAP systems
- tailored business processes
- own release schedules



In a nutshell:

Today, many customers have very individual SAP solutions

How do customers do ALM for on premise-centric solutions?



Customers need an ALM tool which can:

- handle a wide variety of landscapes
- document, test, deploy and retire custom code
- monitor interfaces between SAP and non-SAP systems
- model, publish and monitor business processes
- manage change and releases

In a nutshell:

Customers need an ALM swiss-army knife to manage their on-premise-centric SAP solution with

- a lot of options
- flexible engines that can be tailored to the customer's need
- generic content and methodologies
- management of technology



Customers are happy with SAP Solution Manager

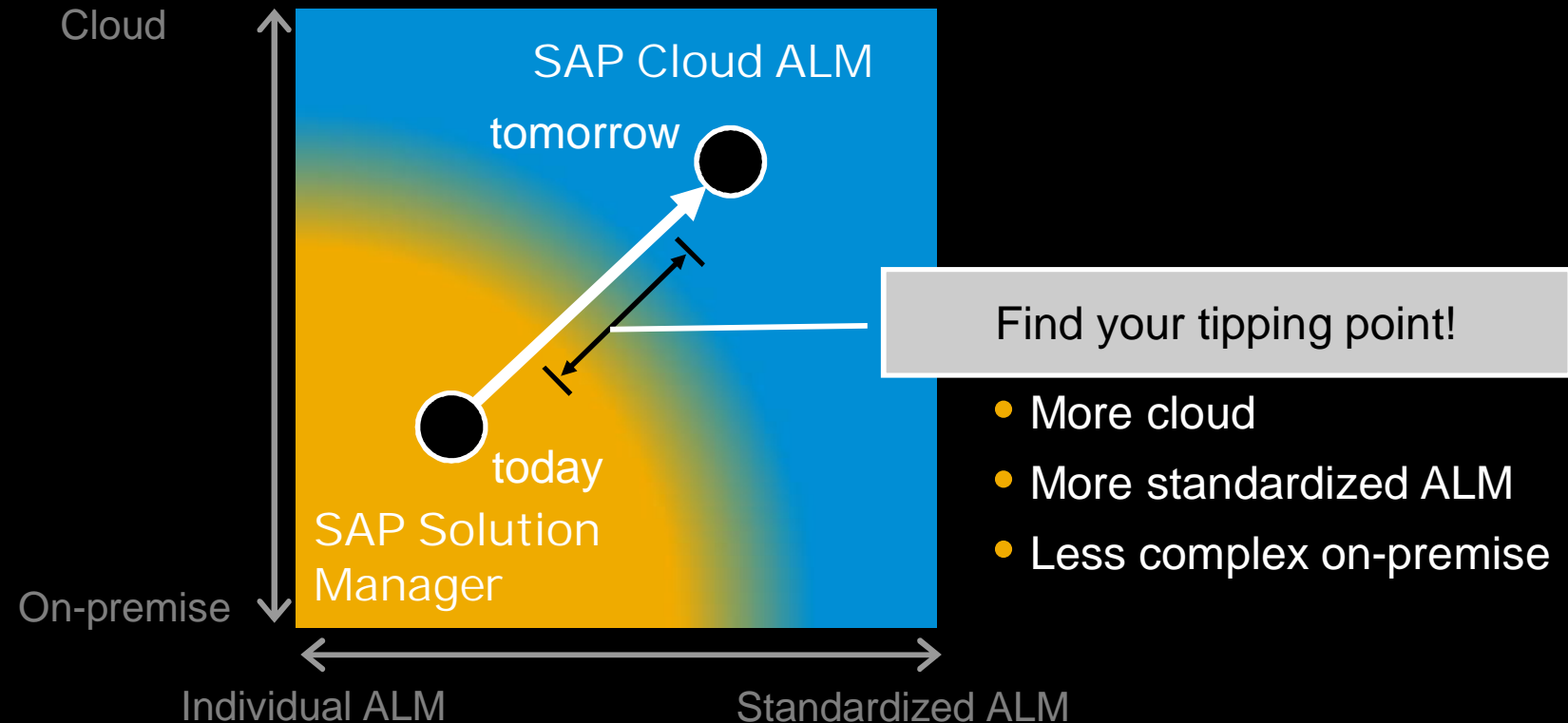


<p>Designed for the SAP Business Suite</p> <ul style="list-style-type: none">▪ built on proven technology▪ extended to SAP S/4HANA and the Cloud▪ single source of truth	<p>Built for customers</p> <ul style="list-style-type: none">▪ SAP user groups strongly supported, influenced and defined the scope▪ continuous customer connection closes gaps and ensures ALM success
<p>Most complete and comprehensive ALM tool</p> <ul style="list-style-type: none">▪ included in SAP support offerings▪ vibrant partner eco system▪ end-to-end coverage	<p>World-wide adoption</p> <ul style="list-style-type: none">▪ 15.000 productive customers in all regions

ALM tool of choice today and tomorrow for **on premise** and **hybrid** solutions

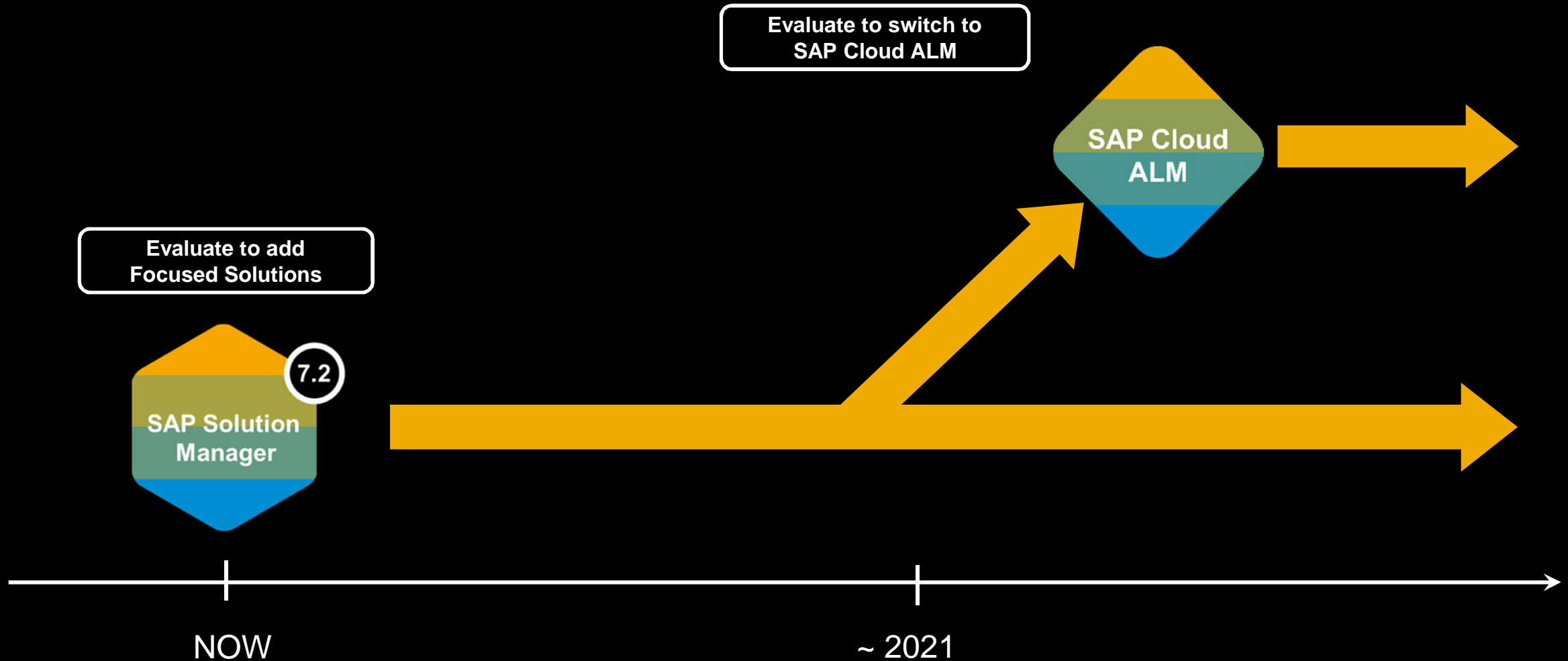
BUT: What if those customers want to move to the cloud and a simplified ALM?

Optional transition to SAP Cloud ALM



Customers who want to move their ALM also to the cloud may want to find their individual tipping point to SAP Cloud ALM

What can SAP Solution Manager customers do NOW and as of 2021?



As of **2020**, the usage rights of SAP
Solution Manager include SAP Focused
Build and Insights – no additional costs!

Earliest 2021: Evaluate switch to **SAP Cloud ALM**

SAP Cloud ALM

OR

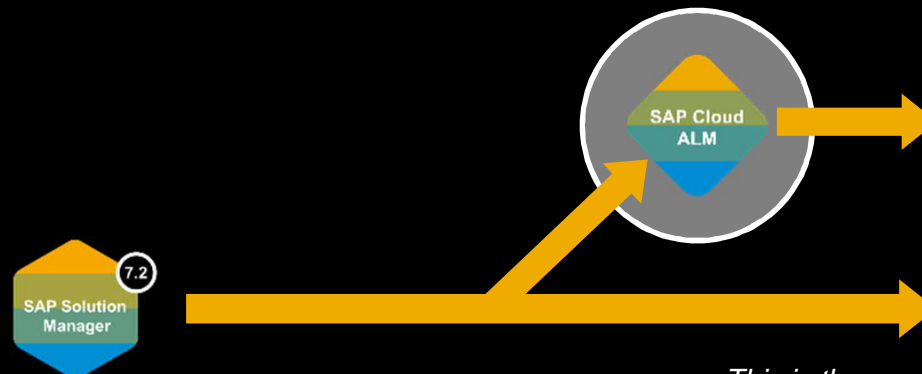
SAP Cloud ALM

+

Focused Run

Use only SAP Cloud ALM if
your landscape moves to
cloud

Combine if you want to standardize
ALM on a large on-premise
landscape with 1000+ agents

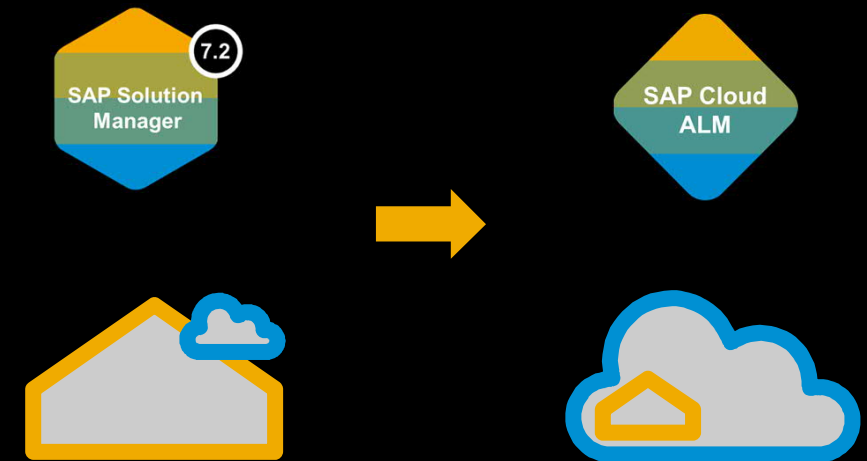


How does SAP support the move to SAP Cloud ALM?

To safeguard your Single Source of the Truth

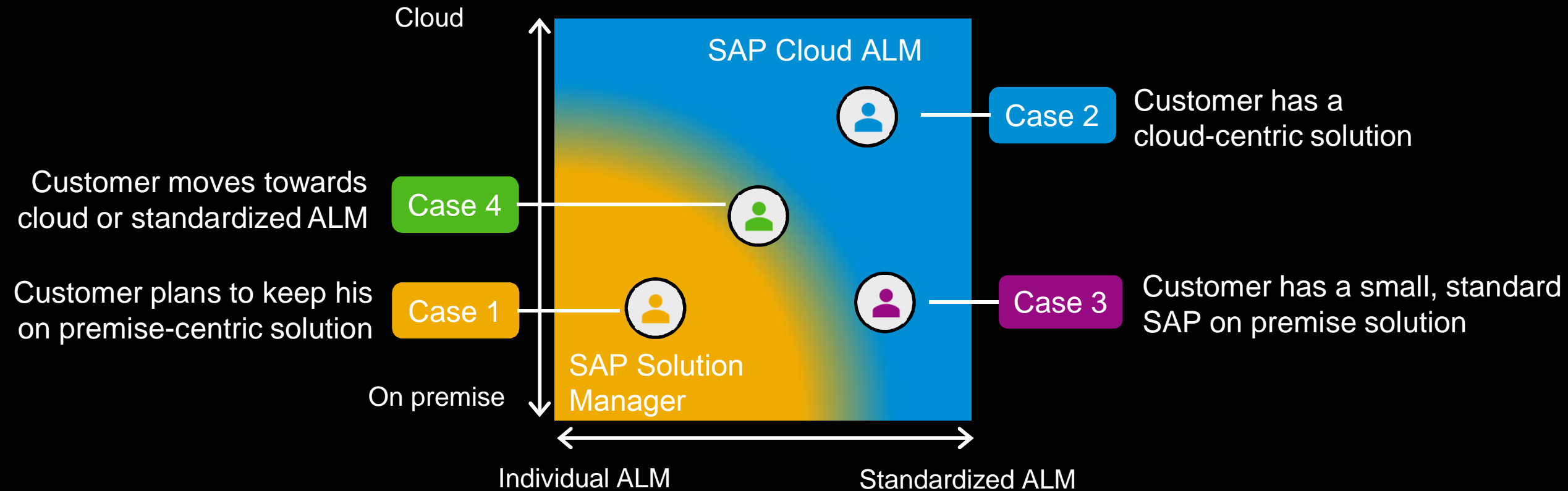
SAP plans to support the transition from SAP Solution Manager 7.2 to SAP Cloud ALM

SAP does not offer federation between SAP Cloud ALM and SAP Solution Manager



SAP plans to collaborate with customers to support the transition with tools, content, best practices and methodologies

Summary



Two Offerings: On-Premise and Cloud



On-Premise Offerings

SAP Solution Manager



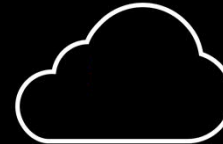
IT Service Management



Delivery of SAP Services



Application Lifecycle Management



Cloud Offerings



Built-In Support

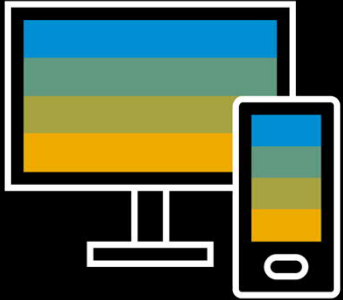


Delivery of SAP Services



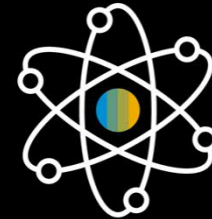
SAP Cloud ALM

Built-In Support



SAP CoPilot

Collaboration, assistance and support on each screen of your SAP application



Collaboration & Assistance

- Chat-based collaboration between end-users, key-users, IT and SAP Support
- Chatbot-based digital assistance
- Outlook: optional integration into customer support tools (ITSM, chat & collaboration)

Contextual Awareness

- Automatic and guided collection of relevant data
- Proactive assistance based on context analysis
- Automated categorization, simplified forms and context transfer

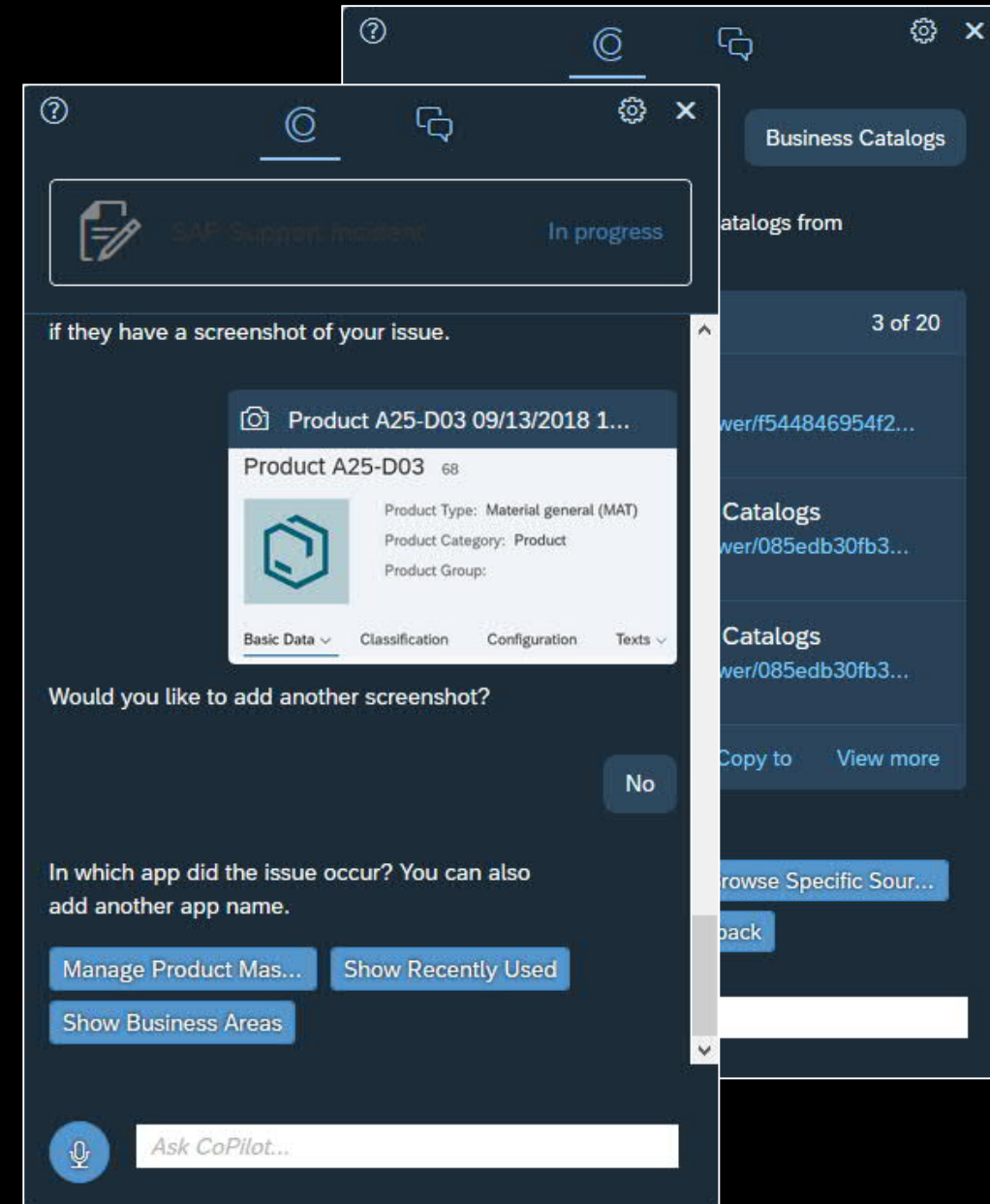
SAP Support Integration

- Direct access to
- SAP Support Channels
 - Knowledge & Enablement
 - Services & Systems
 - Customer Influence

Built-in Support Key Features

Contextual Awareness

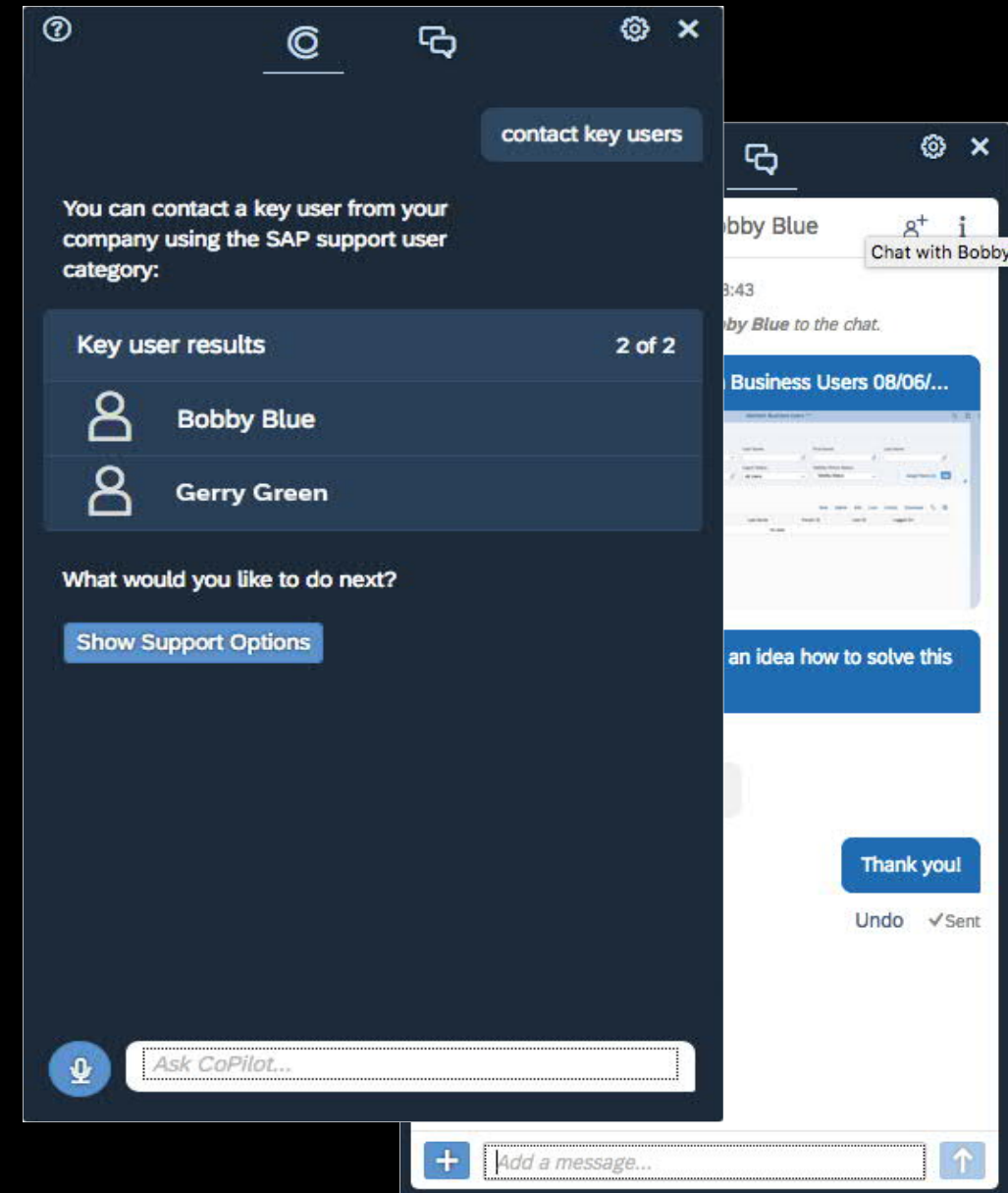
Knows the context the user is working in and provides **proactive assistance.**



Built-in Support Key Features

Collaboration & Assistance

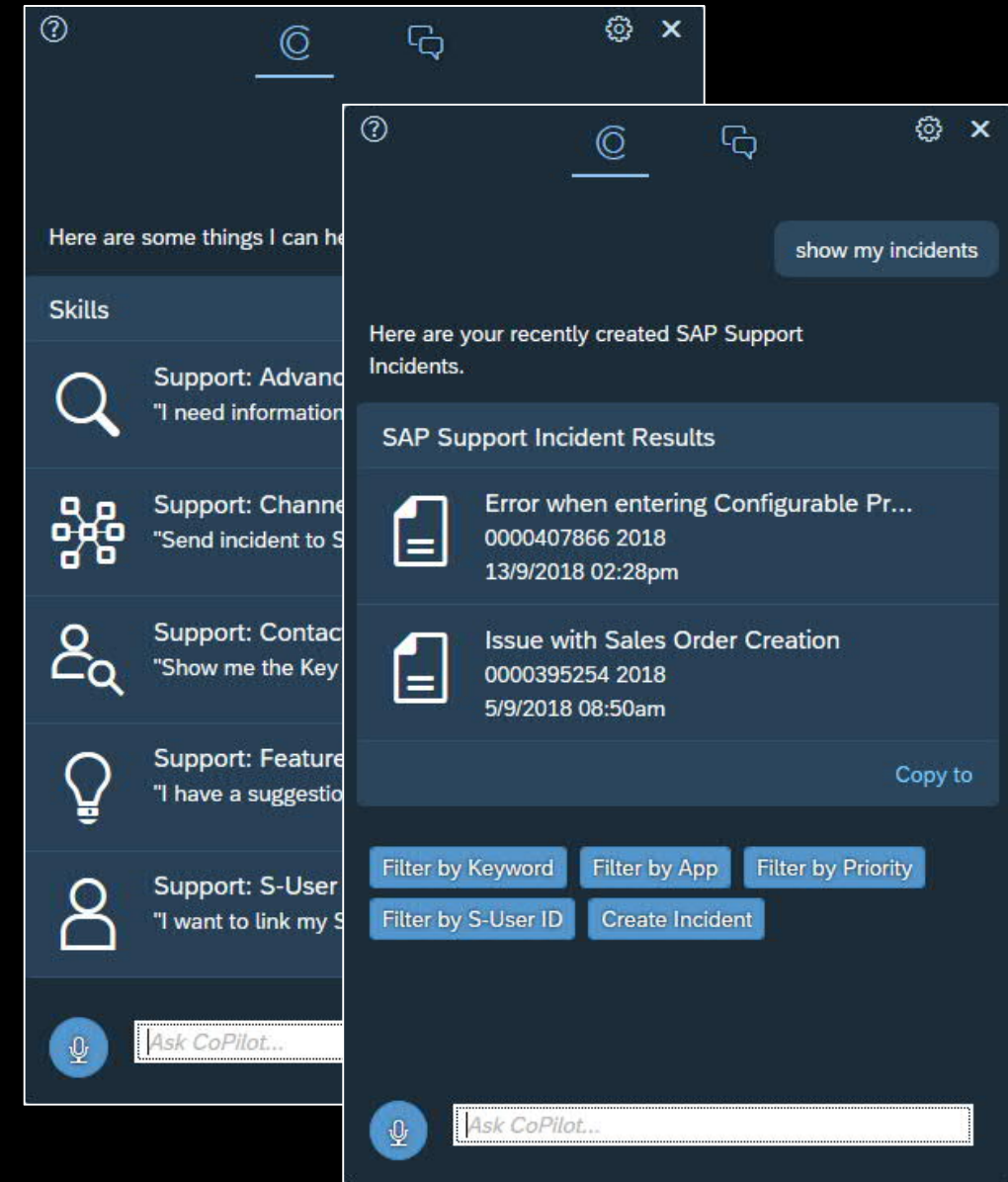
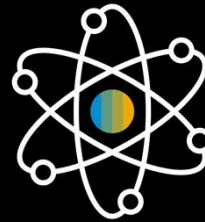
Connects users to **share and collaborate**. Offers chatbot based **digital support**.



Built-in Support Key Features

SAP Support Integration

Get access to all **SAP support offerings and channels** out of your application.



Summary SAP Solution Manager and Focused Solutions

- SAP Solution Manager is No. 1 for on premise centric customers
- SAP Solution Manager 7.2 value realization just started
- Service Providers adopt Focused Run to operate their solutions
- On-going investments prioritized by customer influence
- We continue to deliver content updates for cloud and hybrid
- Usage rights of SAP Solution Manager include SAP Focused Build and Insights

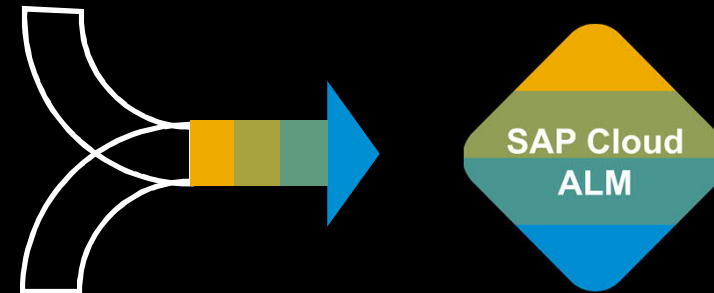
Summary SAP Cloud ALM and Built-in Support

- SAP Cloud ALM is No. 1 for cloud centric customers
- SAP Cloud ALM will serve as a complementary offering to SAP Solution Manager
- Access to SAP Cloud ALM will be based on SAP cloud solution customer's contract
- Starts with the implementation portal for SAP S/4HANA Cloud in Nov 2018
- Enhanced step-by-step with the entire roadmap planned to become available by 2020+
- Built-In Support provides digital assistance and chat-based collaboration

Energized about SAP Cloud ALM? Here is what you can do in 2019!

Are you implementing SAP S/4HANA cloud?

Do you want to monitor the integration between
SAP cloud solutions and SAP S/4HANA on premise?



Message to all SAP Solution Manager 7.2 customers: These two ALM activities can also be accomplished with SAP Solution Manager 7.2.

This is excellent news for our Customers!



SAP gives guidance, Customers have choices

- Use SAP Cloud ALM
- Use SAP Solution Manager with Focused Solutions

Customer experience gets simpler

- Built-in and immediately available
- Automated provisioning and set-up

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