

# Focused Insights for SAP Solution Manager

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PUBLIC

# Agenda

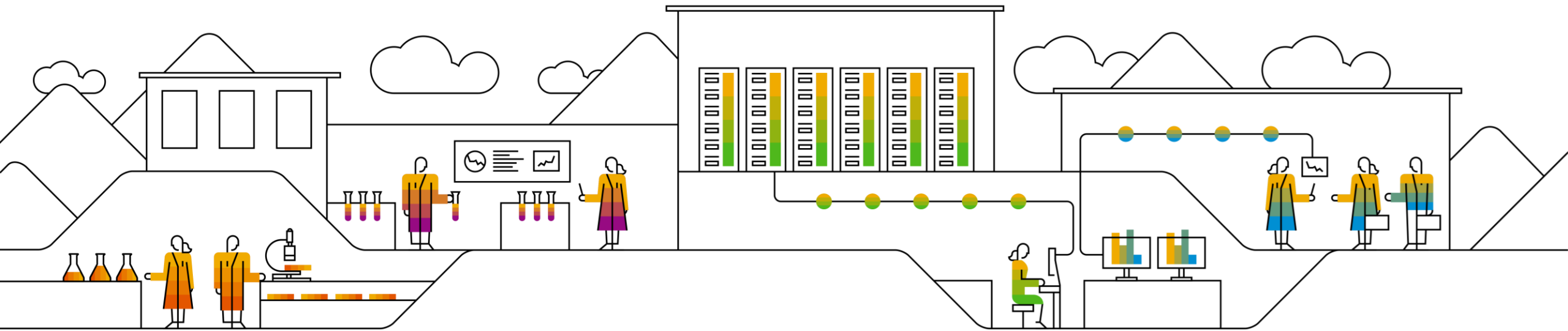
## Overview

- Functional scope
- Demo

## More information

- Usage rights
- New functionality and improvements
- Available information resources

# Overview



# Approach

Focused Insights is a **Focused Solution**: Turnkey solution based on SAP Solution Manager.

Focused Insights is an **add-on** installed on top of SAP Solution Manager.

Focused Insights is available for all customers:

<https://support.sap.com/en/solution-manager/focused-solutions.html>



# Usage rights for Focused Insights for SAP Solution Manager



As of 2020:

- Customers get the usage rights for Focused Build and Focused Insights for SAP Solution Manager without additional cost.
- SAP Premium Engagement customers no longer have to book a service to obtain the usage rights for Focused Build and Focused Insights for SAP Solution Manager.

# Goal



## Focused Insights

SAP solution management **reporting** for all IT users  
SAP IT services & solution **performance optimization**  
**Operations** and **Control Center** platform



## SAP Solution Manager

**SAP solution management** platform  
Derive maximum value from your SAP solution



# Content

## Platform for SAP IT services & solution optimization



**Pre-packaged SAP UI5 content based on SAP Best Practices**

Dashboard Models

**Pre-defined catalog of indicators for SAP IT management based on SAP Solution Manager**

Dashboards Indicators



# Key features

## Platform for SAP IT services & solution optimization

- Access to all indicators in form of statuses, trends, history and compliance view
- Dynamic analysis with rolling period
- Cross-reporting for **build** and **run** use cases for IT and Business for operators, key users, SAP basis, service manager and CIO





# Use Cases

As a CIO, you need to give to your IT organization full **visibility**, **control** and **transparency** over all the components contributing to the performance of your SAP landscape.

## Visibility



### Strategic

- Align IT organization with corporate strategy
- Align business and IT organizations
- Measure service performance and progresses
- Communicate on organization's strategic objectives

**Dashboards for executives**

## Control



### Governance

- Control solution status and trend against the forecasts
- Comply with service level agreements
- Monitor and identify early good and bad trends
- Optimize the usage of resources

**Dashboards for managers**

## Transparency



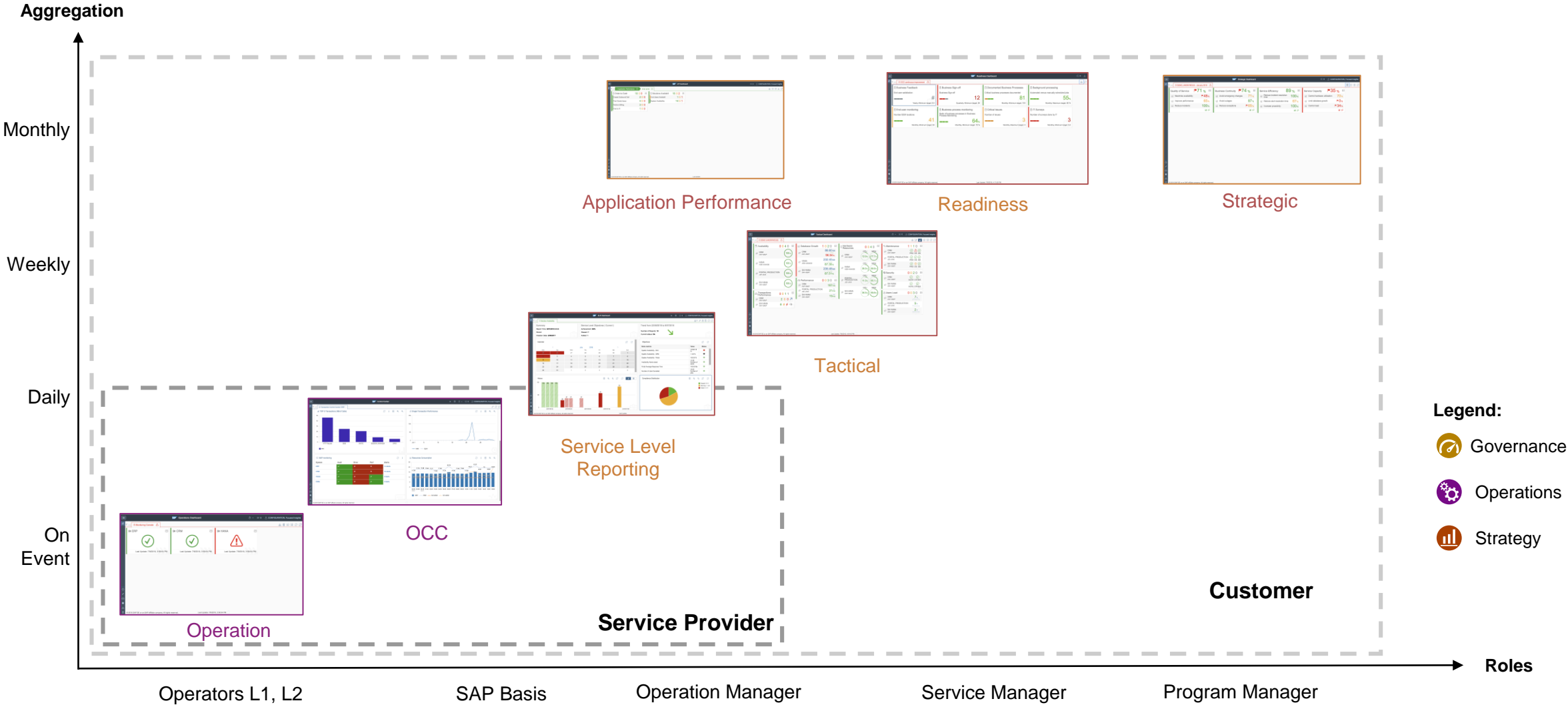
### Operation

- Design custom specialized views
- Build hierarchies and aggregated indicators
- Jump-in to integrated SAP Solution Manager expert tools

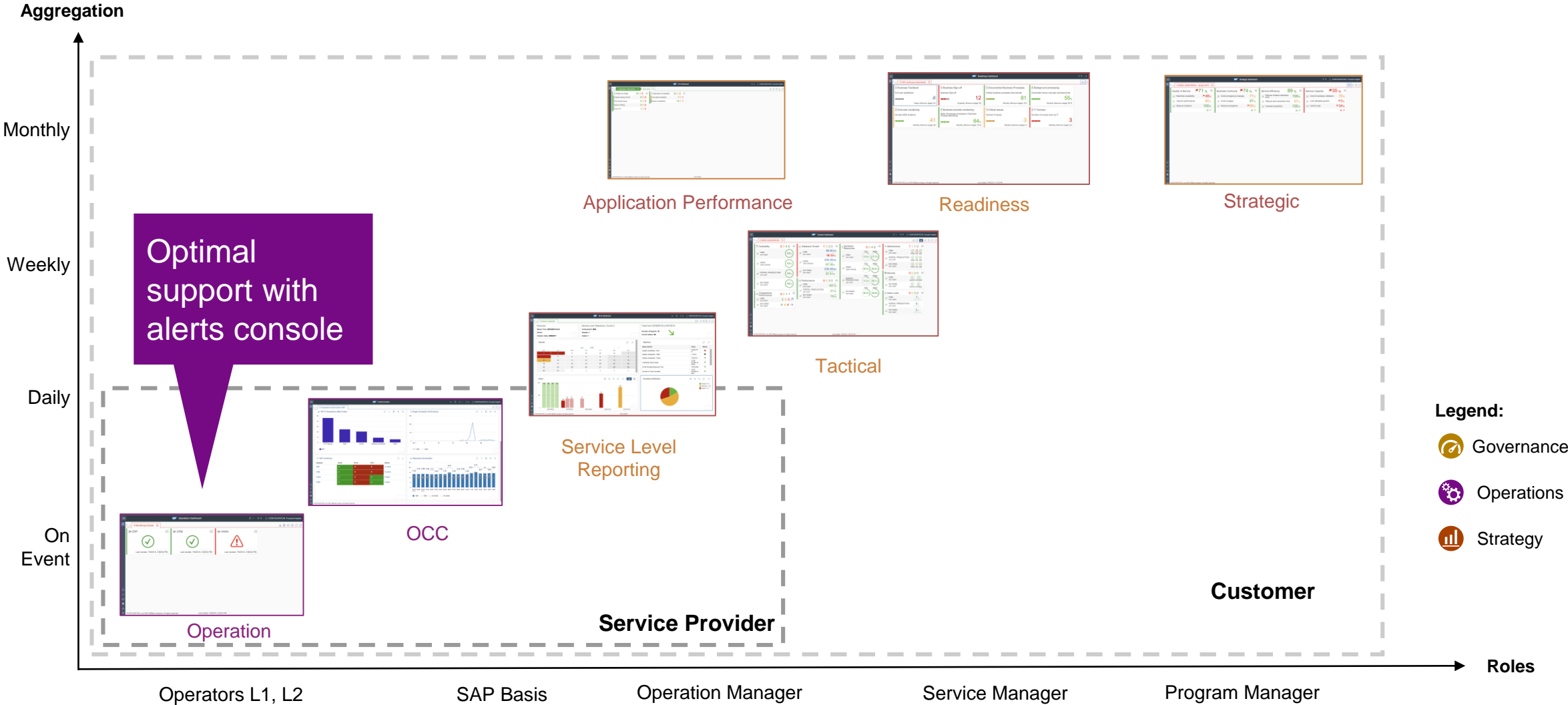
**Dashboards for experts**

# Focused Insights is packaged as **Dashboards Models**

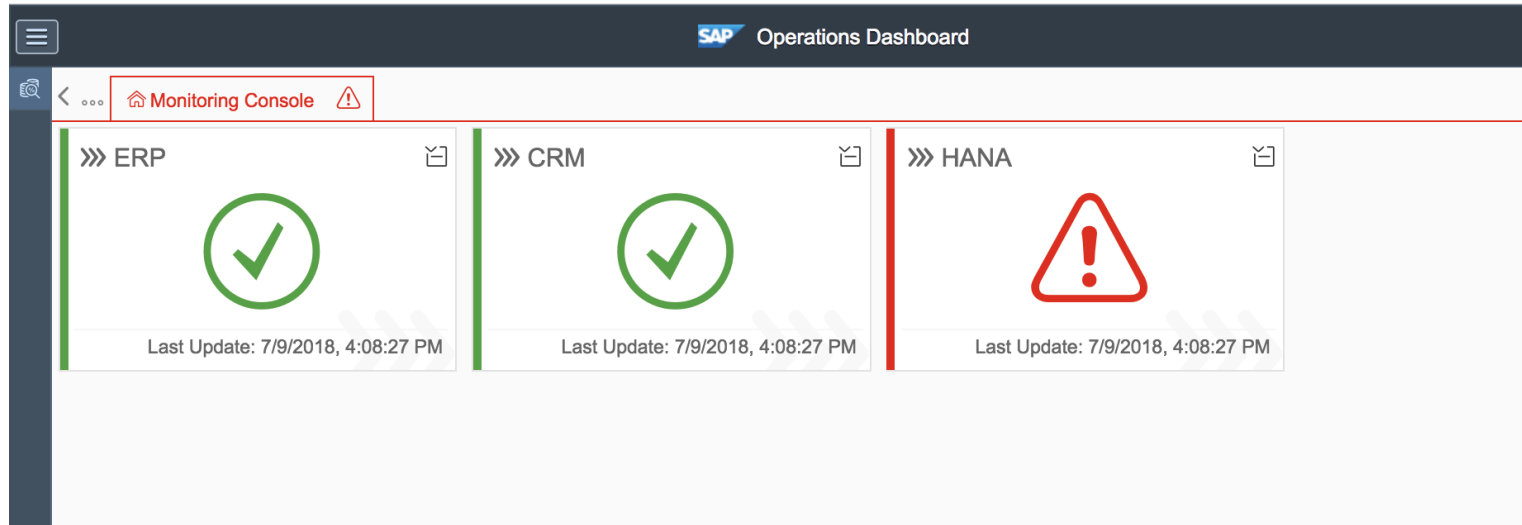
Pre-defined templates corresponding to best practice use-cases



# Operation Dashboard



# Operation Dashboard

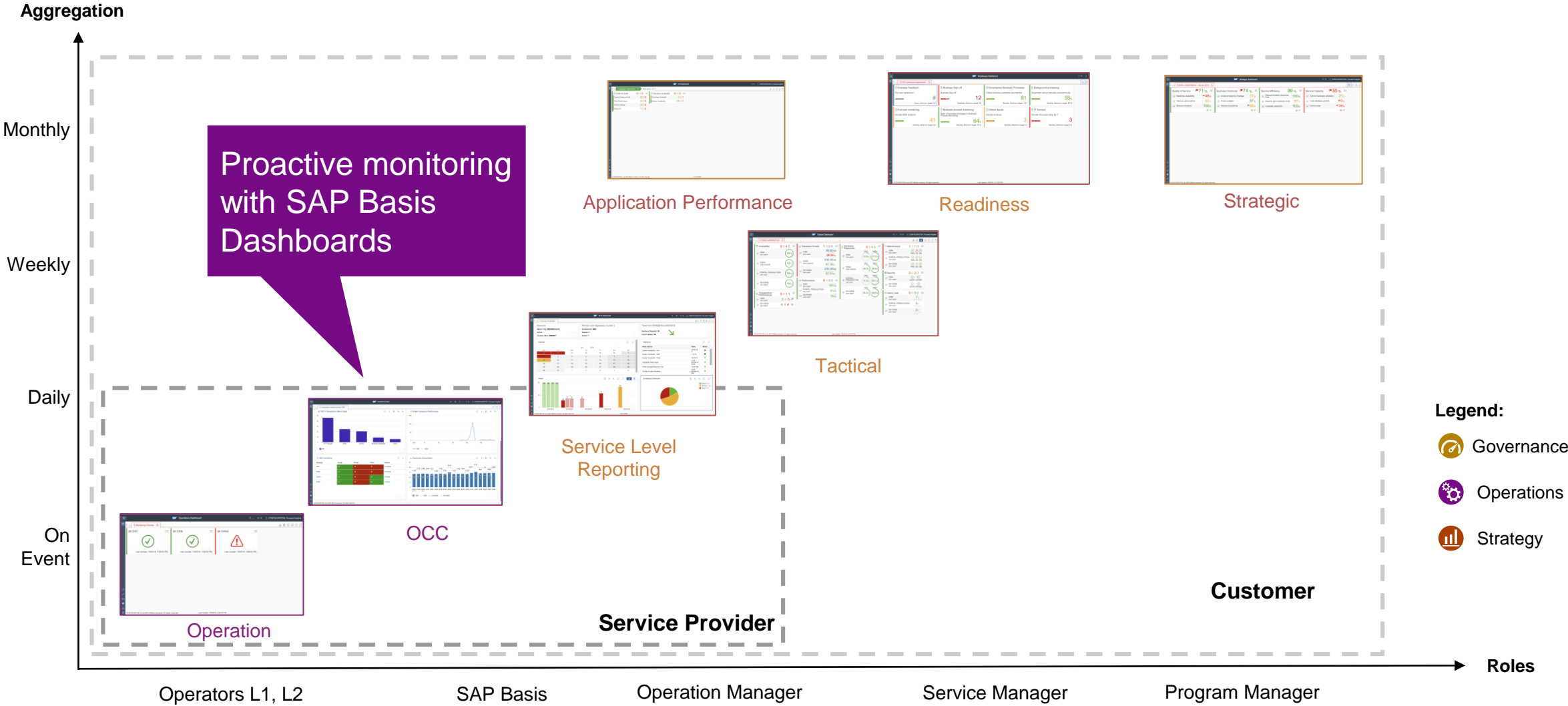


With the **Operation** dashboard, you can detect and solve alerts to track issues as they occur.

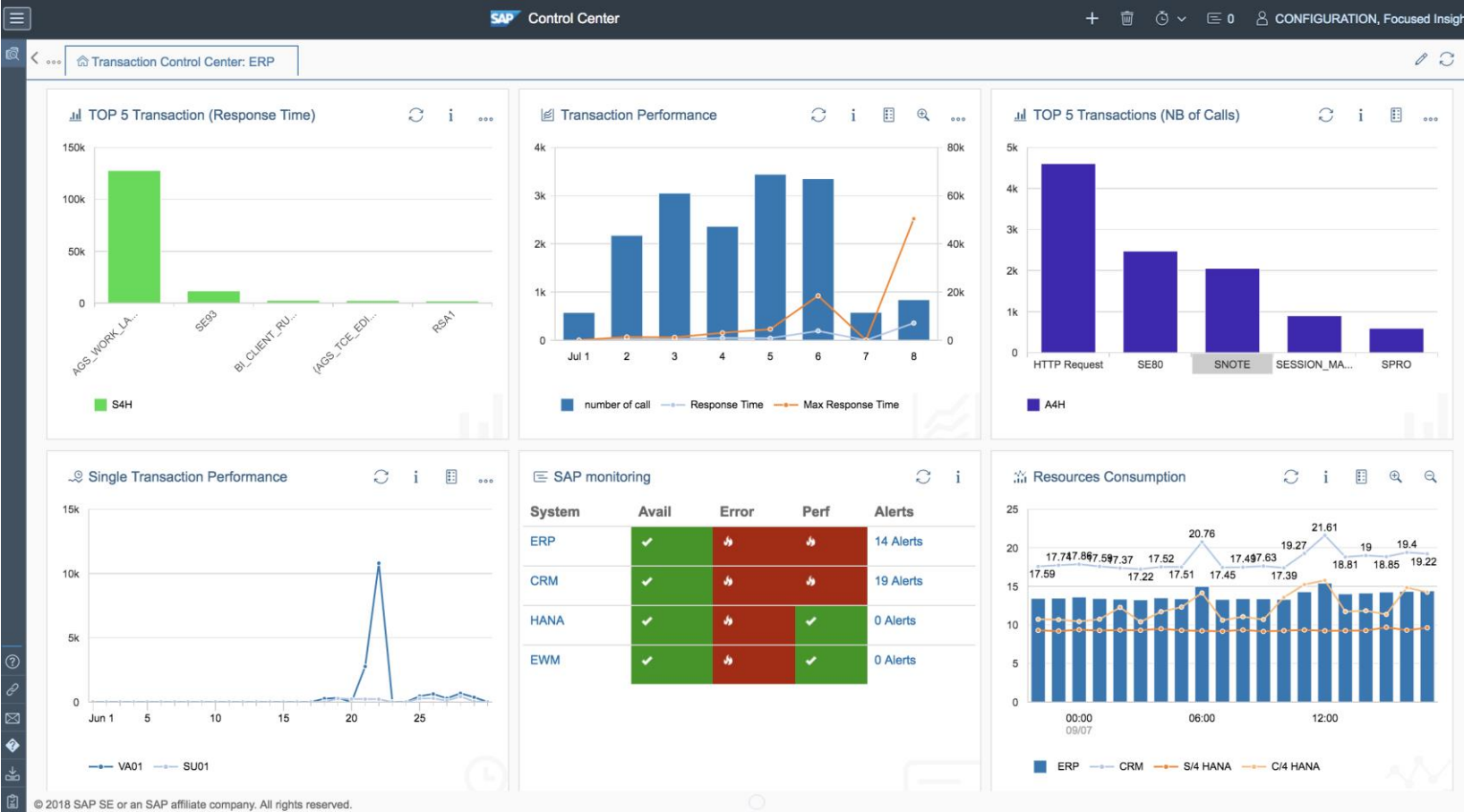
With the alert console of Focused Insights, your team knows the current situation of your SAP environment.

Your first and second level support organization can operate your solution with insight into the root cause of issues and the ability to drill down into the problem.

# Control Center Dashboard



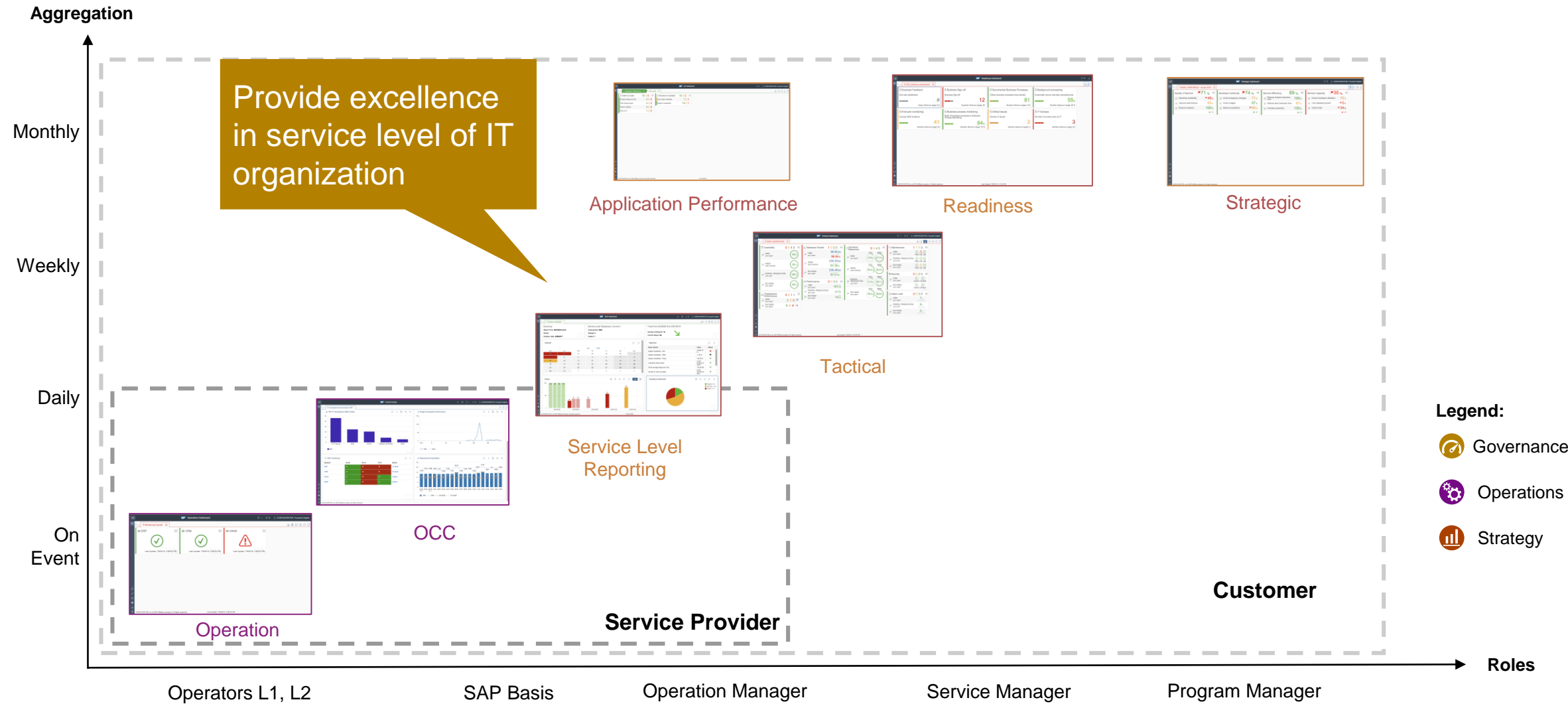
# Control Center Dashboard



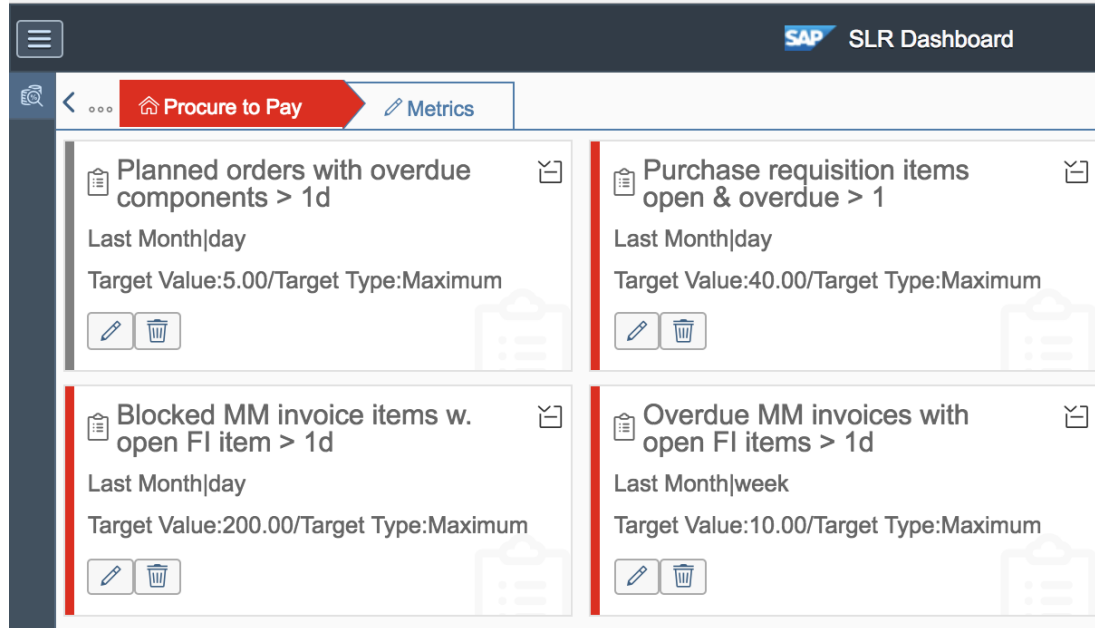
Through **Control Center** dashboards, you can view in real-time the key areas of your SAP environment with multiple indicators correlated in single views for early detection of top offenders.

The capacity to detect issues at early stage is a game changer in improving users experience.

# Service Level Dashboard



# Service Level Dashboard



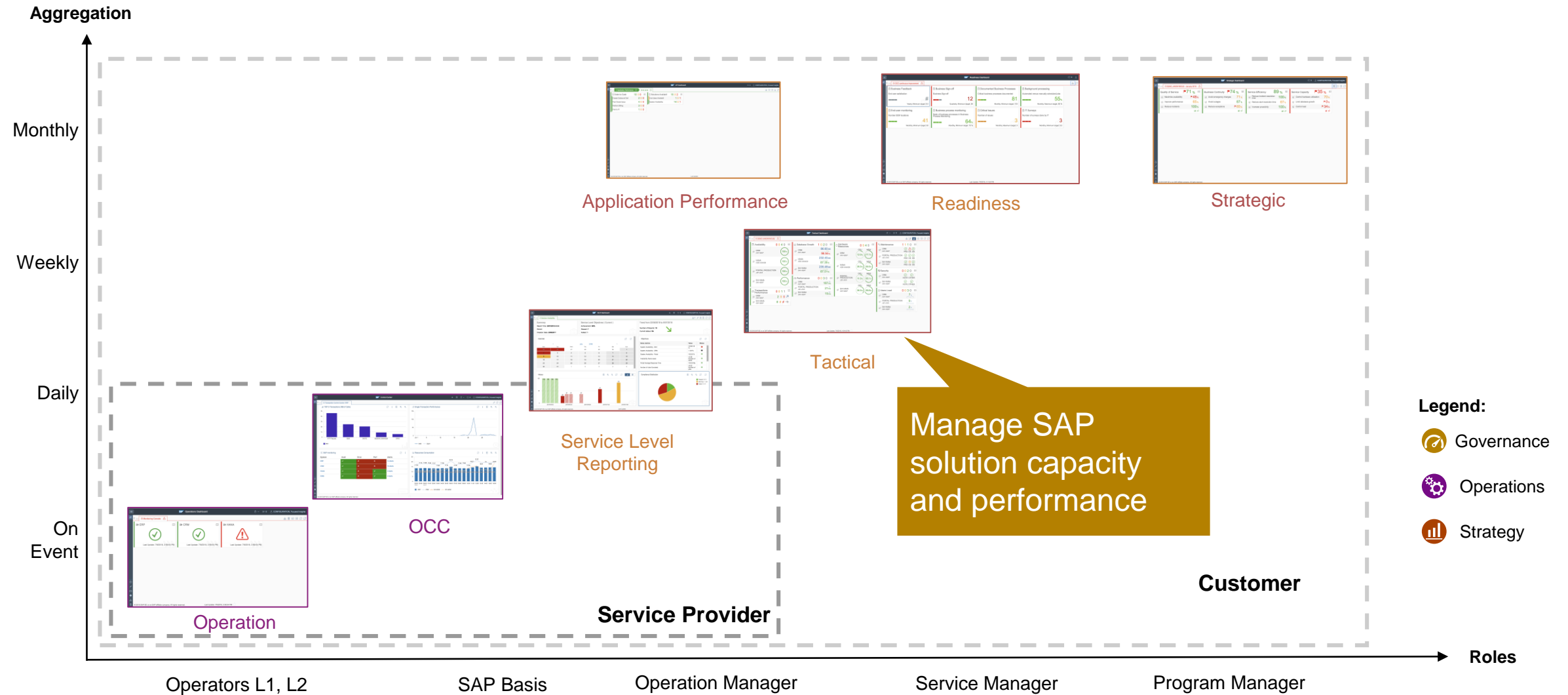
Setting objectives and monitoring target achievements allow high-performing IT services to report on the value they provide to the business.

With Service Level dashboards, building and maintaining a service level report is an easy task that SAP service manager could realize in a few clicks.

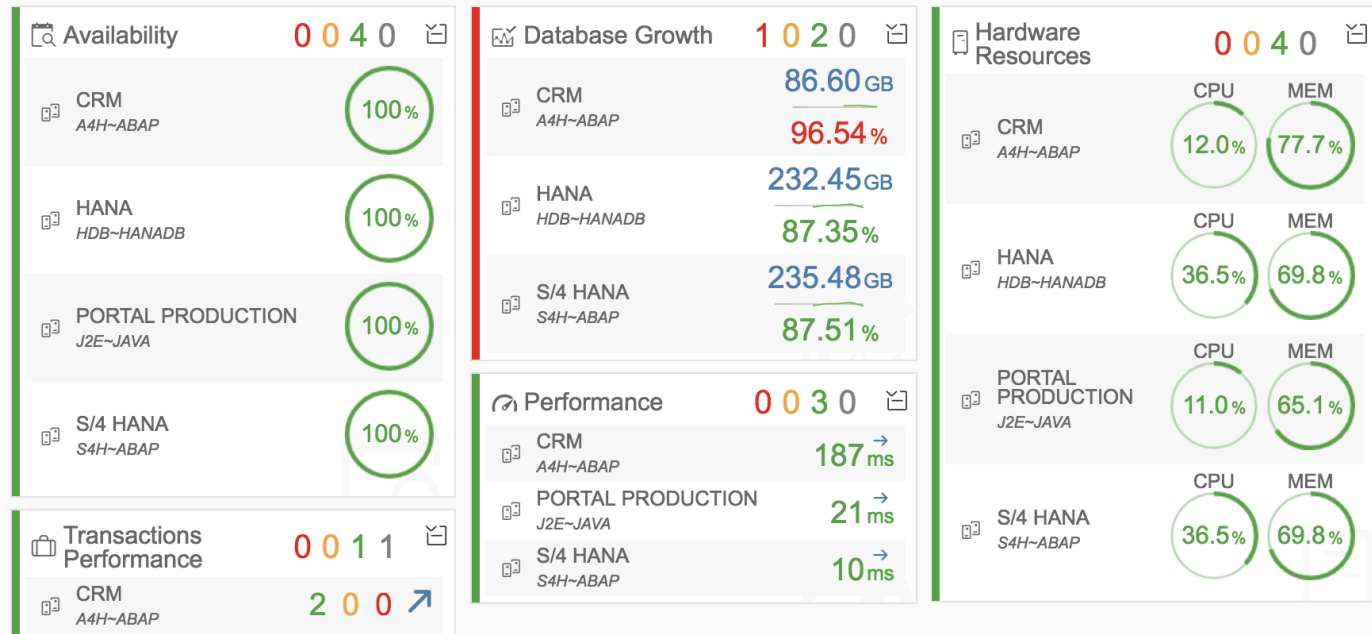
Based on the full range of IT and business indicators, your teams have a centralized management console to design, build, and monitor service agreements for SAP solutions. It combines automation and flexibility to measure and manage your levels of service in a consistent automated manner.



# Tactical Dashboard



# Tactical Dashboard

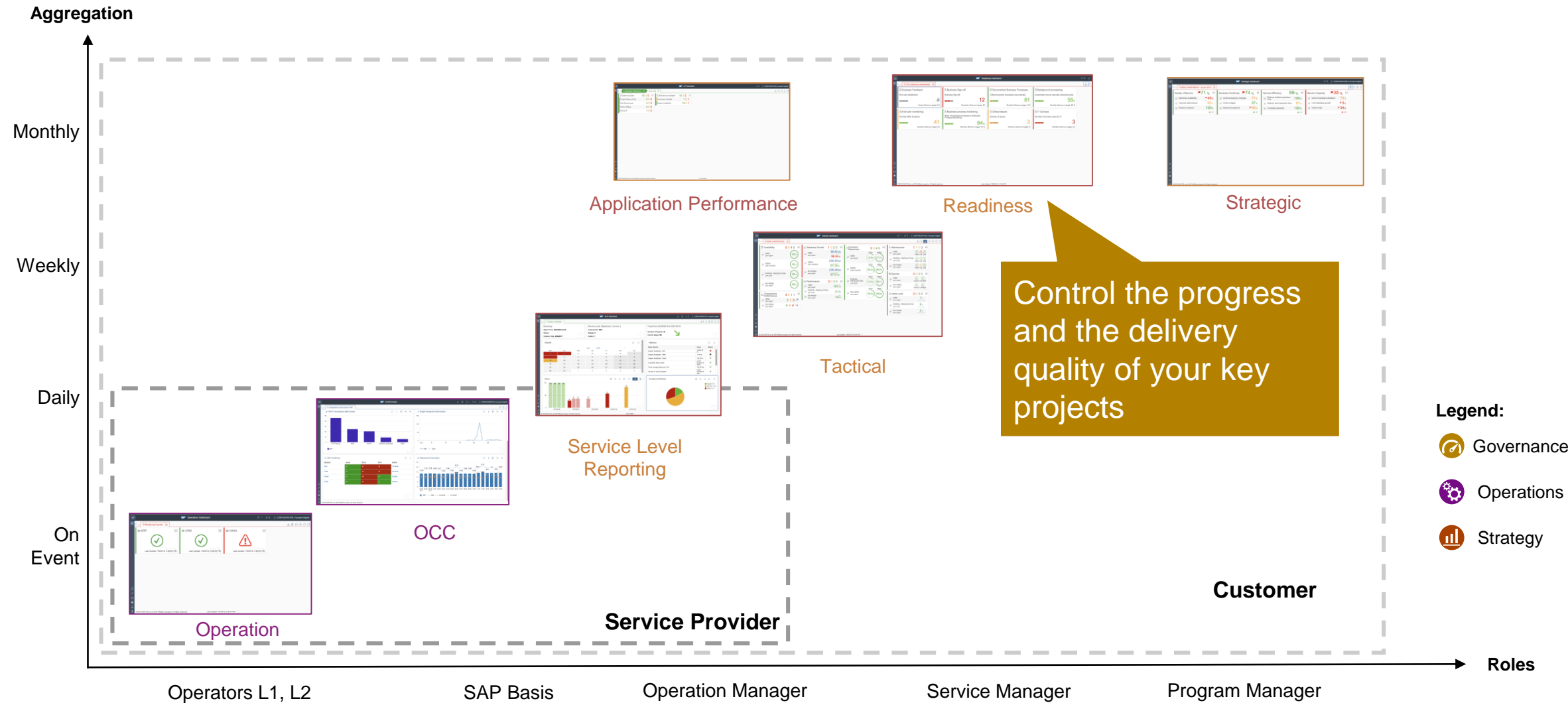


The performance of your SAP solution relies on capacity and health indicators like workload, volume, capacity, resources utilization...

To optimize the capacity of your SAP environment you need to visualize those key elements in a way that will help you to improve your application performance.

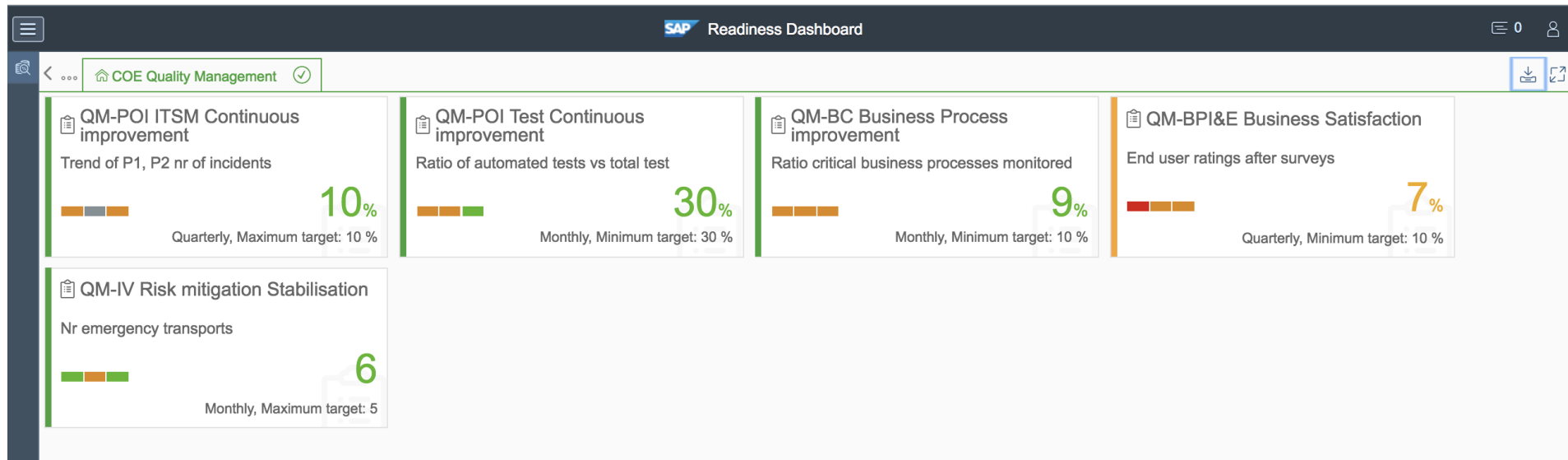
- With real-time indicators visualization, **Tactical** Dashboards help you to quickly identify issues.
- At the same time, through historical views, you can determine trends and perform detailed and predictive analysis.

# Readiness Dashboard



# Readiness Dashboard

The **Readiness** Dashboard provides you with a simple and fast way to track the progress of your projects.

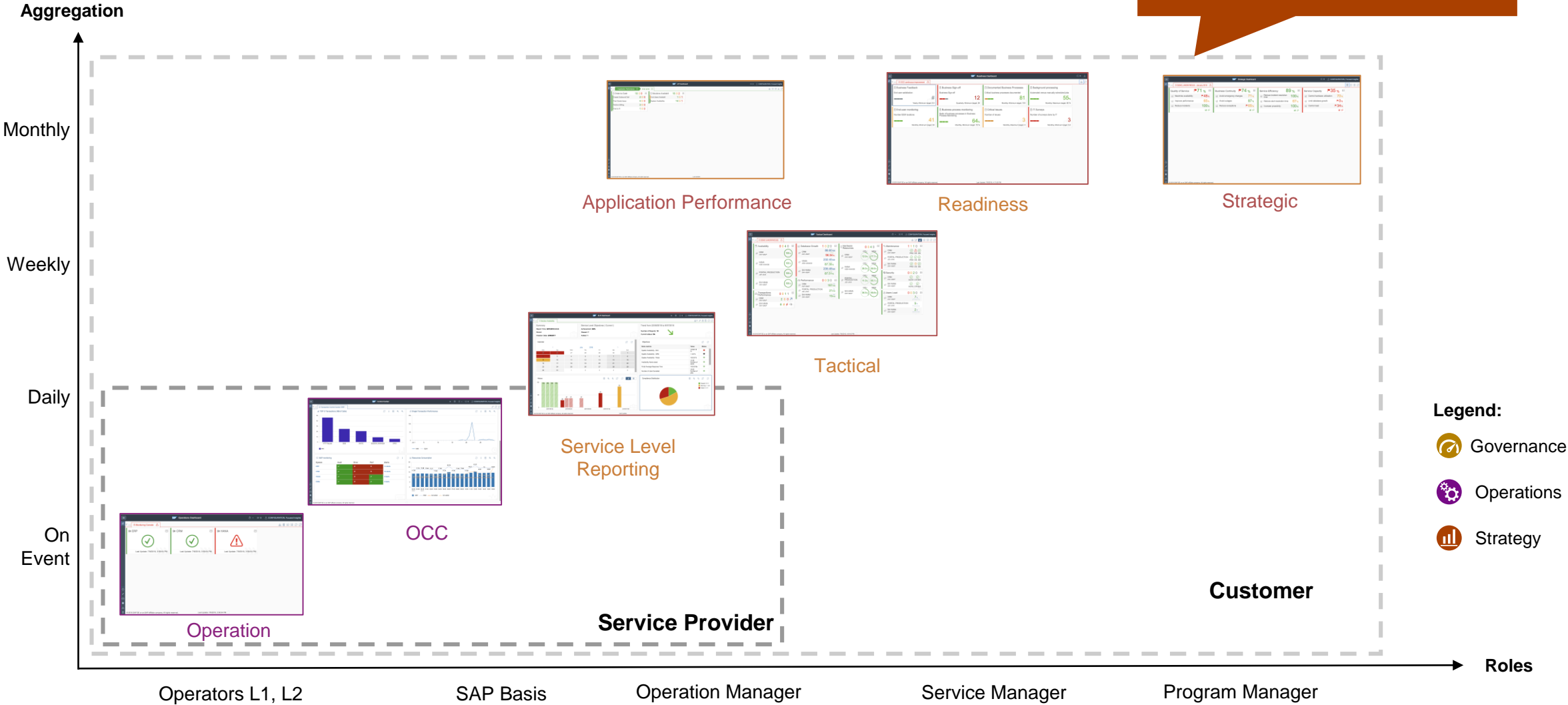


Without a meaningful way to monitor the progress of your projects, performance isn't always easy to measure.

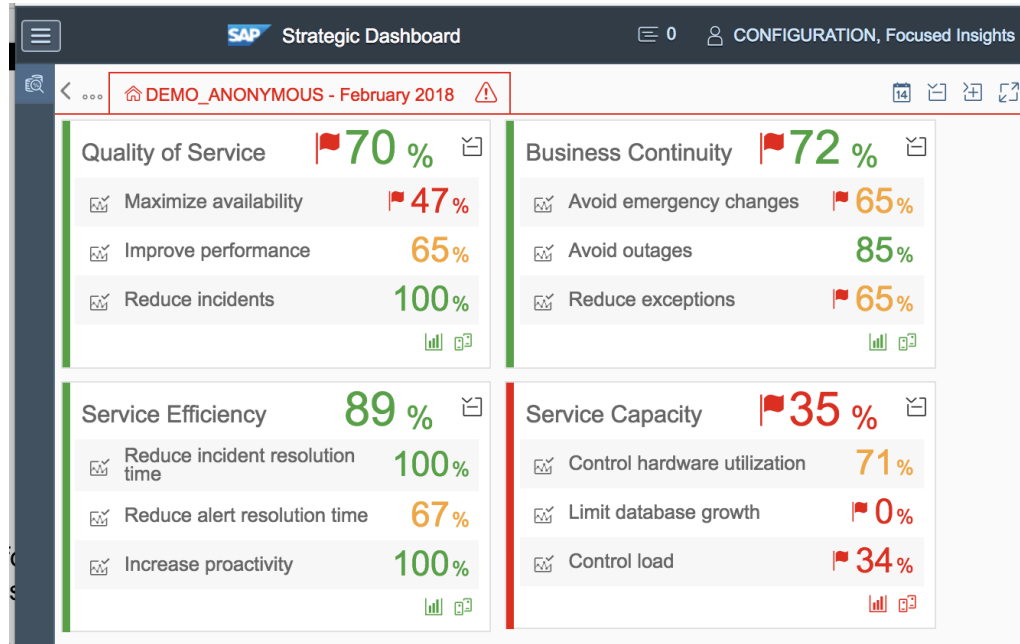
By defining milestones and associating targets to your main indicators, project managers can lead their teams to higher standards, greater quality and successful projects.

# Strategic Dashboard

Implement continuous improvement with strategic scorecards



# Strategic Dashboard

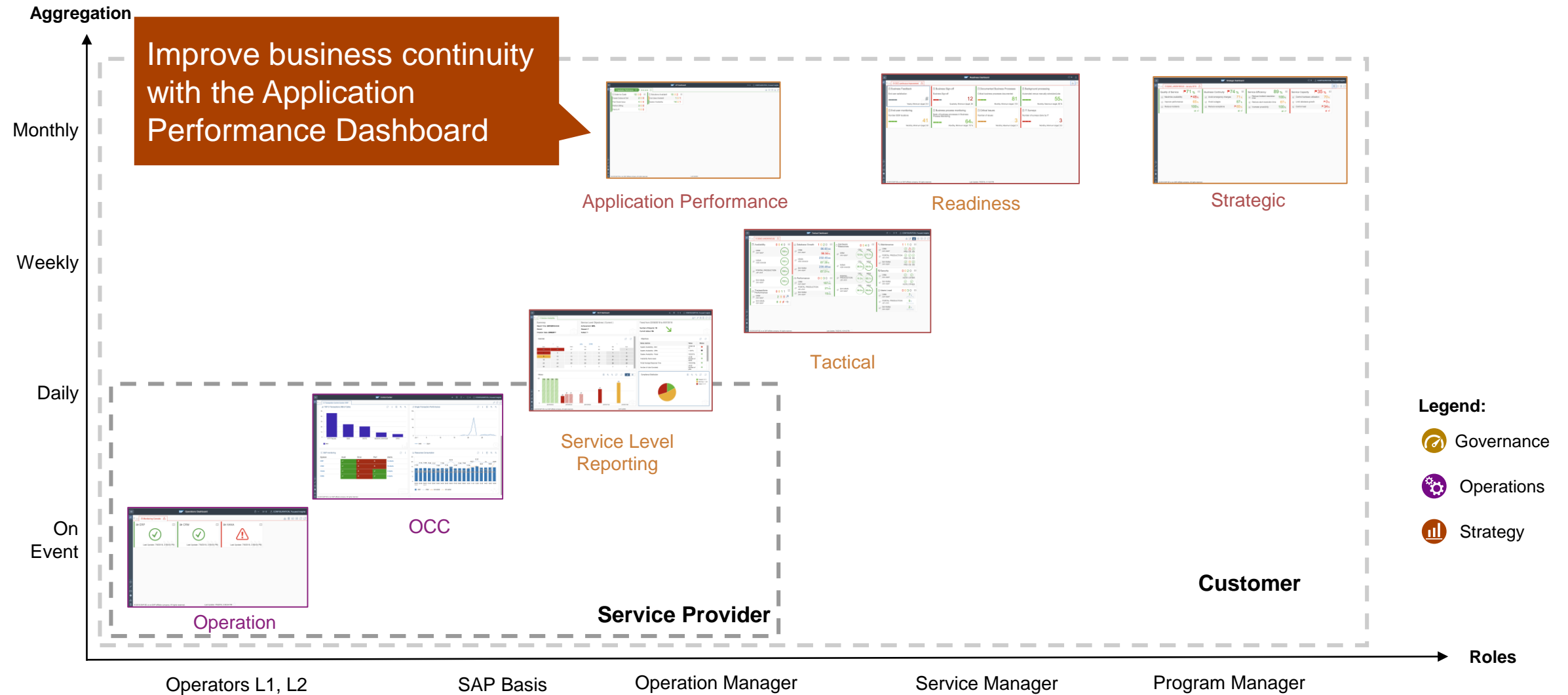


With Focused Insights, you can monitor progress of your IT organization with intuitive performance scorecards.

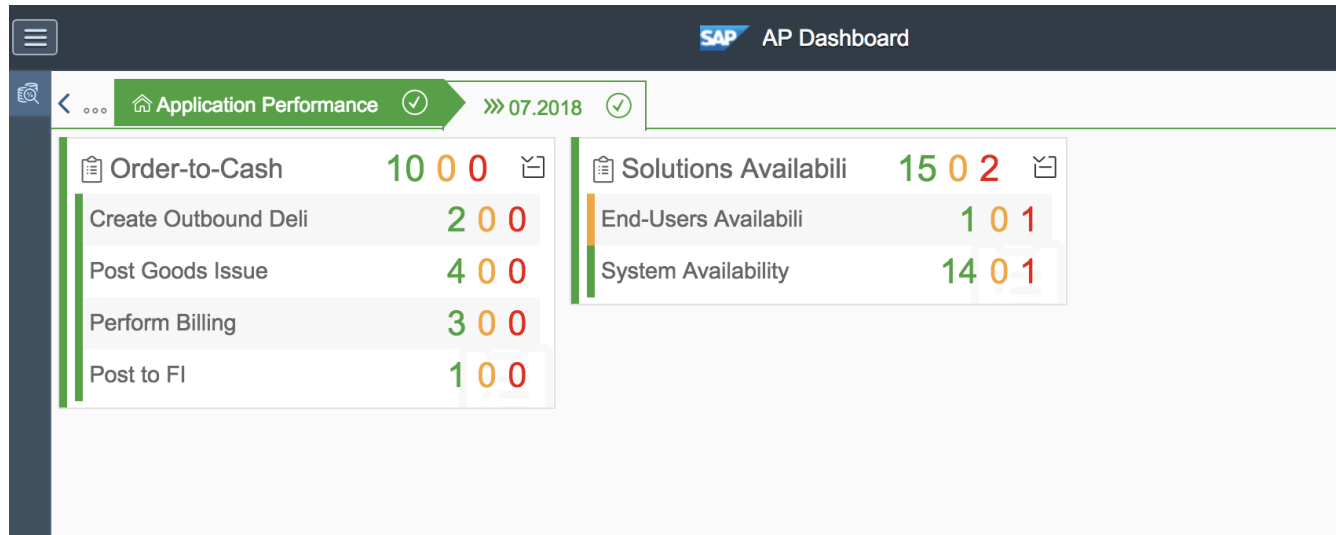
Being able to measure your performance over long period of time helps you to put in place effective continuous improvement processes.

It easy to keep your strategic plans on track. You can improve visibility and collaboration with a single source of data and prioritize and focus resources towards your business objectives.

# Application Performance Dashboard



# Application Performance Dashboard



The performance of your SAP solution is a measure of the results achieved by your core business processes.

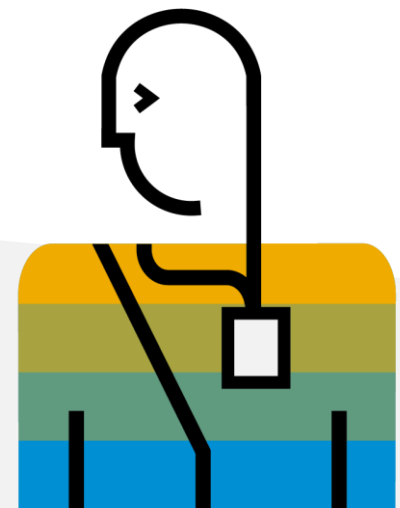
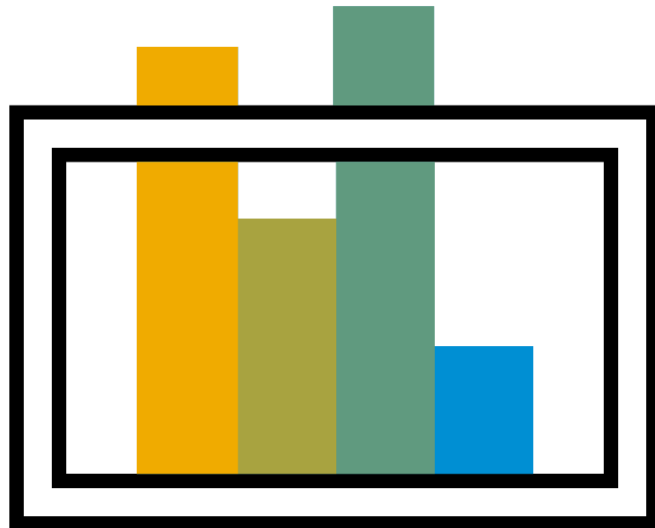
Detecting and solving abnormal situations degrading the overall performance of your solution is not enough when you want to lead high-performing IT services.

You need to be able to track high level incidents and alerts over a long period of time.

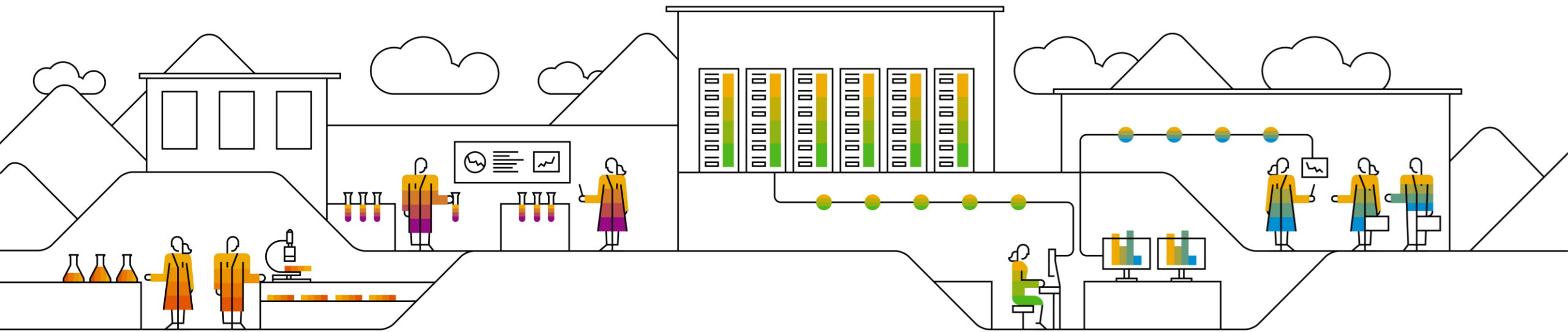
With **Application Performance** Dashboards, you can monitor the compliance of the continuity of your core processes. This is a key feature to ensure a high level of satisfaction of your end-users.



# Demo



# More information



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

Focused Run remains on SAP price list and SAP Store.

## 2020: New & existing customers

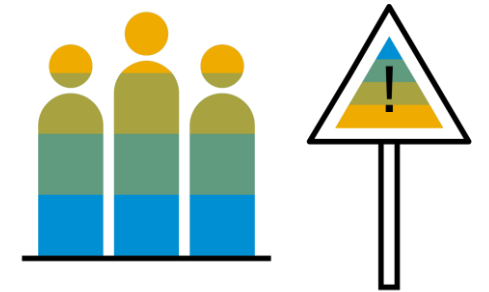
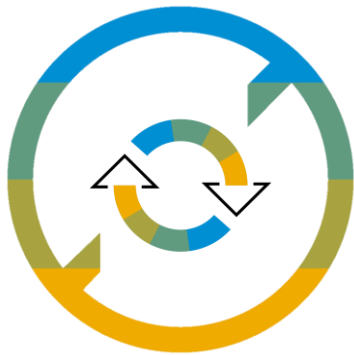
No auto-renewals of existing customer subscriptions



Licenses cannot be purchased via the SAP Store anymore



Customers receive Focused Insights and Focused Build functionality as **part of their maintenance contract.**



# Focused Insights for SAP Solution Manager 7.2 SP06

## Prerequisites

- SAP Solution Manager SP11

## Improvements

- Additional Project Management charts
- Improvements for Custom Code Management
- Improvements for Alert Management
- Access to all Security & Compliancy information
- Support of SAP WEB Dispatcher System
- Improved management of Service Level Objectives
- Manage large datasets with Dynamic Table Renderer
- Better control on alerts situation
- API integration: Expose any metrics managed by Focused Insights to the SAP Analytics Cloud via oData services.

**Detailed Information:** <https://blogs.sap.com/2020/06/30/whats-new-in-focused-insights-2.0-sp6/>

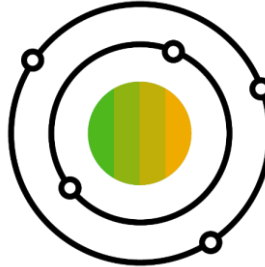
# How to get started with Focused Insights for SAP Solution Manager



## Media Center

**You are searching demo or training material for Focused Build and Focused Insights functionalities and roles?**

- Navigate through a virtual demo environment at your own pace
- Discover new functionality of SAP Solution Manager 7.2
- Practice when and as often as you want
- Free unlimited trial with no additional costs



## Internet Demo System

**You want to play with a pre-configured public demo system?**

- Use the Internet Demo System to play with SAP-provided data on a pre-configured public demo system in the Internet
- Experience a fully-configured SAP Solution Manager 7.2 including Focused Build and Focused Insights
- Understand how SAP Solution Manager 7.2 interacts with SAP S/4HANA
- Free unlimited trial with no additional costs
- Regular system refresh, system governed by SAP



## Private Cloud System

**You want to experience SAP Solution Manager in private cloud?**

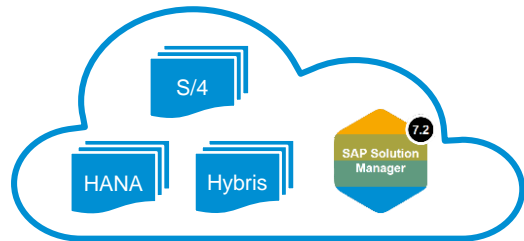
- Use SAP Cloud Appliance Library (SAP CAL), a pre-configured private demo system in the cloud
- Test the content activation before executing the upgrade to 7.2
- Prepare and explore the transition to SAP S/4HANA and transfer results to your SAP Solution Manager
- Get a 30-day free trial. In addition, you need a cloud provider account (Amazon Web Services (AWS) or Microsoft Azure)
- No system refresh, system governed by yourself

# SAP Cloud Appliance Library (SAP CAL)

Update to SP11 / SP6 ongoing

The [SAP Cloud Appliance Library \(SAP CAL\)](#) provides an [online](#) repository of the latest, pre-configured SAP solutions that can be instantly consumed [in the cloud](#). It is intended for all customers who want to operate in their [own private environment](#) with their own data and own demo system to get hands-on experience of SAP Solution Manager 7.2.

SAP Cloud Appliance Library  
(Collection of Solutions)



Deploy and use in the cloud in less  
than an hour!

**SAP Solution  
Manager 7.2 SP10  
& Focused  
Solutions SP05  
(Demo System)  
with SAP S/4HANA**

**Preconfigured Demo  
landscape to  
experience SAP  
Solution Manager 7.2,  
includes Content  
Activation**

Additional SAP Solution Manager solutions are available:

<https://support.sap.com/en/solution-manager/demo-systems/private-cloud-system.html>

# Information Resources

## Focused Insights: Online Demo

- <https://blogs.sap.com/2017/09/18/focused-insights-online-demo/>

## Focused Insights: Wiki

- <https://wiki.scn.sap.com/wiki/display/SM/Focused+Insights+Home>

## Focused Insights: Documentation

- 2.0 SP6: [https://help.sap.com/viewer/product/Focused\\_Build\\_Focused\\_Insights/260/](https://help.sap.com/viewer/product/Focused_Build_Focused_Insights/260/)
- 2.0 SP5: [https://help.sap.com/viewer/product/Focused\\_Build\\_Focused\\_Insights/250/](https://help.sap.com/viewer/product/Focused_Build_Focused_Insights/250/)
- 2.0 SP4: [https://help.sap.com/viewer/product/Focused\\_Build\\_Focused\\_Insights/240/](https://help.sap.com/viewer/product/Focused_Build_Focused_Insights/240/)

## Focused Insights: Central Note

- <https://launchpad.support.sap.com/#/notes/2392728>



# Outlook

## Planned for 2020:

- New wiki
  - Cookbooks
  - Trouble-shooting
  - Expert JAMs (replacement of the Premium access JAM)
- API HUB
  - SAP Analytics Cloud
- Expert Guided Implementation for Focused Insights
- Focused Insights Learning Map

# Thank you.

Contact:

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