RISE with SAP @ SNP

SAP Cloud ALM for Implementation and Operations

Johannes Hurst
VP of Services CEU

SNP DATA. TRANSFORMATION. EXPERIENCE.

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Truly global

- Headquarters in Heidelberg
- Over 40 locations in 10 countries

Unrivaled expertise

- Pioneer behind BLUEFIELD™
- Certified by EY, PwC, ISO 9001 & 27001
- SAP Gold Partner
- Member of SAP S/4HANA® Selective Data Transition Engagement
- SAP® Certified (Integration with SAP S/4HANA®)

Commitment to customer success

Since 1994, we have been helping companies worldwide to shape their own journey towards a digital and connected future

- 14,500 successful projects
- ~ 1,400 highly qualified employees
- Over 2,000 customers: 20 of the DAX 40 and 103 of the Fortune Global 500

Strong platform

End-to-end support from data transformations (M&A, S/4, DWH, cloud) to data management (quality, archiving, retirement, testing)

- Our world-leading analysis enables customers to benchmark against 4,000 SAP systems
- Our platform realized over 10% of all S/4 migrations in 2021 and 2022
- 7 of the 10 largest SIs work on our platform

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Our customers

Guaranteed success thanks to experience gained from over 14,500 projects

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Our strong partner ecosystem

Partners lend us credibility, provide reach and create a strong basis for growth

Dr. Christine Haupt
General Manager Microsoft

Microsoft

"SNP has many years of experience in the implementation of complex data migrations – customers benefit from the distinctive expertise."

Mario Baldi
CEO Scheer

Scheer

"Thanks to the cooperation with SNP, we offer our customers the perfect basis for their transformation projects – secured by the data transformation platform CrystalBridge."

Technology partners

SAP
Google Cloud
aws
APPDYNAMICS part of Cisco
Microsoft
snowflake

Global market partners

accenture
wipro
IBM
tcs TATA CONSULTANCY SERVICES
pwc

Regional market partners

all for one Group
delaware
MHP A PORSCHE COMPANY
SEIDOR
soltius
swisscom
Scheer
T Systems

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SNP ALM

Experiences & Skills

- **40+ experienced, own ALM consultants**
- **Over 20 years experience** in implementation and maintenance of SAP ALM solutions and platforms (SAP Solution Manager, SAP Cloud ALM)
- Extensive experience in **integration of best of breed 3rd Party ALM tools** (e.g. JIRA, ServiceNow, MS Azure DevOps, Matrix42, Tricentis Tosca, Signavio, ARIS, etc.)
- **Experienced Architects** for design and implementation of Business Process driven IT Architecture
- Experts for **implementation and integration of ALM processes** with focus on agile methodologies and tools
- Experts and best practices for implementation of comprehensive Requirements to Deploy (R2D) processes with special **focus on S/4HANA** initiatives
- **Experienced developers** with special focus on **SAP Solution Manager and SAP Cloud ALM** enhancements, add-ons and integration of 3rd Party ALM tools
- **Experienced Tool Coaches** to support S/4HANA project teams and activities

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RISE with SAP @ SNP

- Brief overview: SAP RISE @ SNP
- SAP Cloud ALM for Operations
- SAP Cloud ALM for Implementation

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SNP RISE Program | Scope & Motivation

- **Complete our ONE SNP strategy**
  - Move 3t landscape to SAP S/4HANA private cloud edition
  - Upgrade to latest Version of SAP S/4HANA
  - Integration of all global systems & parties
  - Cleanup and harmonize our central system
  - Archive data as much as possible
  - Globalize our IT organization
  - Implementation of SAP Concur and Rollout of EPPM
- **Combine SNP´s transformation approach with SNP CrystalBridge, Interface Discovery and Outboard Suite with SAP RISE**
- **Early adaptor of SAP Cloud ALM**
  - **Standardize** business and ALM processes
  - **Automate / simplify** global support to reduce workload

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SNP RISE Program | Benefits

User Benefits

- Optimization of SAP performance
- Access to latest SAP functions & technology
- Central system - ONE SNP
- Standardized SAP Processes – One SNP
- Digital Travel Management
- Digital document workflows
- Increasd Transparency (Operations, Security, project monitoring, travel expenses, ...)

SNP BENEFITS

- Significant increase level of digitalization
- Establish latest IT security standards
- Increase transparency and flexibility
- Establish foundation for new technologies and upcoming projects

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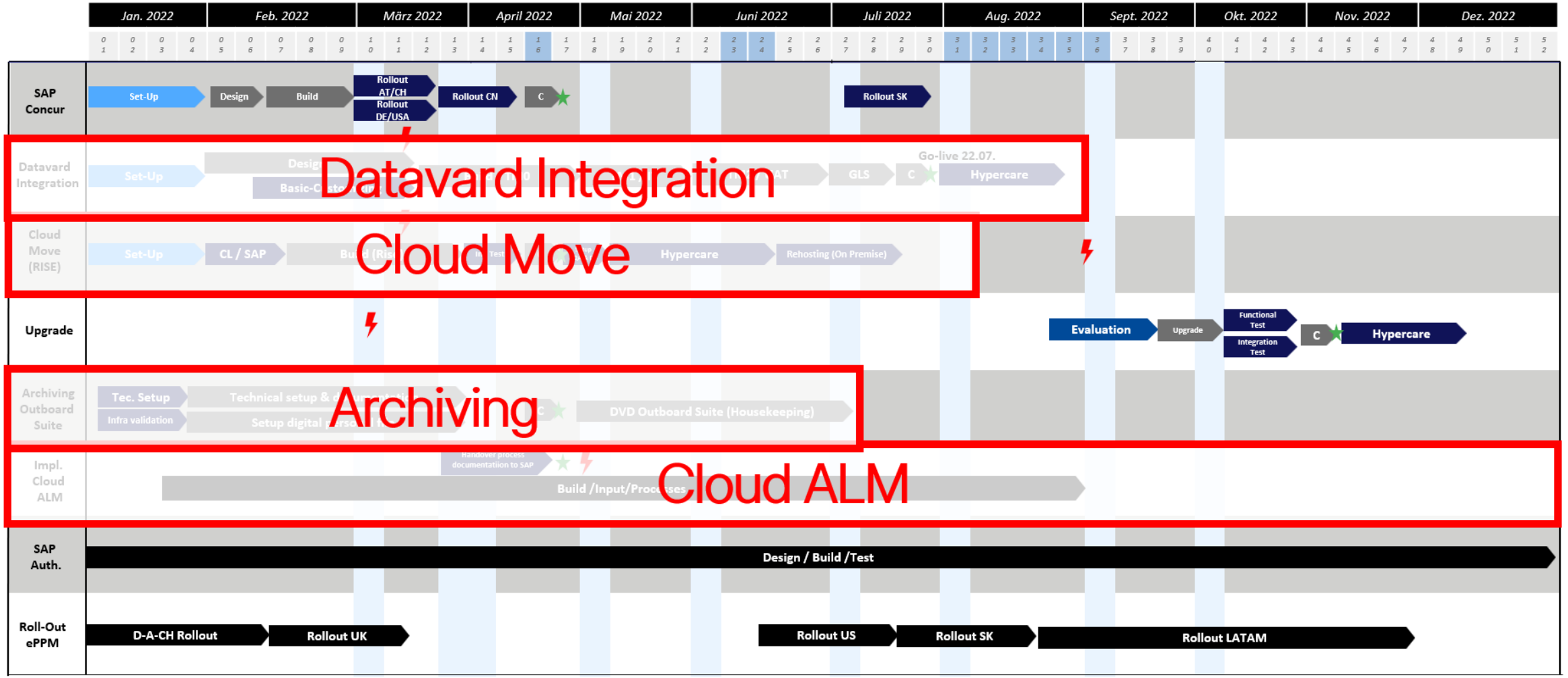
SNP RISE Program | Project Plan 2022



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RISE with SAP @ SNP

- Brief overview: SAP RISE @ SNP
- **SAP Cloud ALM for Operations**
- SAP Cloud ALM for Implementation

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SAP Cloud ALM for Operations

- Provisioning of SAP Cloud ALM and Onboarding
  - Quick and easy
  - „just do it“ - Connection of managed systems
- Challenges for „Cloud Newbies“
  - Choice of location and assessment of possible dependencies (Amsterdam, Frankfurt, Azure, AWS,...)
  - „How to“ missing - Interaction with IAS tenant, BTP, ...
  - Orchestration with terms like global account, subaccount, space, tenant, instance, services, ABAP-, Neo-, Cloud Foundry environment...
  - Challenges with organizational responsibilities and according service orders for cloud services (where to look for, different price models, drivers for taking decisions, ...)

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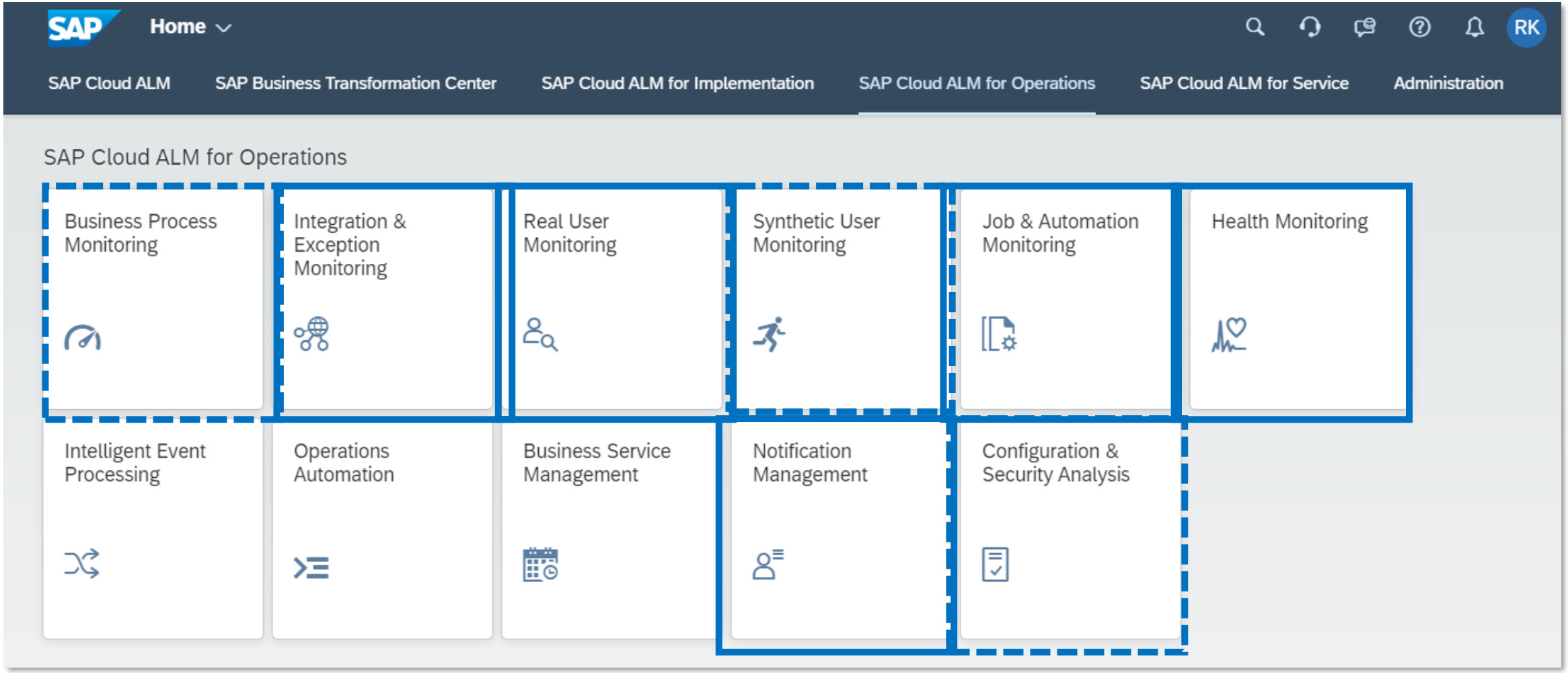
SAP Cloud ALM for Operations

Project Scope



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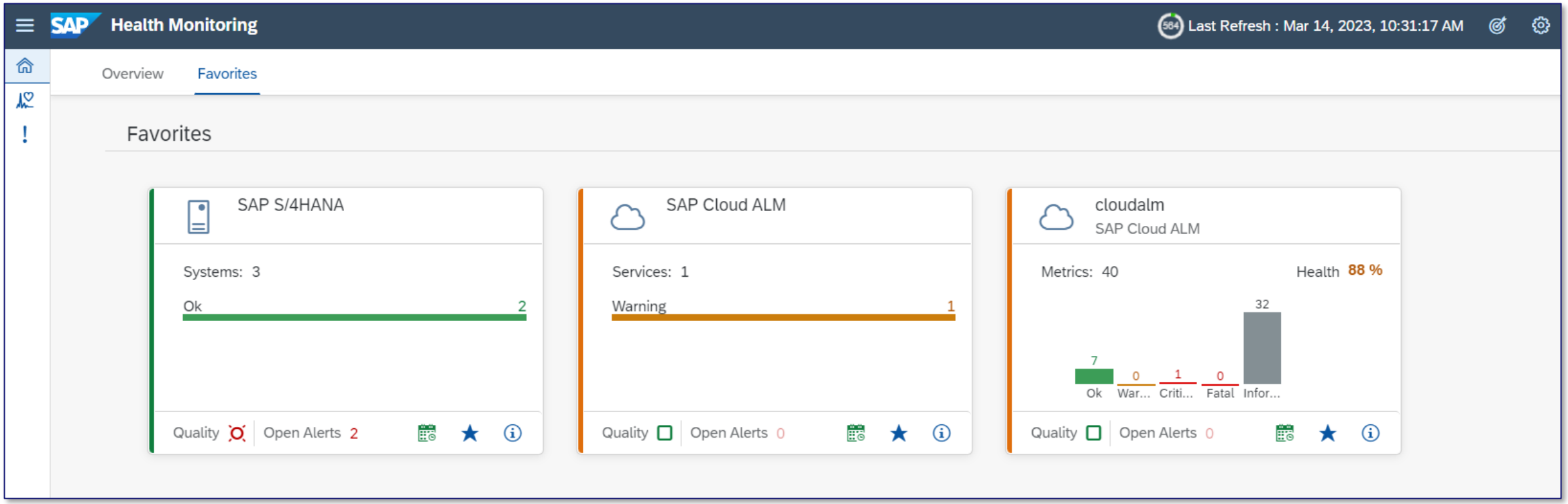
SAP Cloud ALM for Operations

Example: Health Monitoring („System Monitoring light“)



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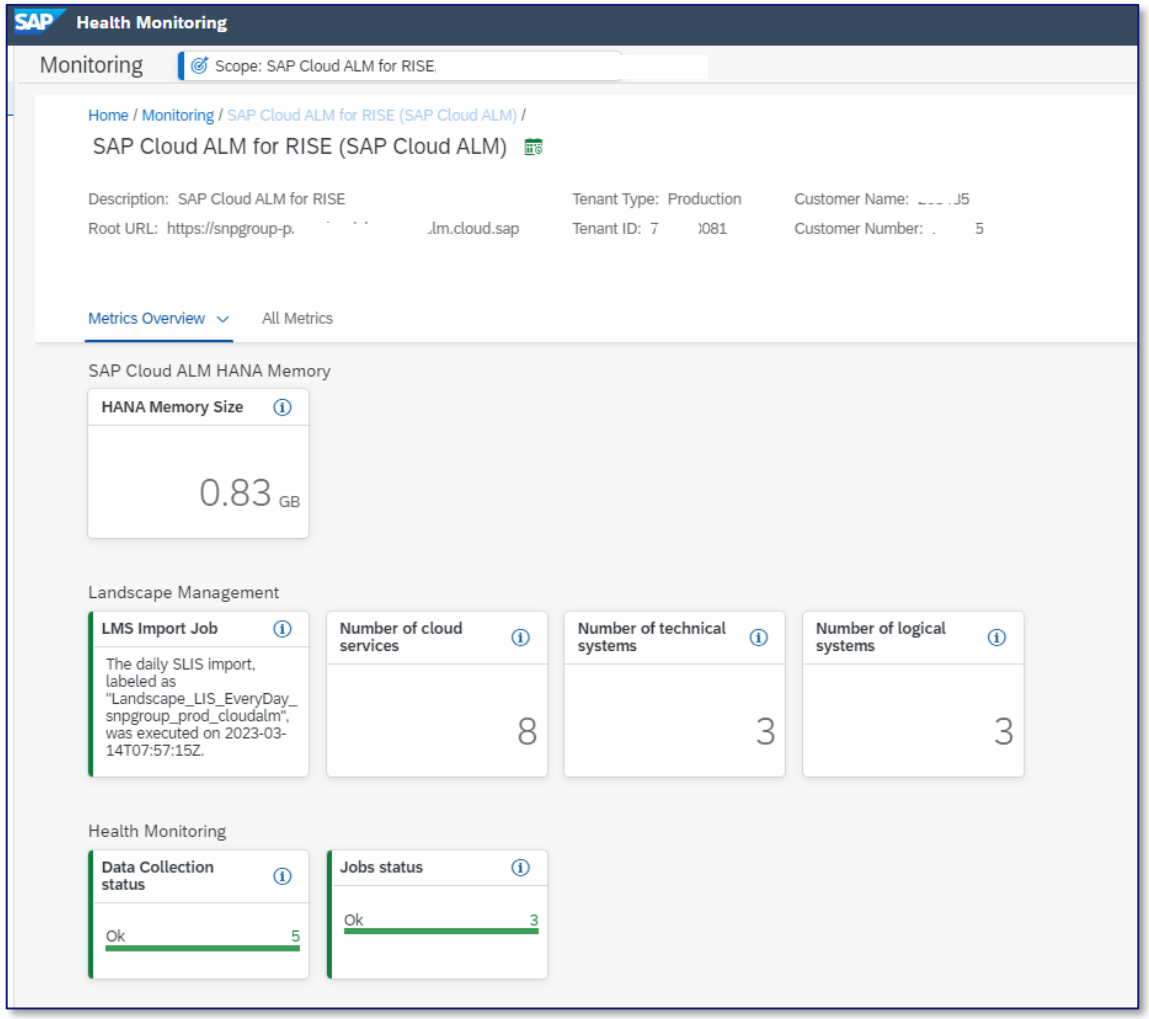
SAP Cloud ALM for Operations

Example: Health Monitoring in SAP Cloud ALM



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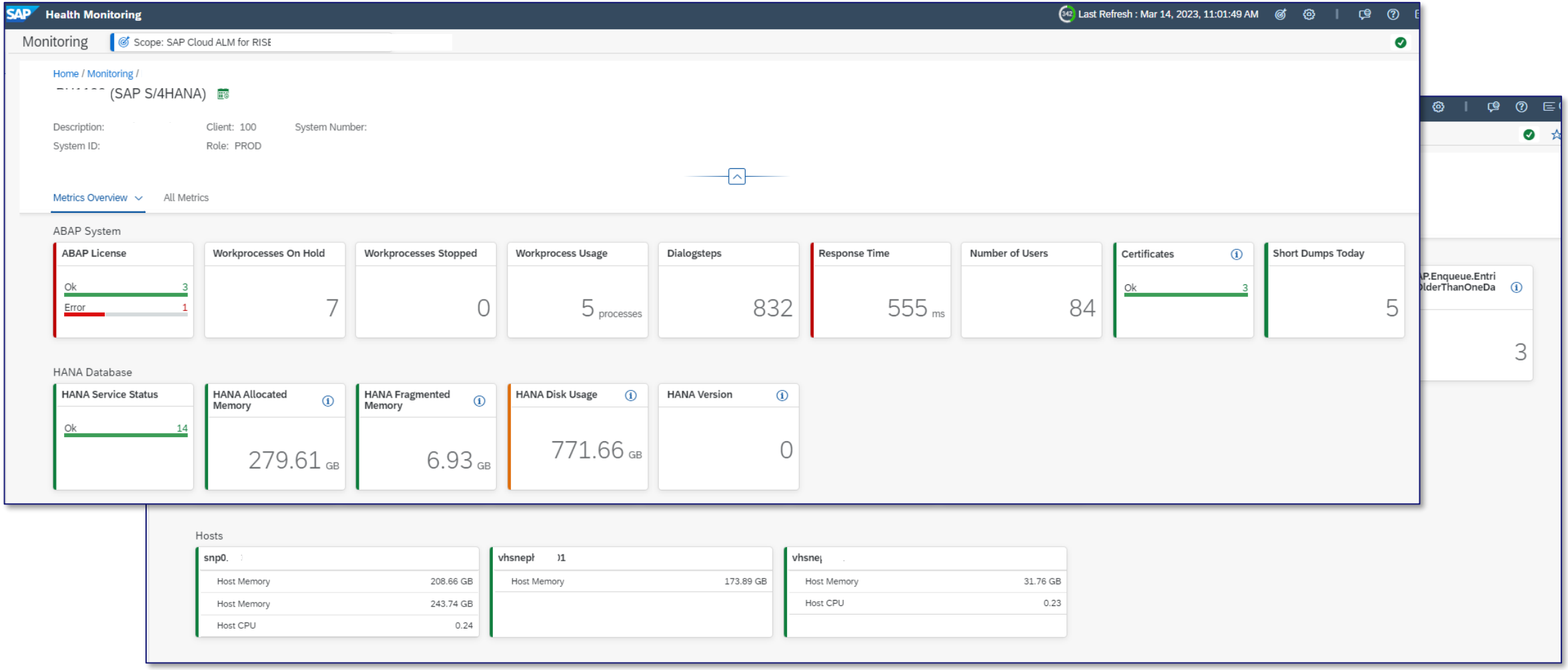
SAP Cloud ALM for Operations

Example: Health Monitoring



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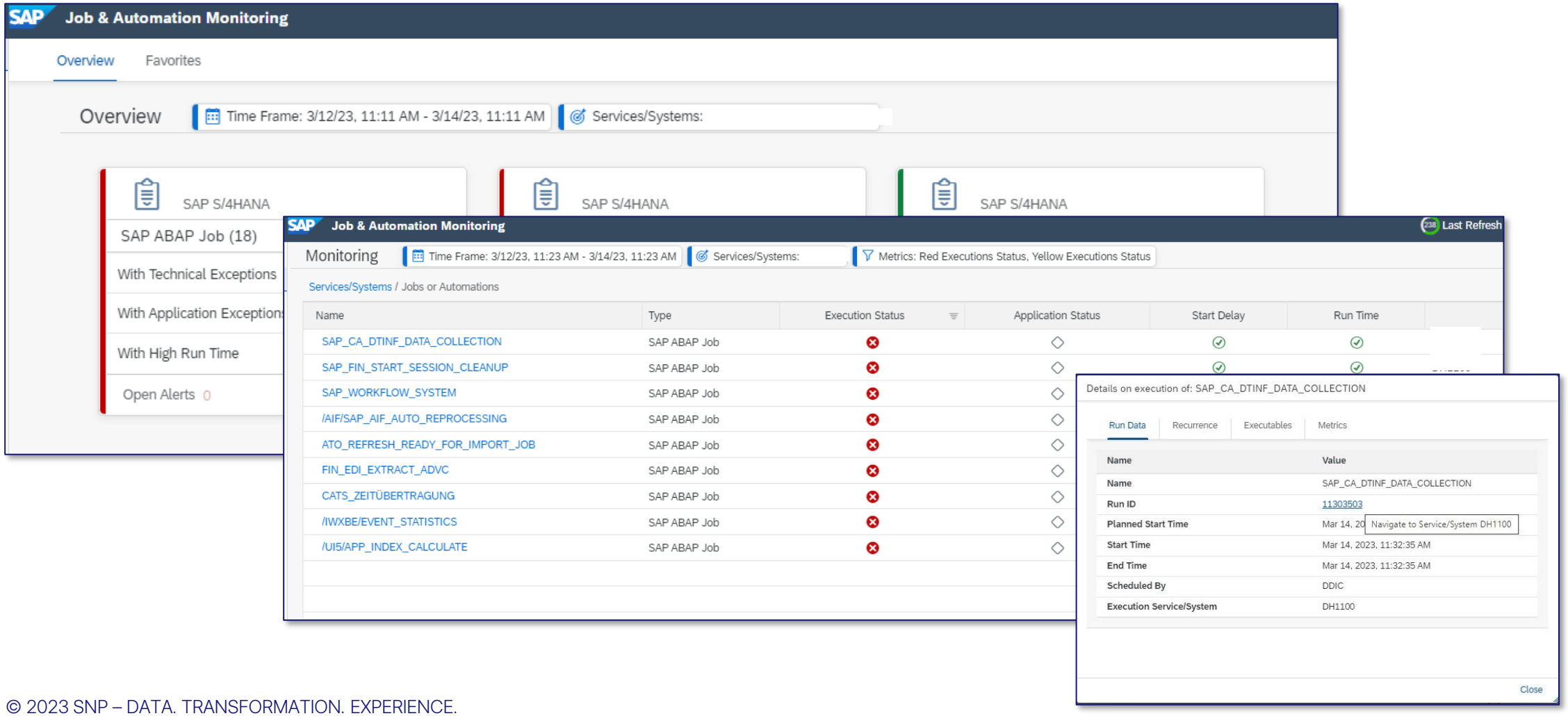
SAP Cloud ALM for Operations

Example: Job & Automation Monitoring



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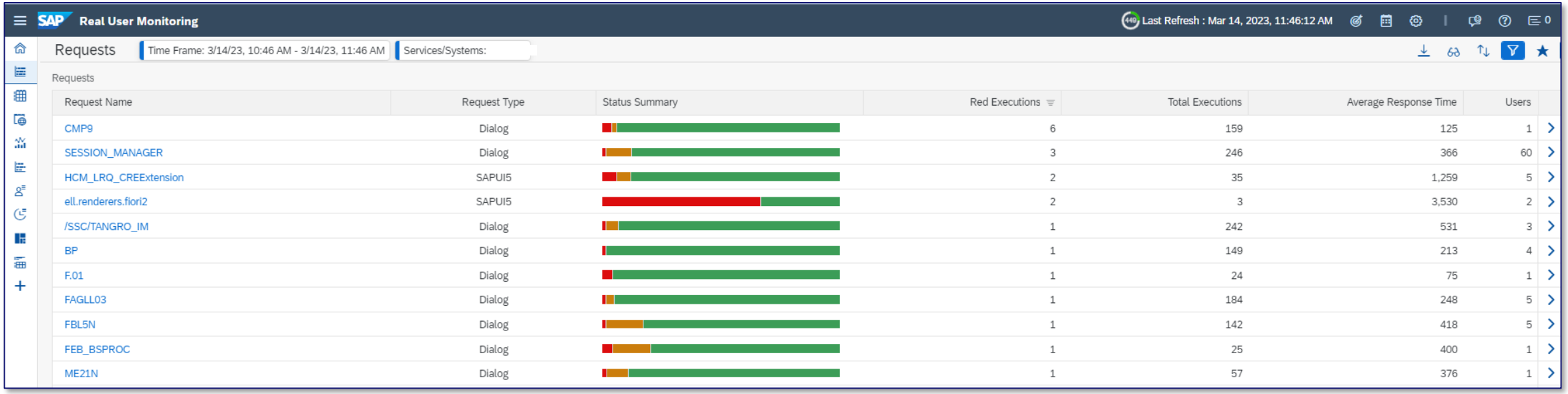
SAP Cloud ALM for Operations

Example: Real User Monitoring



Request Name	Request Type	Status Summary	Red Executions	Total Executions	Average Response Time	Users
CMP9	Dialog		6	159	125	1
SESSION_MANAGER	Dialog		3	246	366	60
HCM_LRQ_CREExtension	SAPUI5		2	35	1,259	5
ell.renderers.fiori2	SAPUI5		2	3	3,530	2
/SSC/TANGRO_IM	Dialog		1	242	531	3
BP	Dialog		1	149	213	4
F.01	Dialog		1	24	75	1
FAGLL03	Dialog		1	184	248	5
FBL5N	Dialog		1	142	418	5
FEB_BSPROC	Dialog		1	25	400	1
ME21N	Dialog		1	57	376	1

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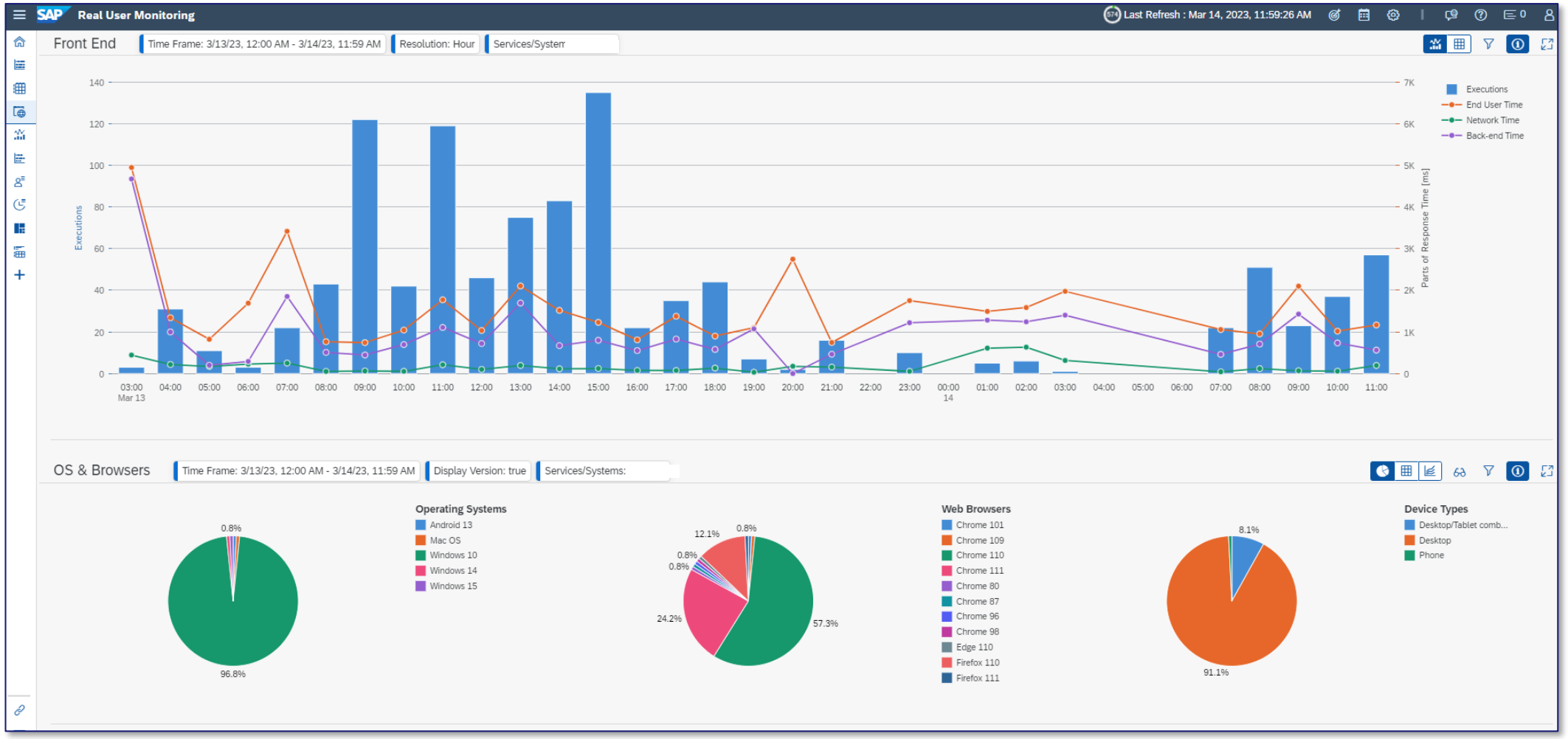
SAP Cloud ALM for Operations

Example: Real User Monitoring – Frontend Statistics



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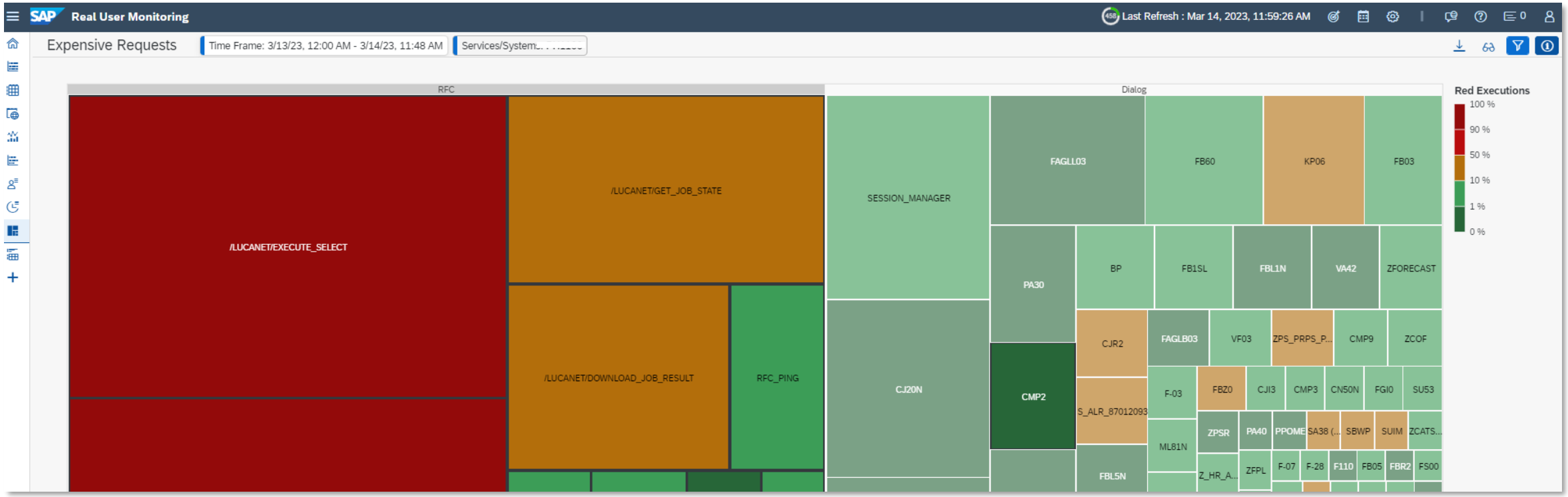
SAP Cloud ALM for Operations

Example: Real User Monitoring – Expensive Requests



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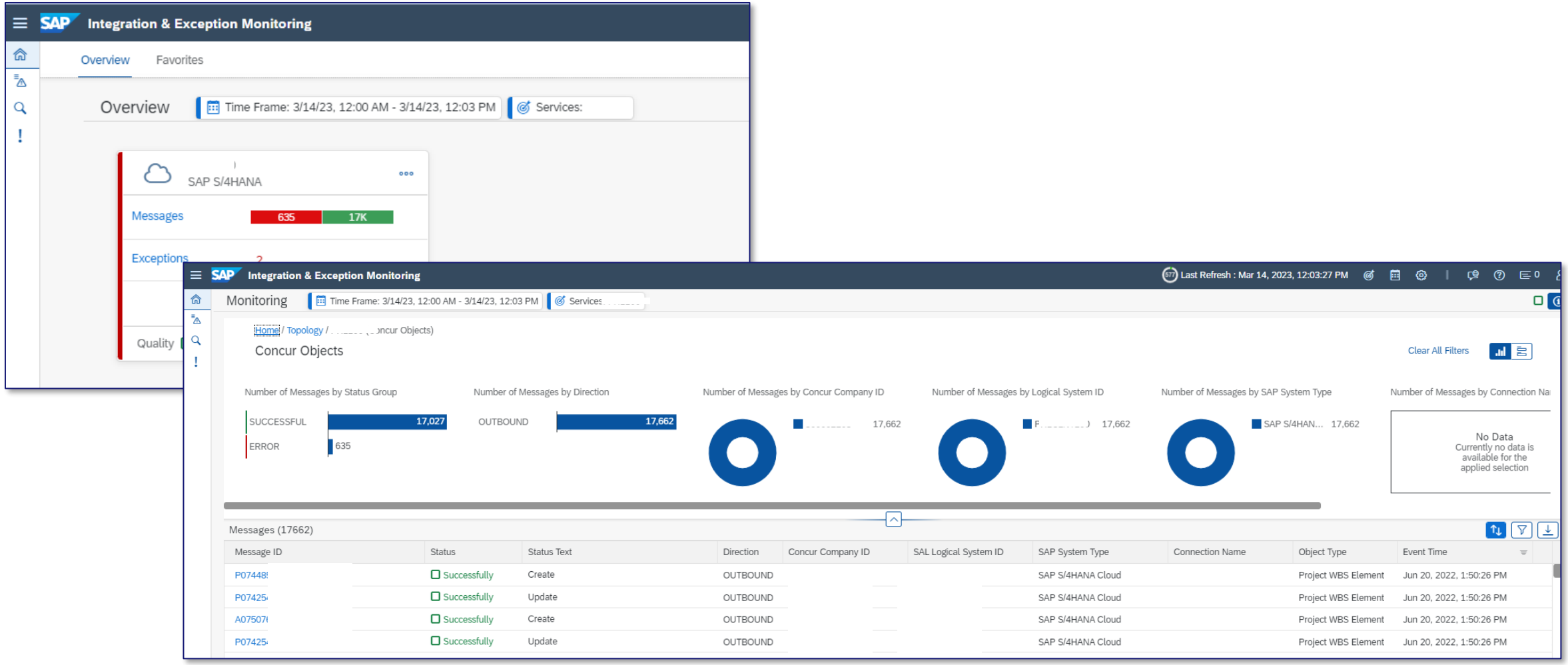
SAP Cloud ALM for Operations

Example: Integration & Exception Monitoring



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SAP Cloud ALM for Operations

Experiences

- Simple setup – easy to consume
  - Health Monitoring, Job Monitoring, Integration & Exception Monitoring, Real User Monitoring
  - Simple alerting setup via E-Mail (job monitoring, exceptions, Service Now, …)
- Benefits
  - Efficient root cause analysis for e.g. user experience / performance issues (Real User Monitoring)
  - Dashboard insights for operational challenges (Health-, Integration-, Job-Monitoring)
  - Control / governance for client-side UI (Operating systems, browser…) (Real User Monitoring)
- Challenges
  - Authorizations for Business Process Monitoring & segregation of business process related metrics / payload
    (workaround: deactivation of use case specific data collection)
  - Setup of configuration and security analysis to support internal audit requirements

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SAP Cloud ALM for Implementation

- Targets
  - Central Test Management organization - Clear Responsibilities
  - Central Repository for Test Cases
  - Structured Testing
  - Increase of Test Coverage
  - Enable decentral Execution (Test Center)
  - Analytics using dashboards
  - Documented Business Processes
- Challenges of early adoption / limited functionalities
  - No test plan
  - No tester assignment
  - No process hierarchy
  - Limited authorization concept

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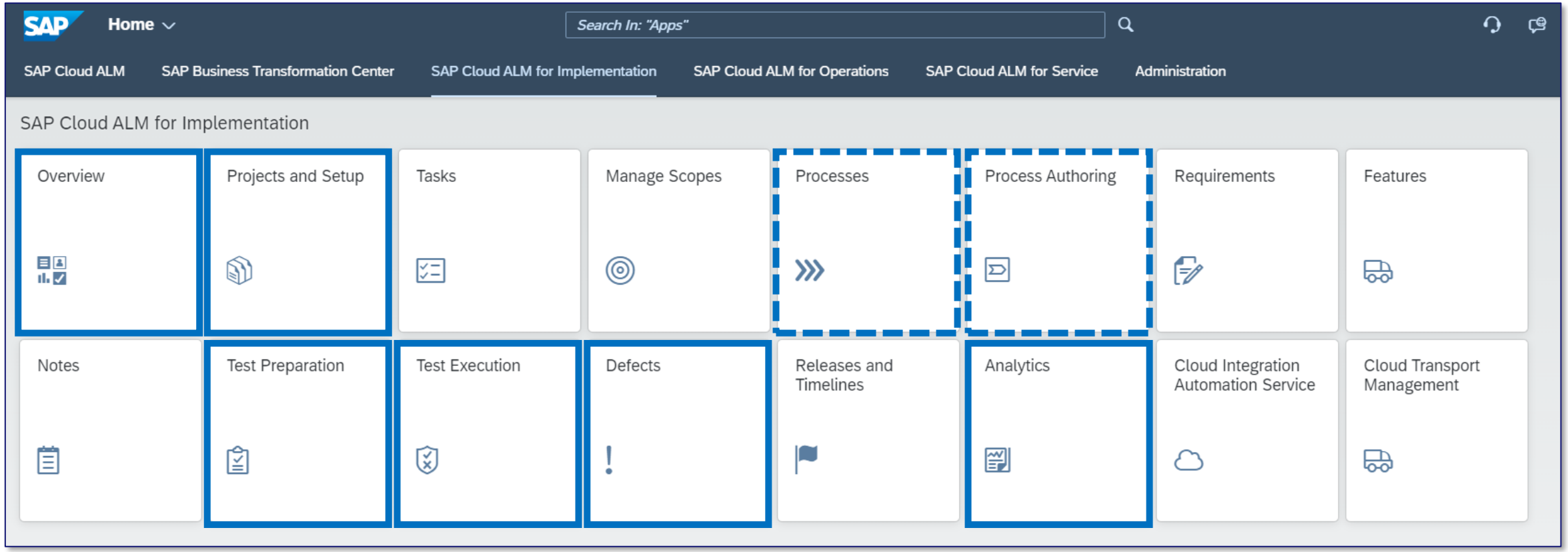
SAP Cloud ALM for Implementation

Project Scope



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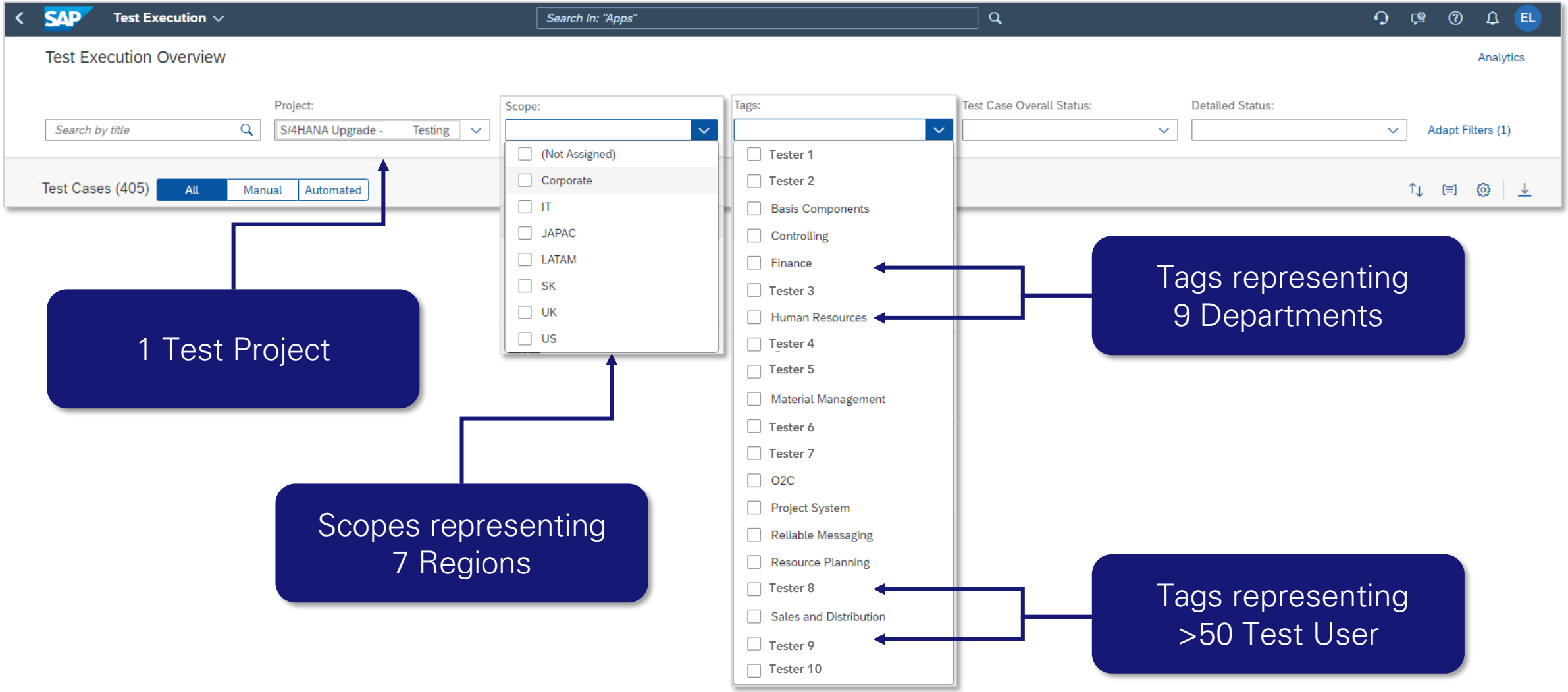
SAP Cloud ALM for Implementation

Realization & structure of test organization



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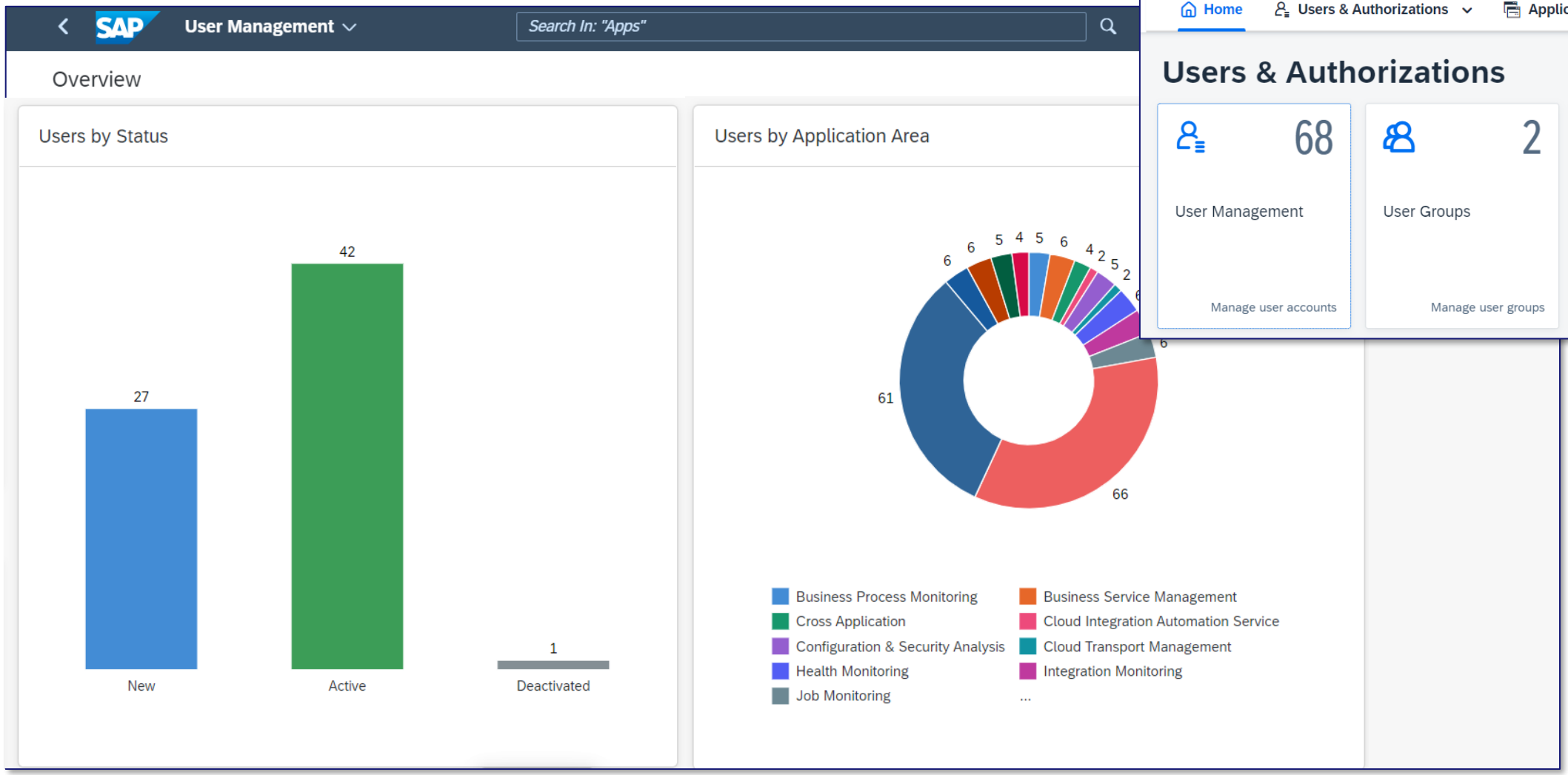
SAP Cloud ALM for Implementation

Example: User Onboarding



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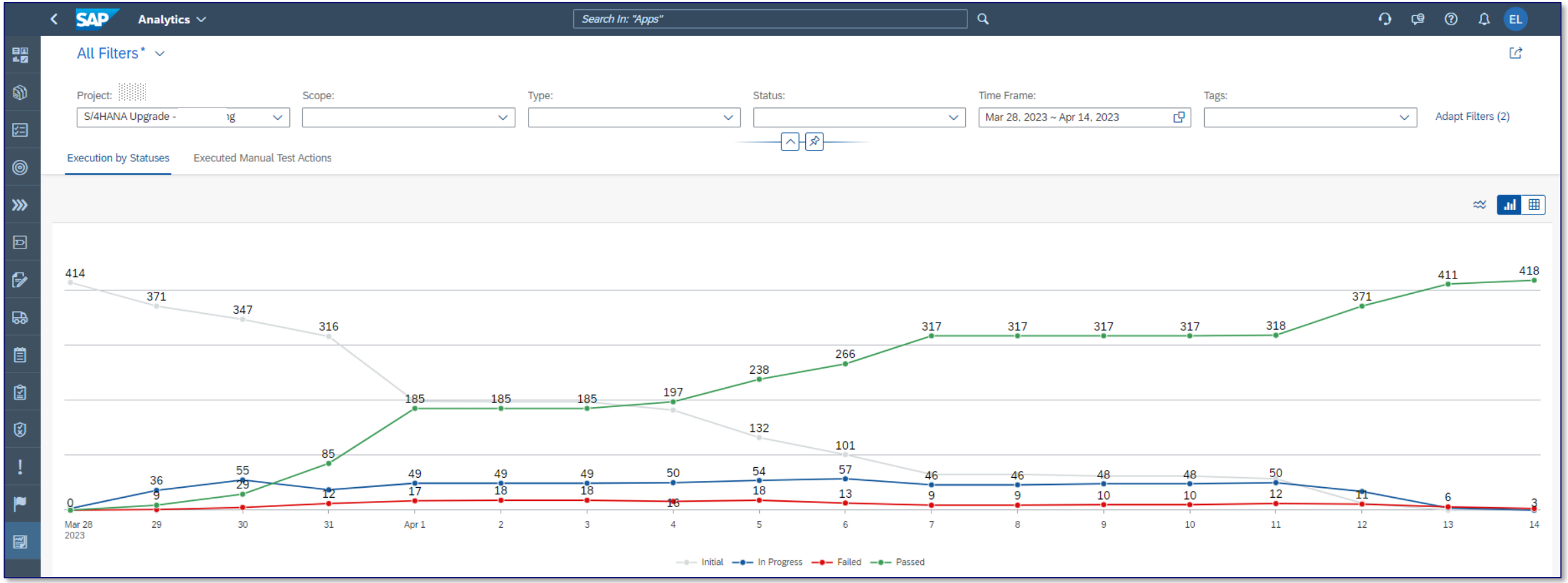
Example: Test Execution Analytics



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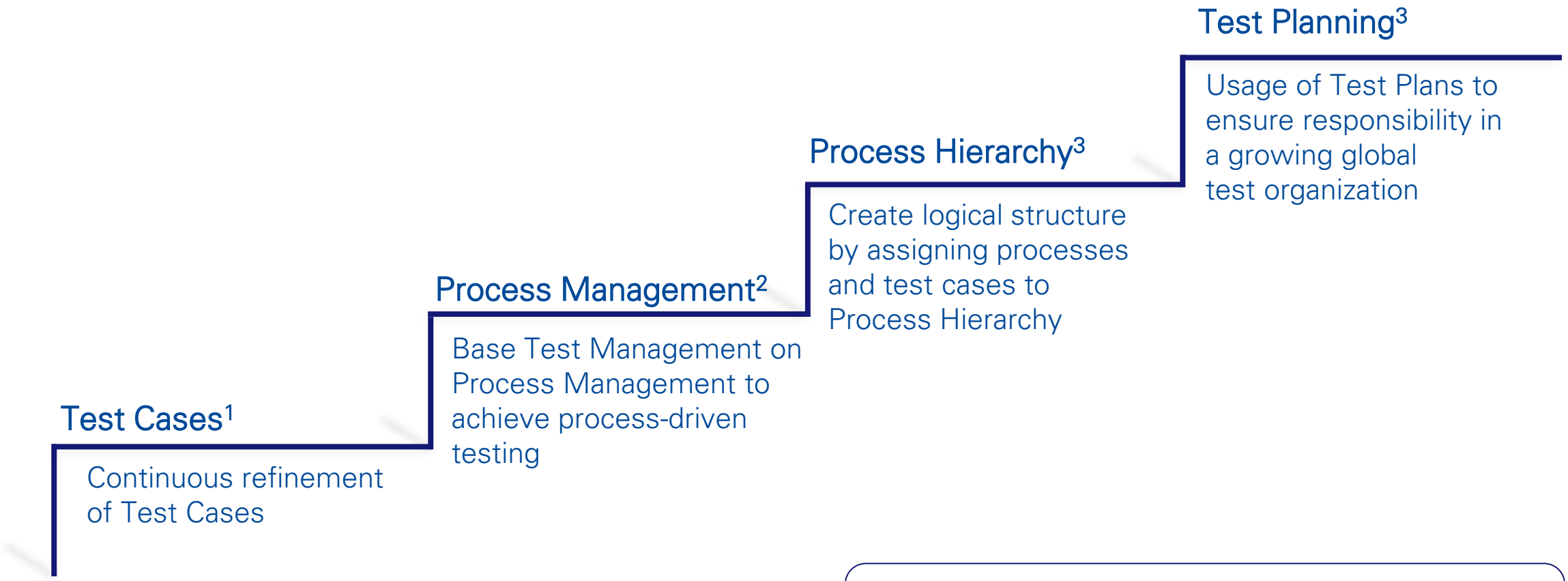
SAP Cloud ALM for Implementation

Roadmap for Optimization of Test Management



[1]SNP intern - Alignment of capabilities & business needs
[2]SNP intern - Optimize Test Methodology by business units
[3]SAP Cloud ALM Roadmap Explorer: Q2/2023

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5 Points to take home

- Proven combination of SNP Transformation methodologies and software & RISE with SAP
- Kickstart of RISE program benefits from SAP Cloud ALM PoC already in 2021
- SAP Cloud ALM significantly simplified operational tasks
- Documentation of business processes initiated
- Acceptance of Test Management by central test organization achieved for current upgrade project

„The methodical onboarding was so smooth“

„Not worse than Excel“

„You just know where to click.“

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SNP TRANSFORMATION WORLD

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Thank you

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