

HP SAP IT S&AM Solution



TAKE CONTROL **OF YOUR IT** **AND ITS TCO**

**A JOINT ENTERPRISE
MANAGEMENT SOLUTION
FROM HP AND SAP**



A UNIQUE ENTERPRISE MANAGEMENT SOLUTION FROM HP AND SAP

At the end of 2003, HP and SAP decided to deepen their collaboration in the area of enterprise management solutions – to help large enterprises lower the total cost of IT operations and to release IT budget for investments in innovations.

By combining the toolsets and methodologies of the HP adaptive enterprise strategy and the SAP® adaptive business service strategy, HP and SAP provide a unique solution designed for more effective and more efficient management of heterogeneous IT environments.

This new solution – named the IT Service and Application Management (IT S&AM) portfolio from HP and SAP – includes a series of jointly aligned, developed, and delivered methodologies, software, and hardware products as well as services – all based on the de facto standard IT Infrastructure Library (ITIL®)*.

The IT S&AM portfolio from HP and SAP provides enterprises with in-depth, end-to-end information about their IT landscape. This portfolio fosters seamless and proactive communication and alignment among people, technologies, and processes. And it delivers premier management capabilities for the company's entire IT landscape – spanning infrastructures, applications, and services.

As a result, companies are able to better identify and initialize optimization activities and to reduce the complexity of their IT landscape. The reduction of disconnects, incidents, and downtime implies major improvements in service quality and a boost in the company's productivity. IT is enabled to respond much faster to change requests and new business requirements because it is more closely aligned with business processes. Consequently, your company achieves significant reductions in the total cost of IT operations and attains the agility needed to adaptively meet today's business challenges.

*ITIL® is a registered trademark of Government Commerce, an independent Office of the Treasury. See www.ogc.gov.uk for details.

CURRENT SITUATION FOR IT IN LARGE ENTERPRISES

Today, large enterprises are facing a key challenge. Globally accelerating business dynamics in nearly all markets requires maximum awareness and flexibility of the entire organization to adapt its business approaches to the changing environment and requirements. To successfully meet this challenge, enterprises need to become more adaptive. This implies that business processes, supporting information technologies, and organizational structures must be flexible and responsive to change in order to ensure sustained competitiveness.

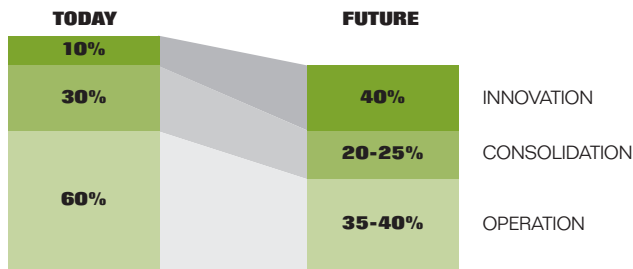
However, the sheer size of enterprises clashes with capabilities such as flexibility, speed, and agility. Large organizations tend to be “cumbersome” to manage. Any process change implies a major impact, and the IT landscape is typically complex and heterogeneous. In addition, economic constraints in some global marketplaces and profit objectives force enterprises to manage costs very carefully. IT budgets are unlikely to grow in pace with business requirements, and in most companies, the available IT budget will remain limited.

The IT organization and the business lines are facing several basic issues.

“**Together, SAP and HP will focus on helping customers reduce business operation expenses, enabling them to shift limited and valuable resources into projects that promote business innovation through technology. Operating cost reductions are achieved by integrating business processes, applications, and IT infrastructure. Leveraging SAP application management with HP’s adaptive management, our initiative aims to enable this end-to-end integration by offering joint services to align SAP solutions and the IT infrastructure.**”

Uwe Hommel, Senior Vice President,
Active Global Support, SAP AG





IT Costs

IT COSTS ARE TOO HIGH

The costs of IT operations and maintenance are too high – and consequently, the portion of the IT budget that remains for innovation and business improvements is too low. Today, 60% of the total IT budget is spent on running IT operations (source: SAP AG).

Key cost drivers are:

- Application and change management
- Problem resolution
- Integration work due to application and infrastructure interfaces
- Authorization and security management
- Distributed and unsynchronized master data

As the pressure on IT budgets continues to grow, the costs of IT operations need to be reduced more than the overall budget, so that funds and resources will be available for innovative IT investment.

Closely linked with the increase in IT landscape complexity, the costs of IT operations keep growing, making it hard for any company to meet its IT cost target. Consequently, IT organizations are involved in discussions about issues such as IT efficiency, benchmarking, and outsourcing.

IMPLEMENTATION OF NEW SOLUTIONS AND CHANGES TAKES TOO LONG

It can take months, even years, until a planned solution delivers on corporate expectations. Consequently, the intended business improvements – such as cost reductions, revenue increases, or faster time-to-market – can be achieved only after a considerable time delay.

The backlog list for requests keeps growing longer, while prioritization debates cost additional time, and frequently changing priorities result in further delays. Dissatisfied internal and external users exert even more pressure on IT and have a detrimental impact on the image of the IT organization.

QUALITY OF IT OPERATIONS AND SERVICES FAILS TO MEET INTERNAL AND EXTERNAL REQUIREMENTS

Today, almost all company processes are completely dependent on information technologies. Downtime and disruptions have a direct impact on organizational productivity and on the company's performance.

In many incident situations, users are not adequately informed about the underlying reasons for the incident or about the likely duration of any disruption. In business-critical processes, downtime not only affects users but directly impacts your company's bottom line.

THE IT LANDSCAPE IS TOO COMPLEX

The complexity of the IT landscape is outpacing the ability to manage it, making the effects of changes difficult to predict. It's one of the key drivers of the cost, speed, and quality issues outlined above.

Complexity arises from high diversity in applications with different releases, components, and platforms; from a broad range of infrastructure resources; and also from outdated organizational structures and IT processes and a lack of documentation.

This situation is compounded by the growing number of users, steadily increasing dynamics of business lines and business requirements, mergers and acquisitions, new technologies, compliance constraints, and exponential growth in interdependencies.

CAN A SOLUTION BE THIS SIMPLE?

Comprehensive and timely information about the complete IT landscape

In-depth, end-to-end information about the IT landscape makes it possible to increase transparency, identify and trigger optimization activities, and make effective, proactive, day-by-day decisions.

Better communication and alignment among people, processes, and technologies

Seamless and proactive communication – based on a common standardized “language,” jointly agreed rules, key performance indicators (KPIs) that match service level objectives (SLOs) and processes – makes interactions faster and less costly, and resolves communication failures.

More powerful management capabilities for the entire IT landscape

The ability to monitor the complete IT landscape, to define and schedule tasks, and to control the fulfillment of tasks and jobs reduces manual workload, speeds up IT processes, and improves quality.

And this is what the IT Service & Application Management portfolio from HP and SAP is all about.



WHAT CAN THE SOLUTION DO FOR YOU?

The IT Service & Application Management portfolio is a set of services, software and hardware products, and standard methodologies. It delivers functionalities that:

- Improve the quality of information
- Enhance communication
- Empower management

With improved information, communication, and management capabilities, the entire IT system landscape can be optimized more effectively and efficiently. IT organizations are enabled to identify and use the optimization potential within their existing SAP landscape and related non-SAP applications.

IMPROVED INFORMATION

Often, the current cost situation and cost increases are not fully understood because companies lack end-to-end insight into their IT landscape. Analyses fail to answer the questions: “Where is the best place to start cutting costs and where can we expect the greatest effect?”

The IT S&AM portfolio from HP and SAP provides you with a holistic view of your entire IT landscape:

- In-depth insight with more and better information about infrastructures, applications, and services
- In-depth status data about availability, performance KPIs, and more
- Complete monitoring of usage, accesses, and transactions

This provides the foundation for identifying optimization potential and for making informed decisions regarding your IT landscape. It enables the unbiased metering of SLA compliance and helps to detect and resolve potential issues at an early stage, well before vital services are affected. In the event of an incident, you obtain detailed diagnostic information about what can be done to resolve issues quickly and efficiently. These capabilities help to deliver higher availability, greater performance, enhanced customer satisfaction, and increased investment protection.



ENHANCED COMMUNICATION

Obtaining more and better information is only the first step. The second step is to ensure that information is communicated consistently, quickly, and in understandable formats across the organization: among people, processes, and technologies.

Prerequisites for improved communication include the identification of disconnects and the simplification, consolidation, standardization, and integration of your processes, applications, and infrastructures.

IT S&AM portfolio from HP and SAP provides you with:

- Information exchange between business and IT and between application and IT infrastructure
- One common language with standard definitions and taxonomy based on the ITIL standard
- ITIL-based standard processes for IT operations
- One common knowledge database
- Reliable and secure document delivery
- Continuous service improvement process and system landscape optimization (IT consolidation and integration)

Simplified communication helps to avoid communication failures and inconsistencies and to increase communication and service quality. Better and faster information exchange increases the speed of IT processes and results in higher satisfaction with IT.

IMPROVED MANAGEMENT

By obtaining all relevant information about your IT landscape and improving communication with all components and participants, your IT organization is able to better manage all tasks and requirements.

The IT S&AM portfolio from HP and SAP provides you with:

Infrastructure management

- Continuous analysis of infrastructure for optimization and for change
- End-to-end, process-based management of network, systems, storage, output devices, middleware, and applications
- End-to-end fault and performance management
- Dynamic resource optimization
- Proactive management and implementation of changes
- Integrated, continuous, and secure operations
- Continuous service improvement process

“As a large enterprise, efficiently managing our complex IT environment is often a difficult, time-consuming, and costly endeavor. The synergy of SAP business application and process management functionalities with HP’s industry-leading management software and architecture as well as its integration services is very appealing. It would make adaptive management across the entire stack a reality, helping us increase flexibility and agility as well as decrease complexity and costs.”

Michael Neff, Chief Information Officer,
Heidelberg Druckmaschinen AG

Application management

- Life-cycle management of SAP and other applications
- Software change management of the complete IT system landscape, especially for SAP solution release and upgrade planning
- Centralized monitoring and operations of SAP solutions
- Seamless support of the entire process, including automated change detection, documentation, and release and upgrade planning
- End-user training and application knowledge transfer
- Testing of business scenarios
- End-to-end service desk, including incident forwarding and a solution knowledge database
- Job scheduling function that includes monitoring, job dependencies, and error handling
- Print and output management
- Protection of data integrity across all servers, agents, and operator consoles

Business process management

- Management of end-to-end business interactions across multiple services, including central management cockpit, capacity planning, metrics aggregation, and interface monitoring
- Metering of business process performance

- Dynamic adjustment of resources supply to support business processes
- Customer experience management
- Analyses of business impact

Service management

- Linkage of IT with the business for communication, measurement, and service delivery
- Alignment of resources and IT processes to enable optimal utilization, performance, and response times of the applications, especially SAP
- Optimized IT processes, such as changes, incidents, capacity planning, monitoring, metrics aggregation, and batch processing
- Consolidation of IT landscape to reduce complexity
- Establishment and automatic measurement of SLAs

Drawing on these management capabilities, you are in the ideal position to optimize your entire IT landscape. You can now maximize the utilization of available resources and reduce the number of incidents and downtime. By proactively managing any situation, you can provide higher security, improve business performance, and – above all – reduce the costs of your IT operations. And by linking business and IT, your enterprise is able to swiftly and efficiently adapt to change.



THE MOST COMPREHENSIVE PROCESS + APPLICATION + SYSTEM + SERVICE MANAGEMENT SOLUTION IN THE MARKET

Two leaders, setting the global gold standard in their respective areas – SAP for application management with an unmatched service and support portfolio and HP for service management solutions for heterogeneous environments – team up to work as one. Combining their strengths, SAP and HP provide you with:

ONE PORTFOLIO TO MANAGE THE ENTIRE LANDSCAPE

The IT Service and Application Management portfolio from HP and SAP creates extra value through a closer integration of HP and SAP management solutions – HP OpenView plus SAP Solution Manager – as well as of their consulting and support services. This unique collaboration enables your IT experts and your service providers to better manage the entire IT landscape.

ONE JOINT DATA POOL

The IT S&AM portfolio from HP and SAP delivers a more extensive, more consistent, and more reliable pool of data regarding the complete IT landscape than either HP or SAP would be able to achieve without integration and collaboration in software and services.

COMPLETE CONSOLIDATION OF APPLICATION AND IT INFRASTRUCTURE

The IT S&AM portfolio from HP and SAP provides an improved approach to consolidate your IT landscape. Experience shows that a safer and more successful consolidation can be achieved when the infrastructure and the application landscape are unified.

END-TO-END OUTPUT MANAGEMENT FOR SAP

The accurate, timely delivery and management of SAP documents is a critical aspect for many SAP users. The IT S&AM portfolio from HP and SAP includes the HP Output Server, which ensures that business-critical documents such as invoices and bills of material reach their intended destination at the required step in the transactional workflow.

A STANDARD SOLUTION FOR SERVICE AND APPLICATION MANAGEMENT BASED ON ITIL STANDARDS

HP and SAP are heavily engaged in supporting the ITIL standard. HP has 10 years of experience in IT service management (ITSM) – as a developer, user, and vendor of ITIL – and provides the industry-leading ITSM reference model today. HP's IT service management competence is perfectly complemented by SAP's experience in application management. With the IT S&AM portfolio, SAP rephrases all application-specific definitions, aligning processes according to the ITIL standard.

CONTINUOUS ENHANCEMENTS

HP and SAP are well-known for their investments in better aligned customer services and management software. And they are committed to enhancing and integrating their management solutions – now and in the future.



THE BENEFITS FOR YOUR COMPANY

BENEFITS FOR IT

Increase business value of IT	<ul style="list-style-type: none">▪ Strong support of business goals and continuous business improvement▪ Reduction of total cost of ownership (TCO) to help you meet IT cost targets▪ Budget and people free for innovative projects with greater business benefit▪ Investment protection by reducing integration and upgrade costs
Improve system performance	<ul style="list-style-type: none">▪ Higher availability reduces risk of unplanned incidents and minimizes planned downtime▪ Higher performance due to better performance management and a holistic view on your entire IT landscape▪ Smooth integration of new SAP applications into existing landscape
Improve IT performance	<ul style="list-style-type: none">▪ Ability to react faster▪ Improved IT image and motivation▪ Satisfied internal and external customers▪ Peace of mind▪ Opportunity to benchmark IT

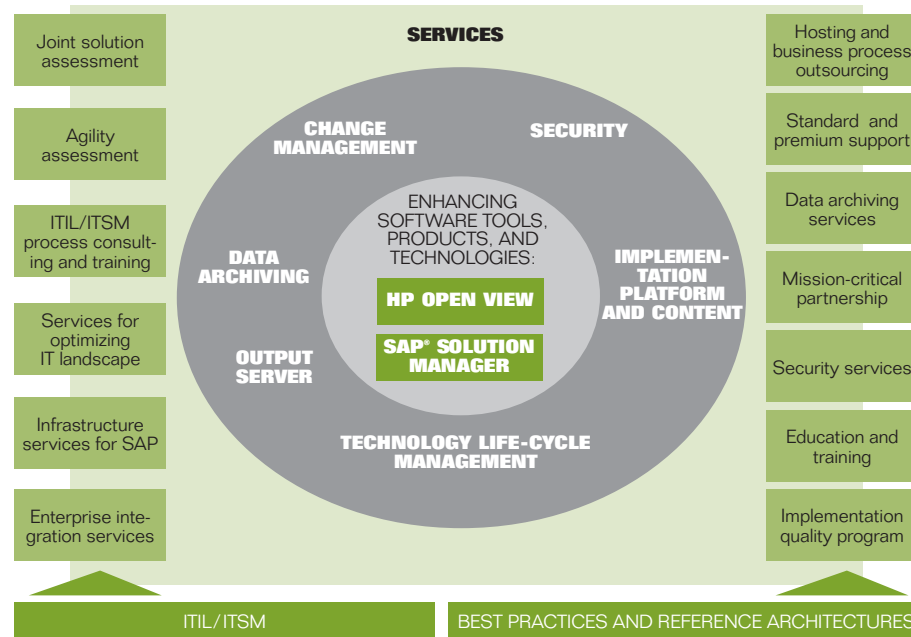
BENEFITS FOR ENTIRE COMPANY

Deliver greater strategic impact	<ul style="list-style-type: none">▪ Foundation for an adaptive enterprise▪ Ability for transparent, fairly controlled business process outsourcing (BPO)
Increase business value	<ul style="list-style-type: none">▪ Budget and people released for innovations and projects with greater business benefit▪ Reduced costs▪ Increased business performance▪ Faster realization of intended business benefits
Increase market response	<ul style="list-style-type: none">▪ Faster time to market▪ Improved productivity and efficiency

THE KEY BUILDING BLOCKS OF THE IT S&AM PORTFOLIO

The IT Service & Application Management portfolio is a set of jointly aligned, developed, and delivered methodologies, software, hardware products, and services – all based on the de facto standard ITIL, ITSM, and on best practices and reference architecture.

Linked together, HP OpenView and SAP Solution Manager are at the heart of this joint solution. These management solutions are complemented by a wide range of solution, technology, and service components from HP and SAP, enhancing the management capabilities along the entire life cycle of your applications, infrastructures, services, and processes.



The IT Service & Application Management Portfolio

DETAILS ABOUT THE SINGLE SOLUTION COMPONENTS

HP AND SAP MANAGEMENT SOFTWARE

HP and SAP management solutions cover the complete process, application, and infrastructure landscape of your company, with HP OpenView and SAP Solution Manager complementing each other. For example, while SAP Solution Manager is optimized for managing the SAP application life cycle from a business perspective (customization, deployment, and support, for example), HP OpenView is optimized for integrating the SAP environment into the overall enterprise IT service management solution.

- **HP OpenView** is the industry's leading IT service management software with 135,000 installations worldwide (including all FORTUNE 100 enterprises). By providing consistent management of networks, systems, data, applications, and IT processes, HP OpenView offers IT organizations true end-to-end control of their service delivery.
- **SAP Solution Manager** is comprehensive process and application management software that manages SAP solutions along their complete life cycle. SAP Solution Manager facilitates technical support for distributed systems with functionality that covers all key aspects of solution deployment, operation, and continuous improvement.

ENHANCING SOFTWARE TOOLS, PRODUCTS, AND TECHNOLOGIES

- **Implementation platform and implementation content.** SAP Solution Manager provides centralized control of cross-component projects, implementation content, integrated document management, and integration support to accelerate implementations and increase project efficiency.
- **Output management with HP Output Server.** The accurate, timely delivery and management of SAP documents is a critical link in the automated business processes embodied in SAP. HP provides a robust output server for end-to-end tracking and processing of electronic, print, and fax output.
- **Security.** HP OpenView software, combined with intelligent fault resilience capabilities at the operating system level and value-added management tools, offers a powerful solution to ensure continuous, secure SAP operations.

- **Data archiving** solution analysis and design services for SAP are designed to allow independent selection of the best archiving products (HP or third party) for your company's needs. HP Digital InfoLife, HP's tool for data archiving, allows you to manage the growth of data in your SAP solutions by safeguarding your information in a cost-effective location.
- **Technology life-cycle management through eaver™.** SAP NetWeaver provides an open integration and application platform for lower TCO. It allows SAP to bring all the advantages of an Enterprise Services Architecture (ESA) to its customers. SAP NetWeaver renames and significantly extends mySAP™ technology, the native infrastructure for collaborative business, based on open standards.
- **Change management** tools of SAP and HP enable end-to-end tracking, auditing, and documenting of application changes - from planning, to implementation and testing, to technical processes such as distribution, deployment, and versioning.

KEY SERVICES TO DESIGN, IMPLEMENT, AND MANAGE

- **Joint solution assessment service**, offered by HP and SAP in partnership, provides an in-depth review of your HP systems, SAP solution landscape, core business processes, and IT management processes and resources. You receive an end-to-end, point-in-time view of your SAP solution landscape, coordinated and conducted by a team of HP and SAP professionals.
- **Agility assessment service** assesses and measures the agility needs and IT responsiveness of your enterprise. It helps you to assess the kinds of changes you handle well today, determine where infrastructure is a major gating factor, and then identify a game plan for agility improvements and investments.
- **ITIL/ITSM process consulting and training** enable you to manage your IT operations like a business and evolve it from the role of technology provider to valued contributor, aligned with the overall business goals. Successful implementation of ITIL/ITSM requires ITSM-aware and trained staff that are not only supportive but really convinced of ITSM. HP offers extensive ITIL training as well as consulting services for ITSM training.
- **Services for optimizing your IT landscape**. SAP systems require qualified maintenance and ongoing optimization. HP and SAP provide services that can help you determine what course of action delivers value to your enterprise – whether it's a consolidation, migration, upgrade or integration, a combination of all of them, or perhaps only minor tweaks to your current environment.
- **Mission-critical partnership**. A proactive support service, based on ITSM principles, ensures that availability is maximized by identifying people, process, and technology risks. Support activities are tuned to continuously improve all aspects of the business service, to further reduce costs, and improve agility.



- **HP infrastructure and implementation services for SAP** are an important part of the IT S&AM portfolio to provide you with higher performance, higher availability of your IT system landscapes, and higher productivity in IT administration. HP services support SAP customers to implement smoothly a solid IT infrastructure for SAP business solutions.
- **Implementation quality programs service** is a services-based SAP offering to increase quality in mission-critical and complex, SAP-centric implementations.
- **Education services** ensure that on key topics regarding the IT S&AM portfolio, the necessary knowledge is available in your IT organization. HP and SAP provide best-in-class IT service know-how and training. Most relevant for the successful implementation of the IT S&AM portfolio are training on ITIL methodology, IT consolidation, IT management, and the key solution components, such as HP OpenView and SAP Solution Manager.
- **Security services** are designed for the implementation of trusted access-control policies that don't impede the authorized use of customer information via the Internet. They help to provide the "safe and fast" SAP experience and protect your data against security violations from inside and outside your company.
- **Data archiving services** support you to manage proactively the growing database and increasing data complexity in an SAP system landscape, which can lead to a number of negative effects for your SAP users and administrators: data-read times, backups, data reorganization, and data recovery can slow down beyond any tolerable limit.
- **Standard and premium support services** are provided by HP and SAP for their management solutions as well as for all other HP and SAP components of your IT landscape. HP and SAP deliver one-stop-service at the level of availability and performance you require.
- **Hosting and business process outsourcing (BPO) services** offer the perfect alternative to your company's in-house operational planning, implementation, staffing, training, and ongoing operations of SAP applications. BPO services are a long-term agreement on the transfer of business process execution to a service provider. Hosting services lower total cost of ownership, lower risk, and eliminate the need to invest in operational staff, consultants, and equipment upgrades.



“The SAP and HP global alliance is strong around the world, and we’re mutually committed to making businesses more adaptive. By closely linking HP’s hardware, software, and services portfolio with SAP enterprise applications and our customers’ own business processes, we can make it easier and cheaper to run IT as a business.”

Nora Denzel, Senior Vice President,
HP Adaptive Enterprise

HP AND SAP – EXPERIENCE AND THOUGHT LEADERSHIP

For the first time, HP as a leading IT service management provider and SAP as a leading business application provider are joining forces to provide a common enterprise management solution. The SAP and HP experience shows that jointly delivered solutions provide customers with considerably more added value than would separate solutions. More than 14 years of partnership between SAP and HP has forged a powerful and versatile partnership that is based on a very distinctive and trusting network. Investments in each other’s businesses have been intensified over the years. The majority of SAP installations worldwide run on HP IT infrastructure, and many exclusive SAP developments have been implemented on a joint basis.

FOR MORE INFORMATION

To learn more about the IT Service & Application Management portfolio and how it can make your enterprise more effective and efficient, please contact your HP or SAP sales representative.

To explore details online, go to:

www.sap.com/services

www.hp.com/go/sap



www.sap.com/contactsap

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