



Customer Story - VSP's Business Value attained through Solution Manager 7.2

Eric Woodworth - VSP

Jereme Swoboda – Practice Lead- NIMBL

Session ID # 83432

In this Session

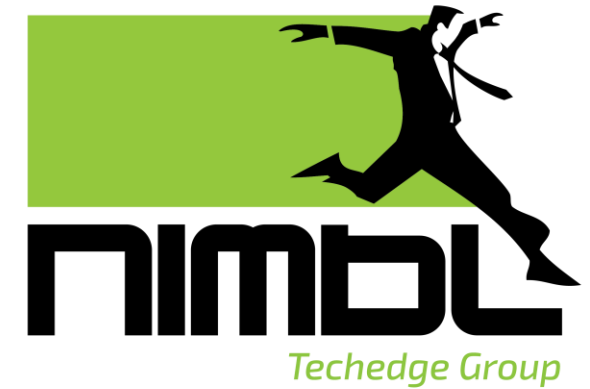
- Learn about VSP's motivation for upgrading and migrating to Solution Manager 7.2 in the cloud
- Discover the tangible value that benefited VSP as an Organization
- Discuss lessons learned during the migration process
- Learn about the tools VSP implemented first and what comes next!



Speaker and Company Introductions

Speaker Background – Jereme Swoboda

- Solution Manager Practice Lead with a basis background at SAP Partner, NIMBL
- SAP Press Author, Blogger and Speaker
- Extensive experienced with Installing/upgrading Solution Manager from 7.0 to 7.2
- Specializes in the technical areas of Solution Manager
 - ChaRM, AppOps, Solman Setup, CCM, SEA, BPCA, Etc..
- An expert at integrating the most popular SolMan features for SAP customers, ensuring the highest ROI is achieved



Speaker Background – Eric Woodworth

- Working with SAP software since 1996
- Worked at SAP for 6 years (1998-2004)
- Worked at 20+ clients on 30+ project across a multitude of industries (Government, High-tech, Insurance)
- Experience as a SAP ABAP Developer, SAP MM Functional, and SAP Project Manager
- 7 ½ years at VSP Global



VSP GLOBAL



VSP Global is a doctor-governed company that exists to create value for members and opportunities for VSP network doctors.

Company details:

Founded in 1955 as a prepaid, not-for-profit vision benefit company, CVS (California Vision Services).



VSP GLOBAL BUSINESSES



- Vision Care
- Eyewear
- Optics
- Practice Solutions
- Retail



40,500
VSP Network Doctors
Worldwide



88 Million
Members Worldwide



60,000
Clients Worldwide

MARCHON



86,000
Points of Sale



100
Countries Served



19 Million
Frames Sold Annually

ASUG



14
**VSPOne Technology
Centers**



15K+
**Lenses Made
Each Day**

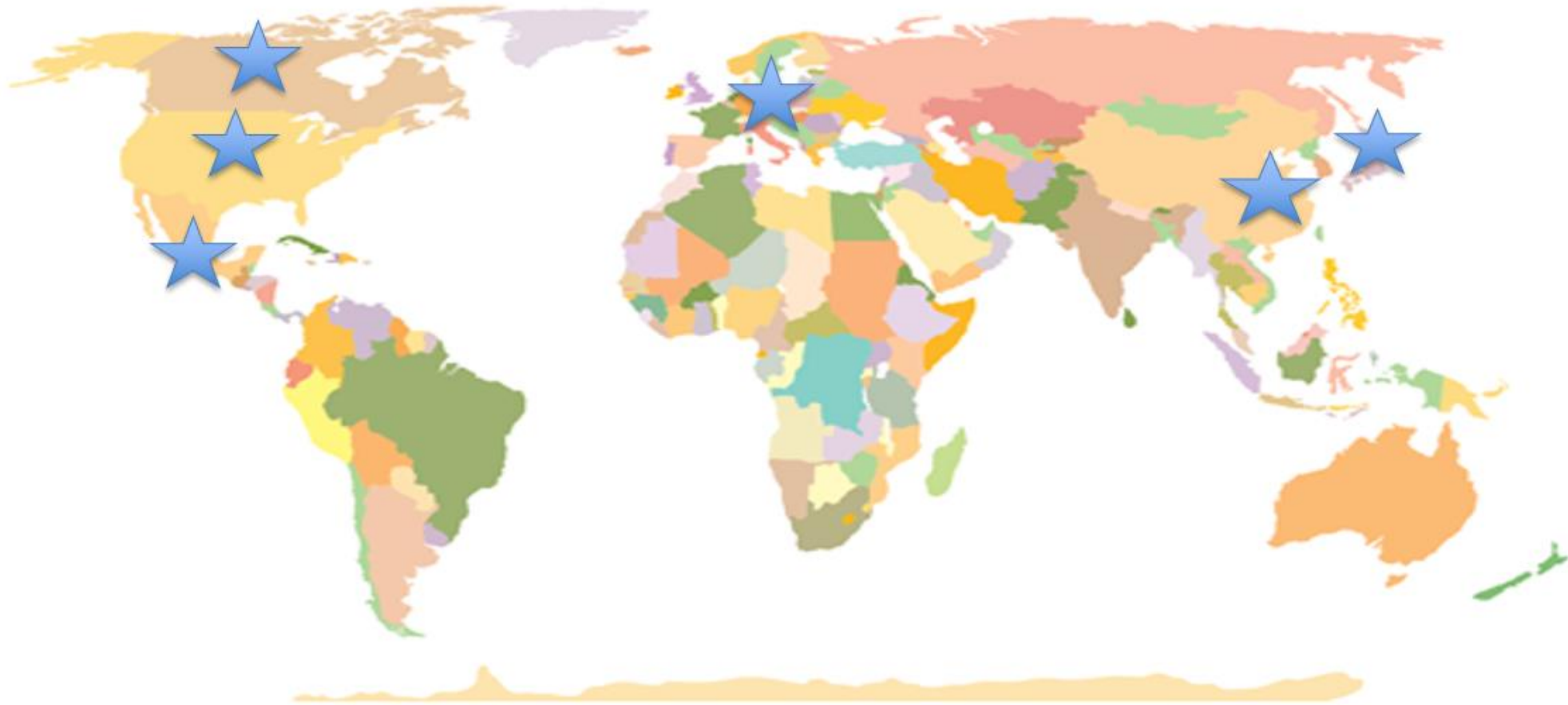


**Proprietary Unity Progressive Lenses,
TechShield Anti-Reflective Coatings and
SunSync Light-Reactive Lenses are the
fastest growing lens brands in the U.S.**



VSP's Motivation and Project Goals

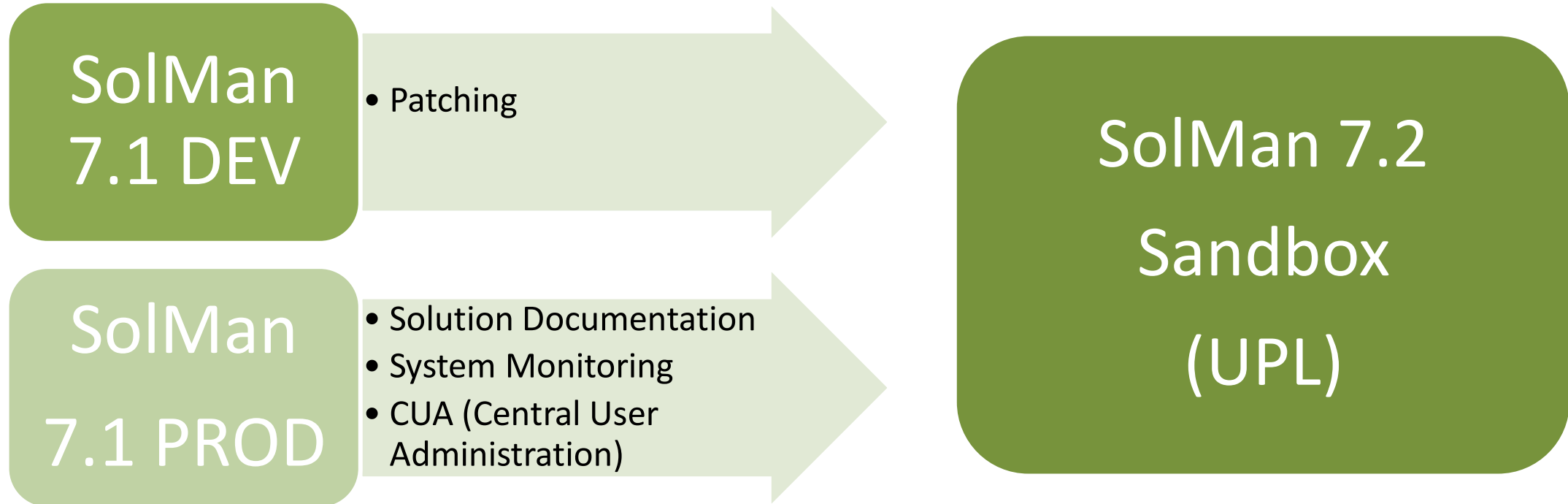
VSP – Business Units on SAP



VSP Global – SAP Footprint

	# LoB's	# of Locations
Sales & Distribution – Customer Service, Sales orders	4	17
Finance – A/R, A/P, G/L, COPA	5	17
Materials Management – Sku's, PO	4	17
Warehouse Management – Inventory, Shipments	3	10
Supplier Relationship Management - Indirect procurement	5	6
Biller Direct - Customer facing, access invoices	2	1
Production Planning - Italy manufacturing	1	1
Vistex – Commissions, Royalties	2	8
Ariba – Vendor catalogs	5	6
Demand Planning – Forecasting	1	13
Supplier Network Collaboration - Vendor facing, managing Po's	1	13
Business Planning & Consolidations – Financial consolidations, eliminations	5	2
Business Warehouse - Reporting	4	17
HCM/Success Factors - -Recruiting, Focal process, Self service	5	17

Background



Background - Drivers for SolMan 7.2



Background - On-Premise SAP Products used within VSP Global

ECC

Biller Direct

SRM

Content Server

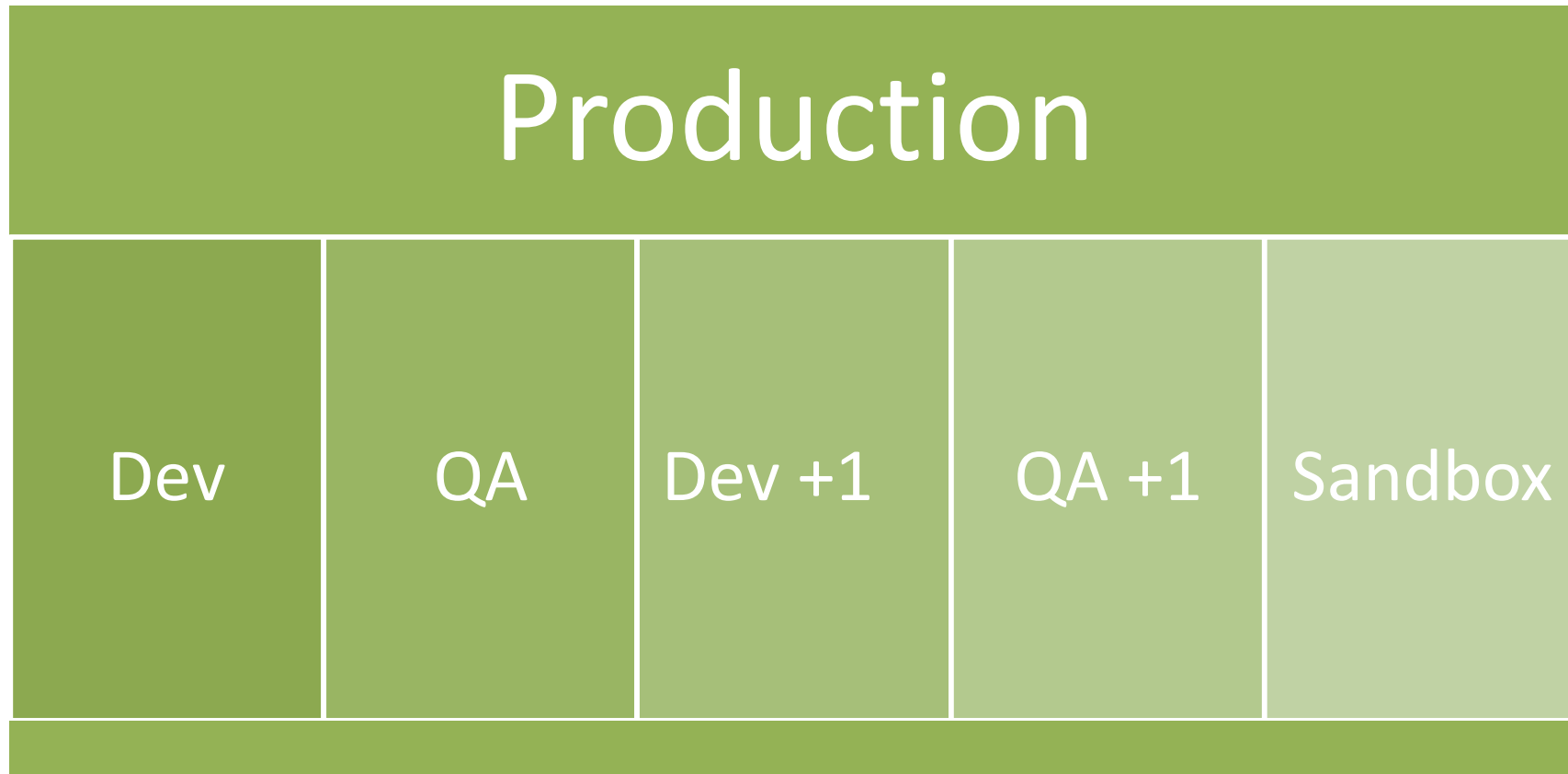
BI

HCM

SCM (APO)

PI/PO

VSP Global - Landscape



Cloud SAP Products used within VSP Global

Concur

SuccessFactors

Fieldglass

HANA SideCar (HEC)

Ariba

SolMan 7.2 (HEC)

Project Approach



Perform fresh installation of Solution Manager 7.2 (in the cloud)
on HANA

Collaborate with NIMBL as a SAP Partner to
ensure swift and accurate configuration of
Solution Manager 7.2



Vendor Selection Process



Why we chose NIMBL

Experience	Skillset	Organization	Partnership
<ul style="list-style-type: none">• SAP HEC• AFS Customers	<ul style="list-style-type: none">• Technical• Functional	<ul style="list-style-type: none">• Details in Bid	<ul style="list-style-type: none">• Advisor

On-site vs remote – cost / benefits

On-site

- Typically better but more expensive
- Typically more knowledge transfer

Remote

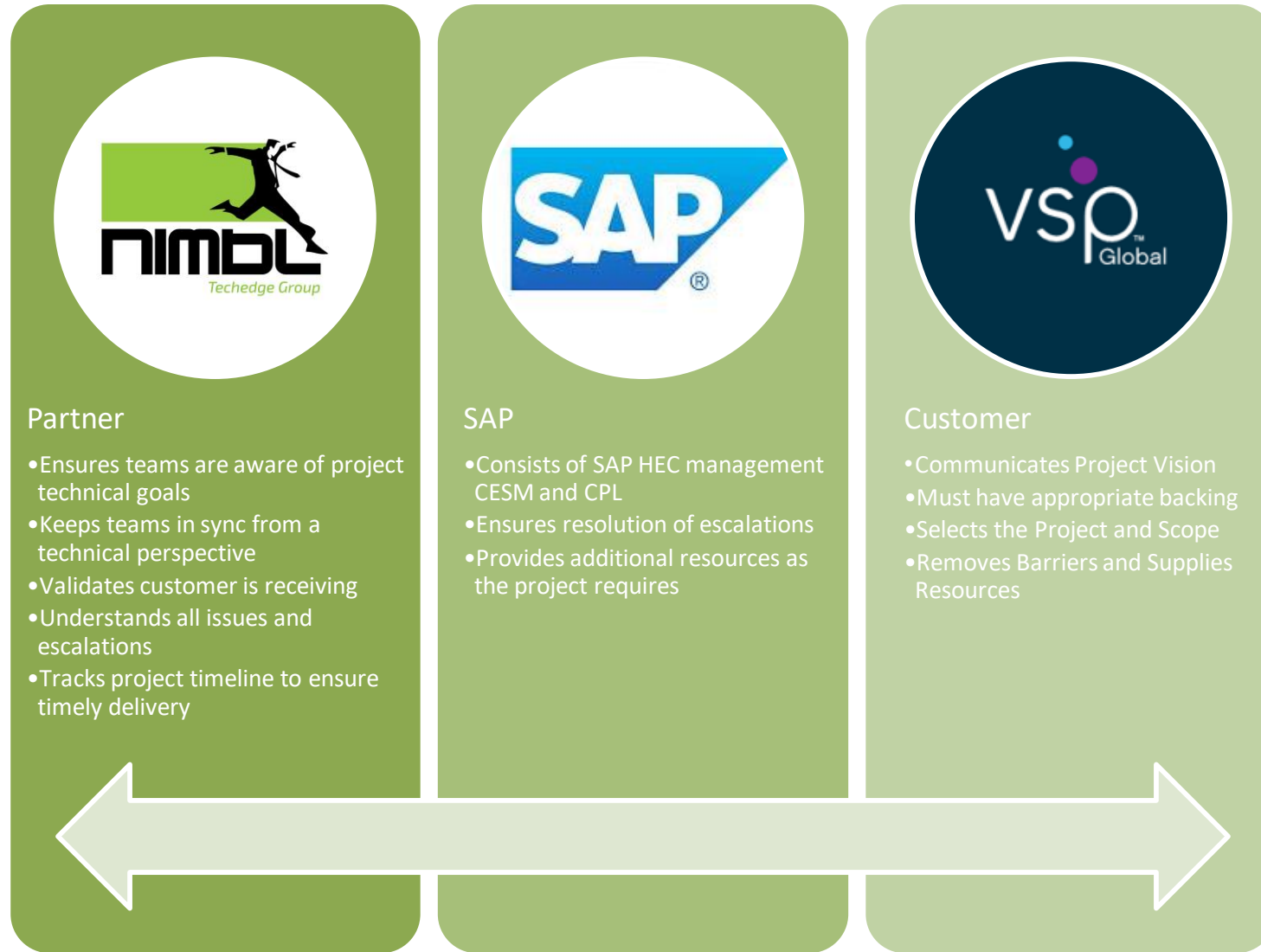
- Allowed for agility and flexibility due to various delays
- Savings on expenses



How VSP and NIMBL Achieved Success

Project Champions

Project champions ensure a successful project delivered on time!



Project Teams

Project resources make or break a successful project



Partner

- Technical Architect / Team Lead
- Functional Architect
- Basis
- Security



SAP

- Team Lead
- SAP Basis Team
- Networking Team



Customer

- Team Lead
- Basis
- Security
- Networking Team

Lessons Learned

Collaboration and Communication from the very beginning is key to success

Customer, SAP HEC and Partner

- Define and Design as a Team from the start to ensure all teams fully understand the goals and timeline of the project
- System requirements and installation defined as a team before installation begins
- Customer requirements may differ from SAP HEC requirements
- Partner inclusion enables cohesion of the teams to ensure project deliverables and timeline stay on track

Keeping Lines of Communication Open

- Weekly team meetings across each stage of the project
- Ensure Proper Ticket creation based on SAP HEC requirements
- Utilizing the project champion to handle escalations
- Never assume anything, communicate on all levels

Lessons Learned

Prepare for SAP HANA Enterprise Cloud specific requirements

SAP HANA Enterprise Cloud Networking

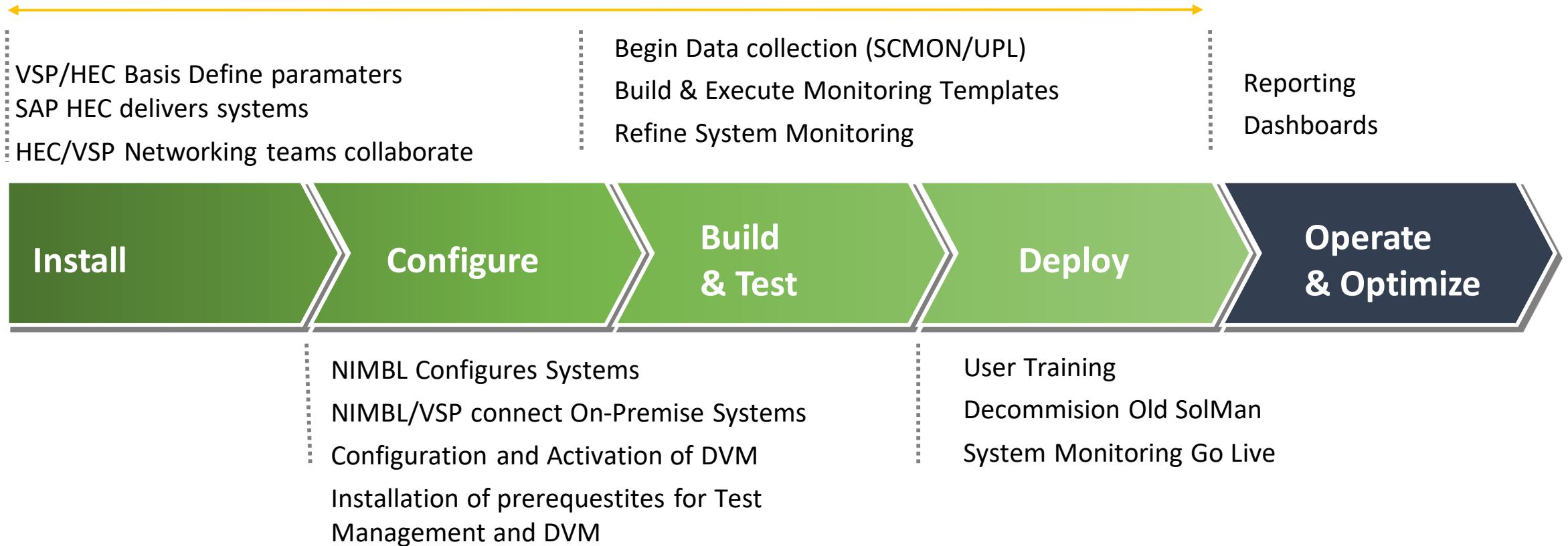
- Review SAP HEC system handover document with entire team
- Unique Non Standard Ports
- Multiple virtual hostnames for a single host
- Ensure customer and HEC networking teams open all required ports
- Understand Domain Name Services requirements from both sides, Customer and HEC

SAP HEC Team

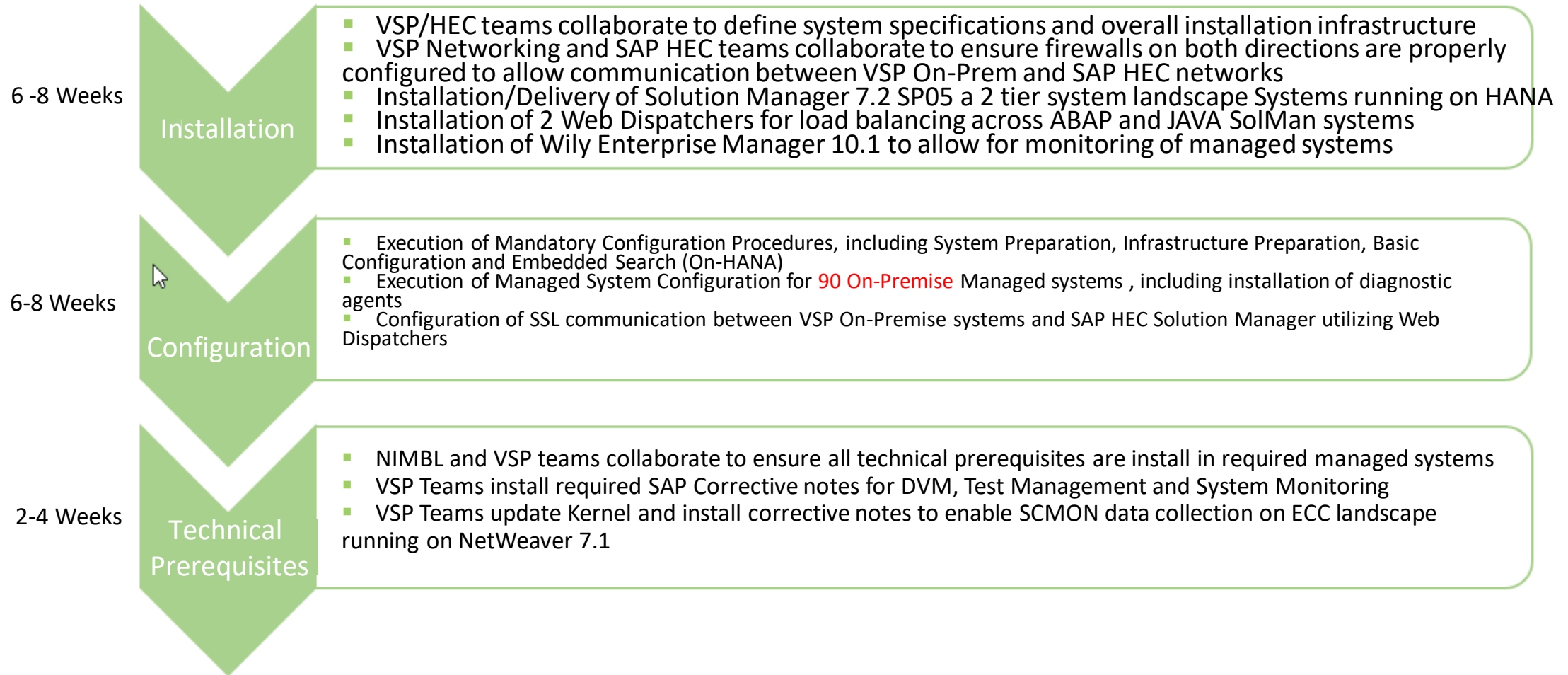
- Owns Operating System Level and Client 000 of systems
- Works based on tickets, timely ticket creation and management is key to ensuring tasks are completed
- SAP HANA DB Security is handled by Customer using HEC delivered user

High Level Project Timeline

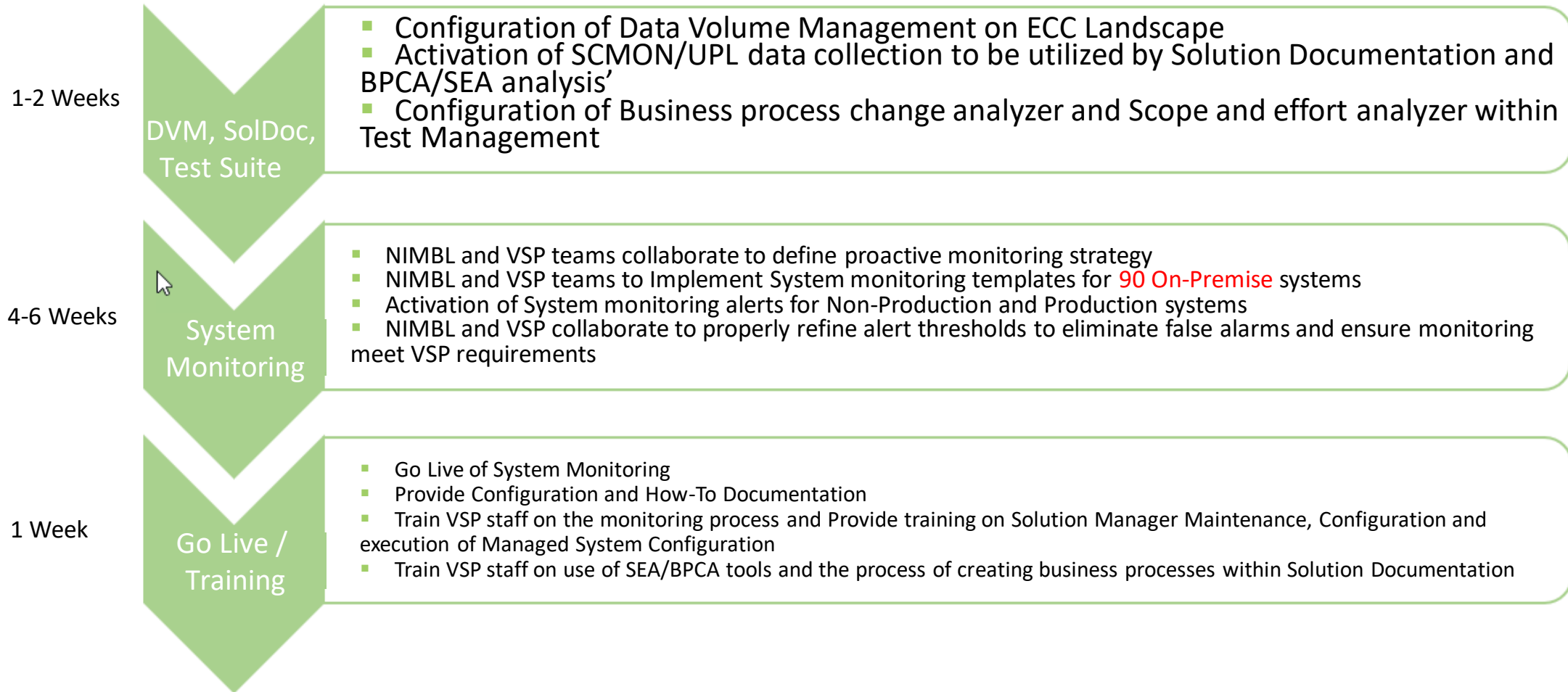
18 - 26 Week Project



Detailed Project Timeline



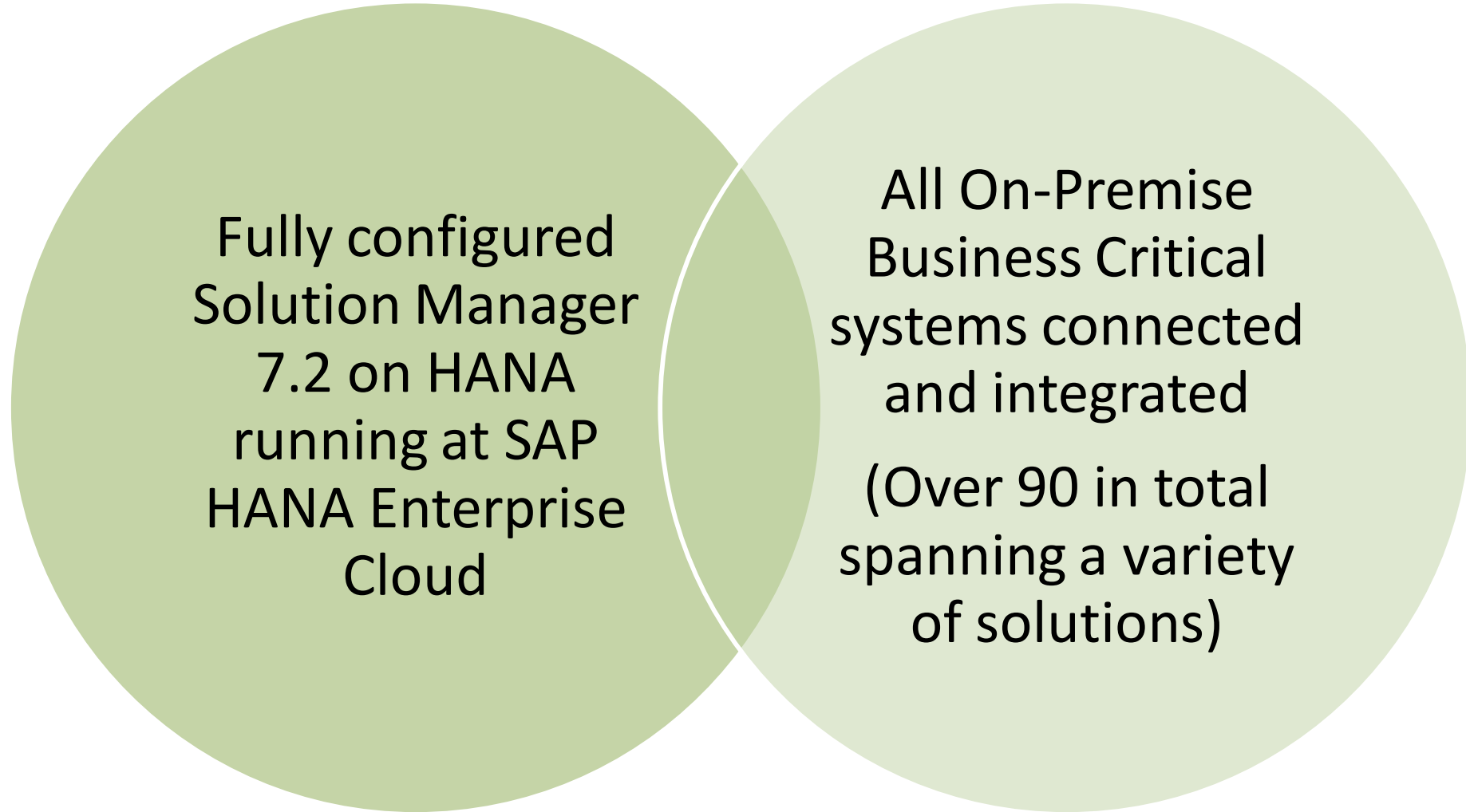
Detailed Project Timeline



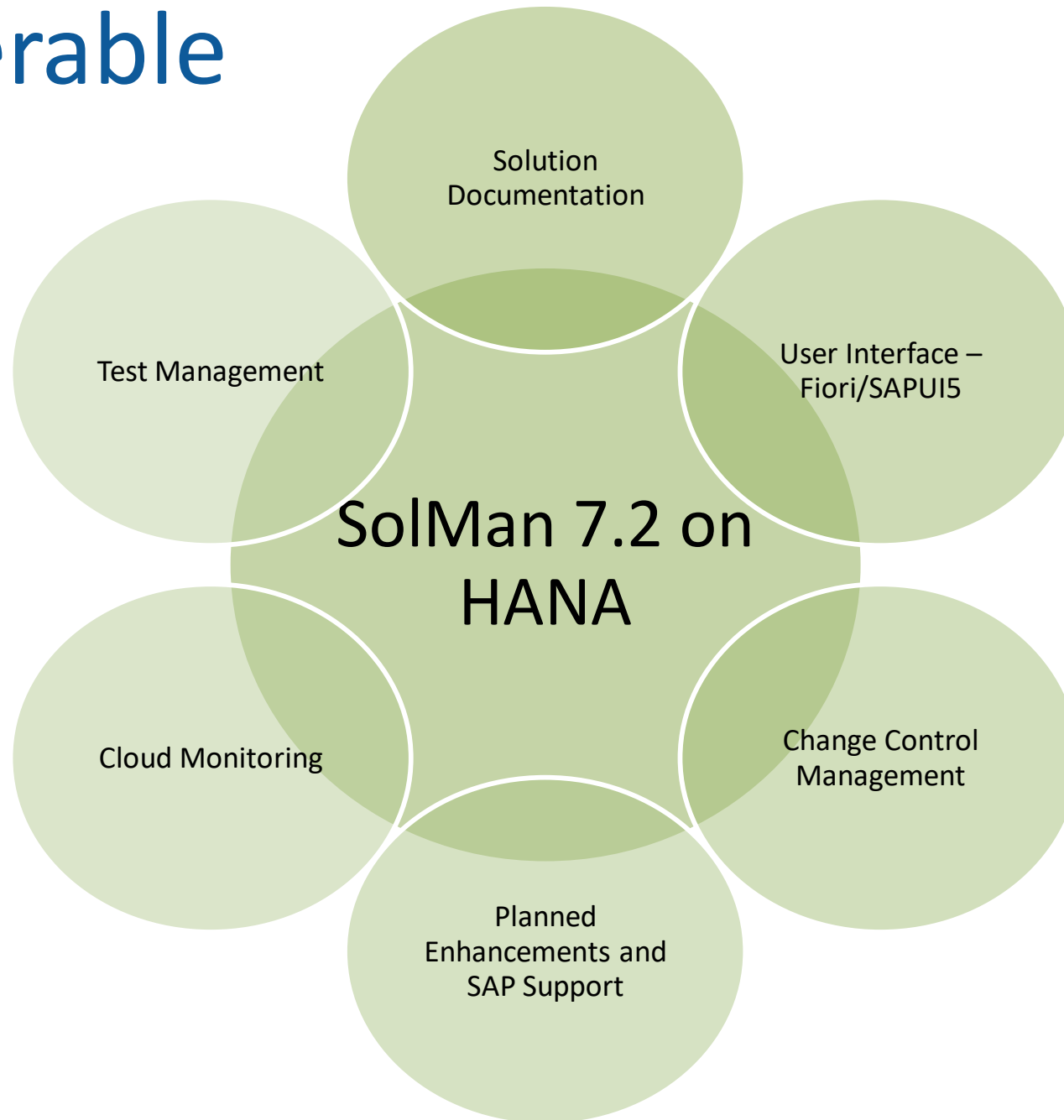


Discover the Tangible Value VSP Attained

Phase 1 Deliverables



Key Deliverable



Phase 1 Deliverables

System Monitoring

- Application, Host and Databases

Early Watch Reporting

Data Volume Management

Scope and Effort Analyzer

Business Process Change Analyzer

Solution Documentation

- UPL/SCMON Data Collection

Key Deliverable

System Monitoring Capabilities

Complete
end-to-end
System
Monitoring

Any type of Host and Database
across a variety of key metrics

Both SAP and Non-SAP applications

Dashboards
and Alert
Inbox

Dashboards providing live status of
each system and alert

Alert Inbox providing a tracking
capability for all alerts triggered

System Monitoring Breakdown

Metrics, Events and Alerts

Metrics: The heart of an alert

- Customizable to meet any requirement
- Triggers an alert based on a predefined threshold value

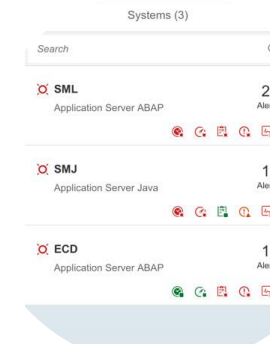
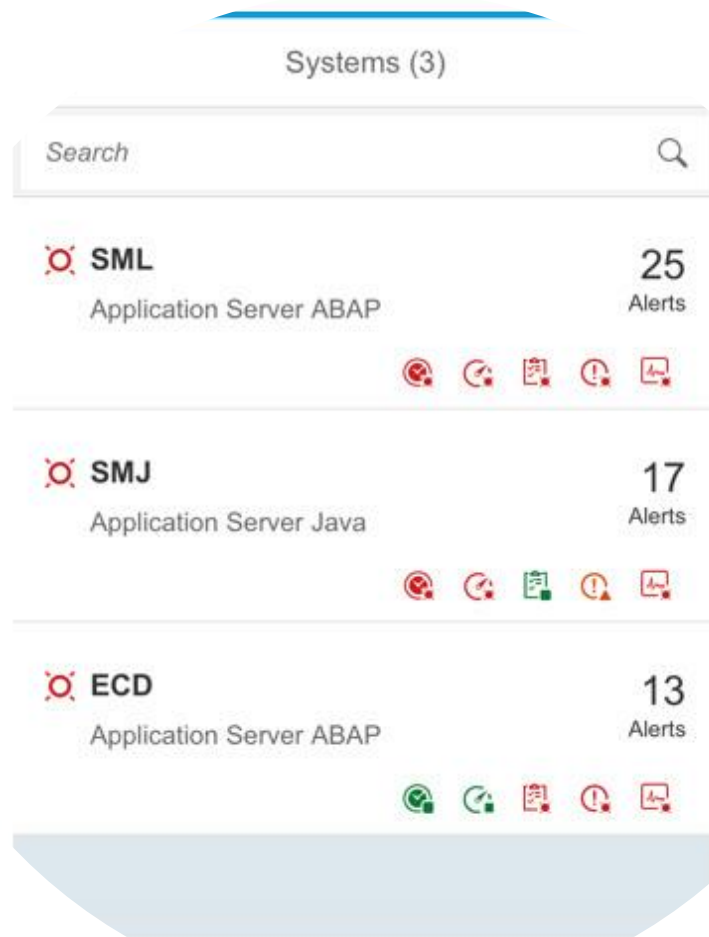
Events: The scenario required to trigger an alert

- Defines if it takes 1 metric, all metrics or most of the metrics to trigger an alert
- Worst Case, Best Case or Average Case

Alerts: The result of an issue

- Sends updates on the status of one or more metrics
- Allows for multiple people to be notified

System Monitoring Mobile Dashboards



Allows for a quick response to alerts

- A higher detail of alert status compared to email alerts
- Alert details without direct PC access



Fiori Based Apps

- Eliminates the requirement to install mobile applications to display SAP Solution Manager dashboards

General Value Attained

Overall General Value attained from project completion

Increased Utilization of Solution Manager

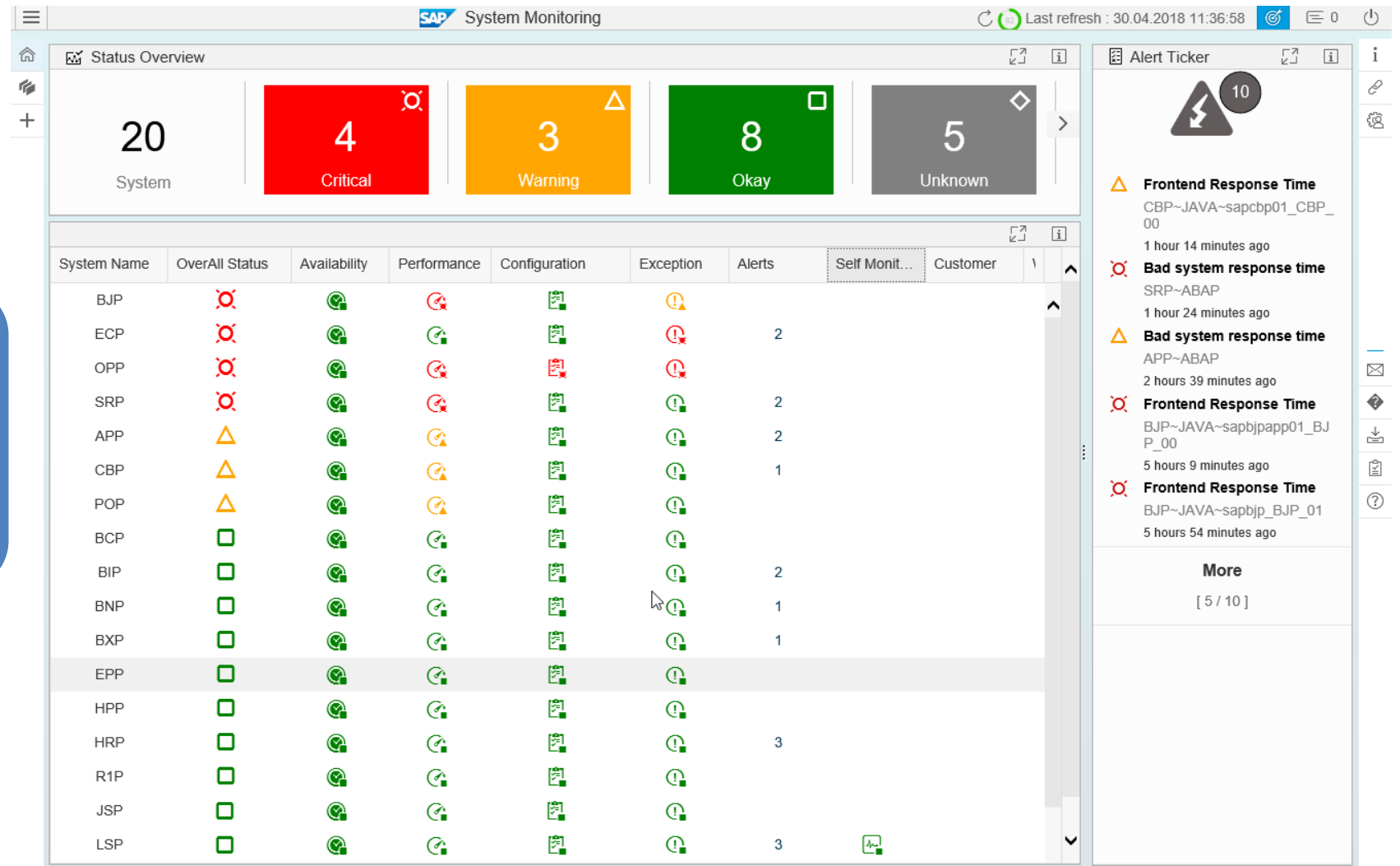
- Complete configuration of Solution Manager with On Premise systems
- Upgrade to Solution Manager 7.2 running on HANA
- Simplified management of SolMan by utilizing SAP HEC Services

Full implementation of a variety of tools

- Enabling VSP technical and functional teams to utilize new SolMan capabilities
- VSP Teams attained a higher understanding of available tools and how to configure/manager solution manager

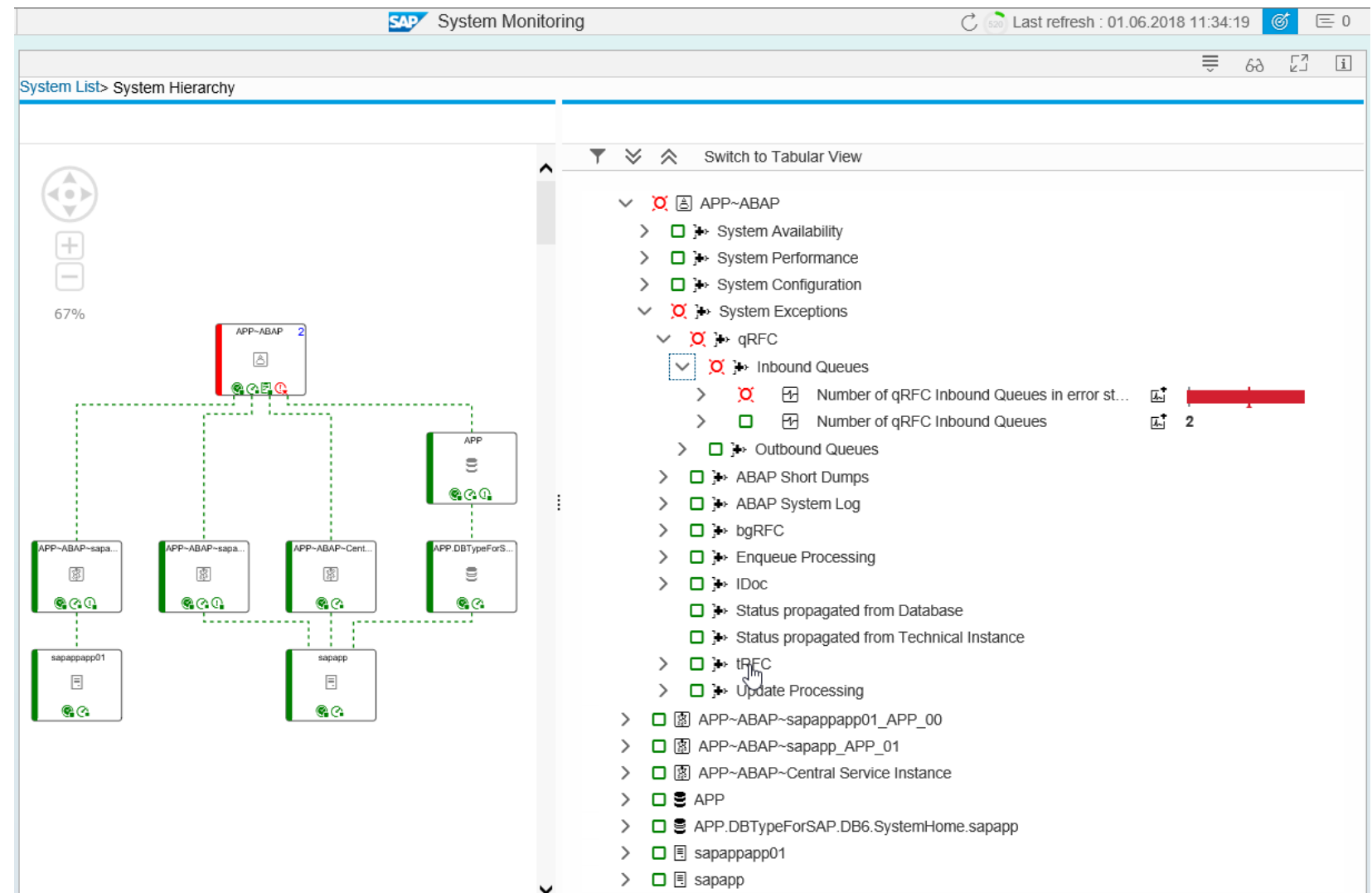
Value Attained – System Monitoring Dashboard

Immediate understanding of system outages and the impact on the entire landscape



Value Attained – System Monitoring Dashboard

Insight into issues that weren't previously noticed



Value Attained – System Monitoring Email Alerts

Immediate email notifications to key team members informing them of critical situations

The screenshot displays the SAP System Monitoring Email Alerts interface. At the top, there's a header with the SAP logo and user 'JERESW'. Below it, a navigation bar shows various alert categories: System Alerts (83), Database Alerts (63), Host Alerts (0), PI Mon Alerts (0), UX Mon Alerts (0), Self Mon Alerts (0), BI Mon Alerts (0), and Exception Mon Alerts (0). A 'Show Quick Criteria Maintenance' button is also present.

The main table lists alerts with columns: Alert Name, Cat..., Managed Object, Type, Ext. Sys..., TS Type, Current, Priority, Worst, Total, Changes, Problem..., S..., I..., and S... The table shows several alerts, including 'Java instance not available', 'Disabled Metrics', 'ABAP Instance not available', and 'DB2 LUW Backup Status'.

The 'Alert Details: "Bad system response time" at "SRP~ABAP"' section is expanded, showing the following information:

- Alert Header:** Alert Name: Bad system response time, Managed Object: SRP~ABAP, Work Mode: , Number of Alerts: 2.
- Alert Processing and Guided Procedures:** (Empty section)
- Alert Description and Analysis:** (Empty section)
- Alert Details:** Includes metrics with: Red Rating, Yellow Rating, Green Rating, Gray Rating.

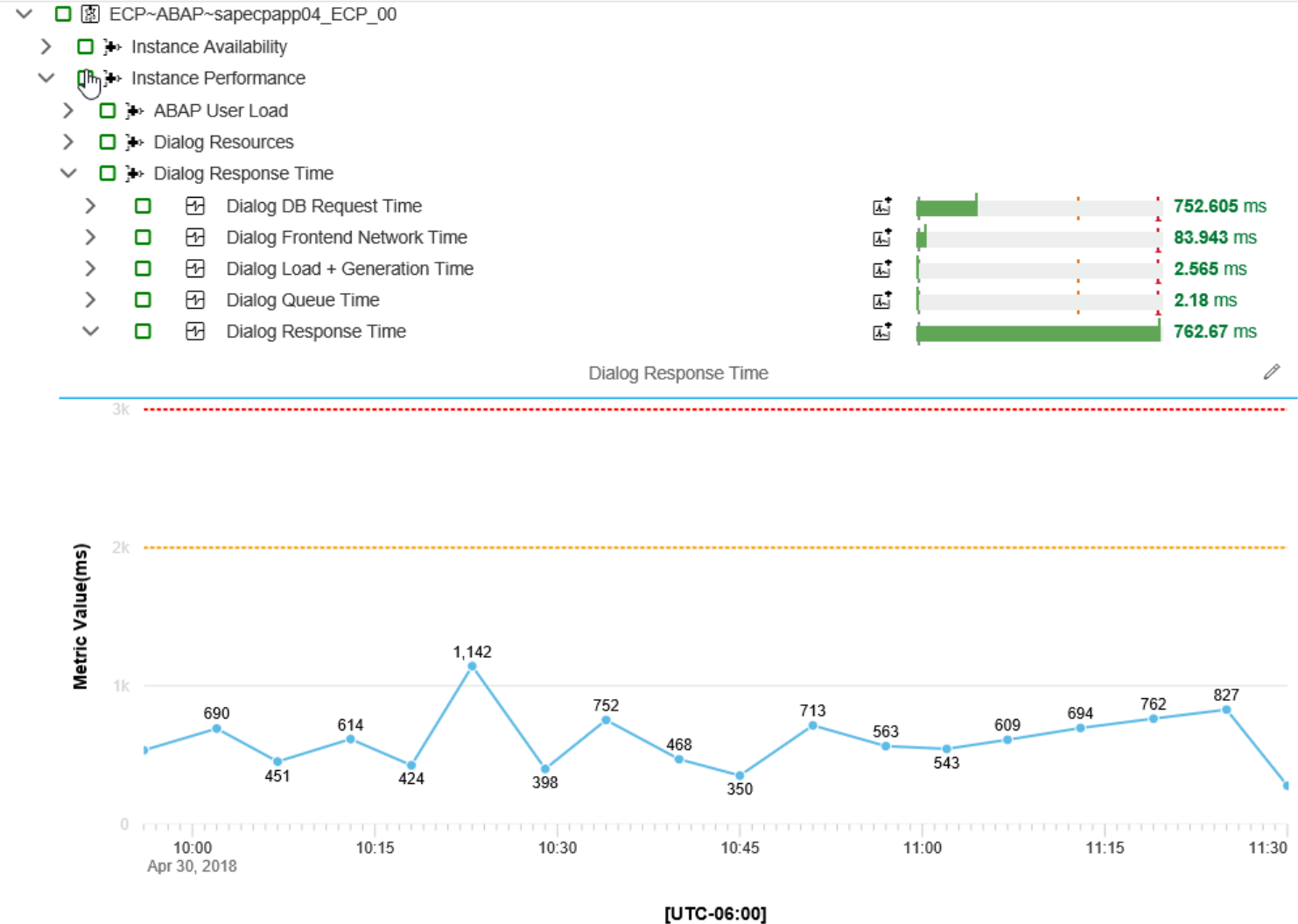
The 'Alert Details' section shows a table with columns: Description, T..., Managed Object, First, W..., Last, Min, Max, Last, and Text Value. The table lists metrics for 'System response time' for 'SRP~ABAP'.

Description	T...	Managed Object	First	W...	Last	Min	Max	Last	Text Value
System response time		SRP~ABAP	Red	Red	Red				
Average Dialog Response Time (last		SRP~ABAP	Green	Green	Green	0 ms	2,281 ms	765 ms	
Average RFC Response Time (last h		SRP~ABAP	Red	Red	Red	22,514 ms	22,514 ms	22,514 ms	

Value Attained – System Analytics

Quicker end to end troubleshooting of performance or system exceptions

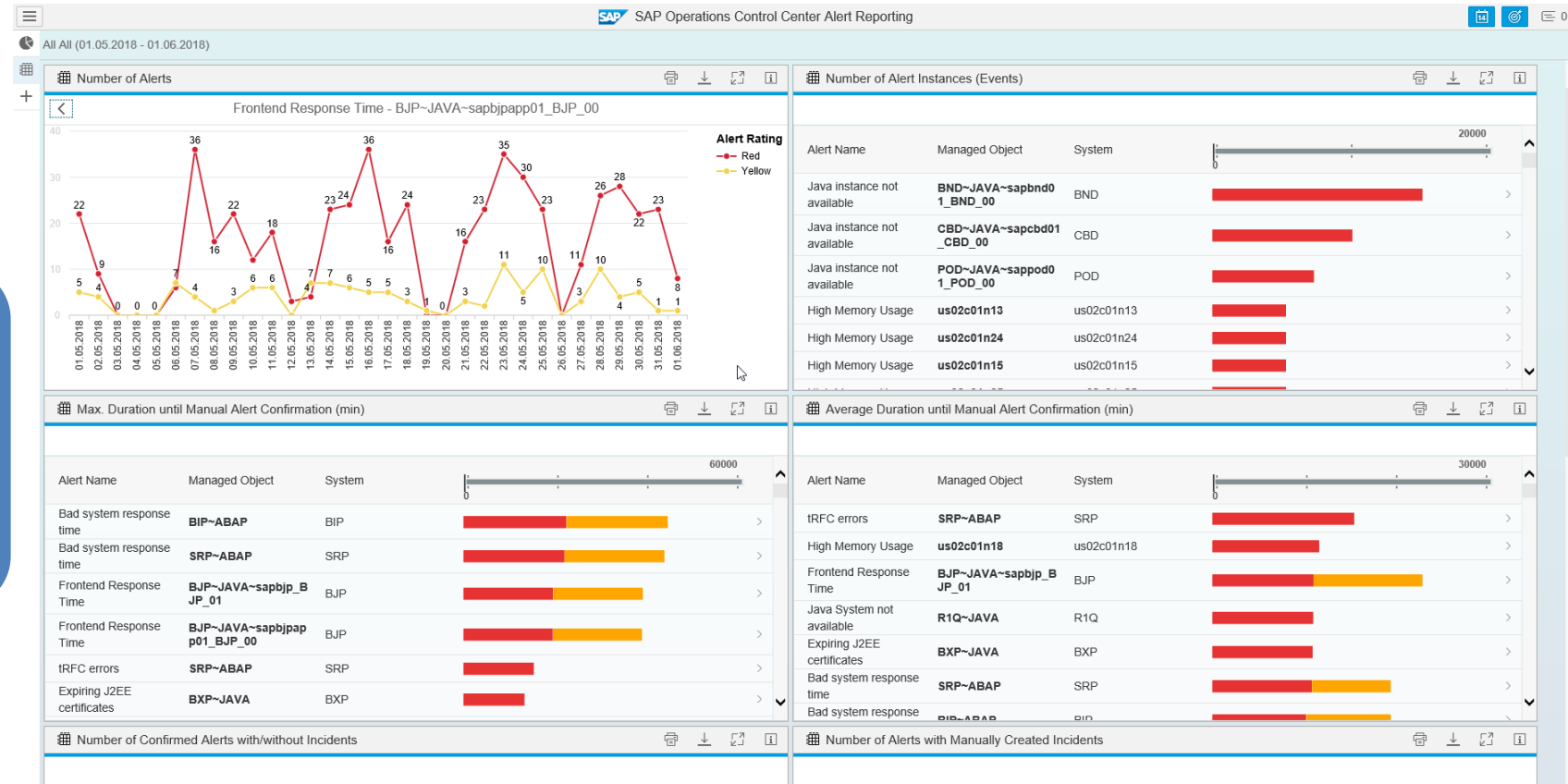
Increased performance of issue resolution making it easier to achieve SLA's



Value Attained – Alerting Analytics

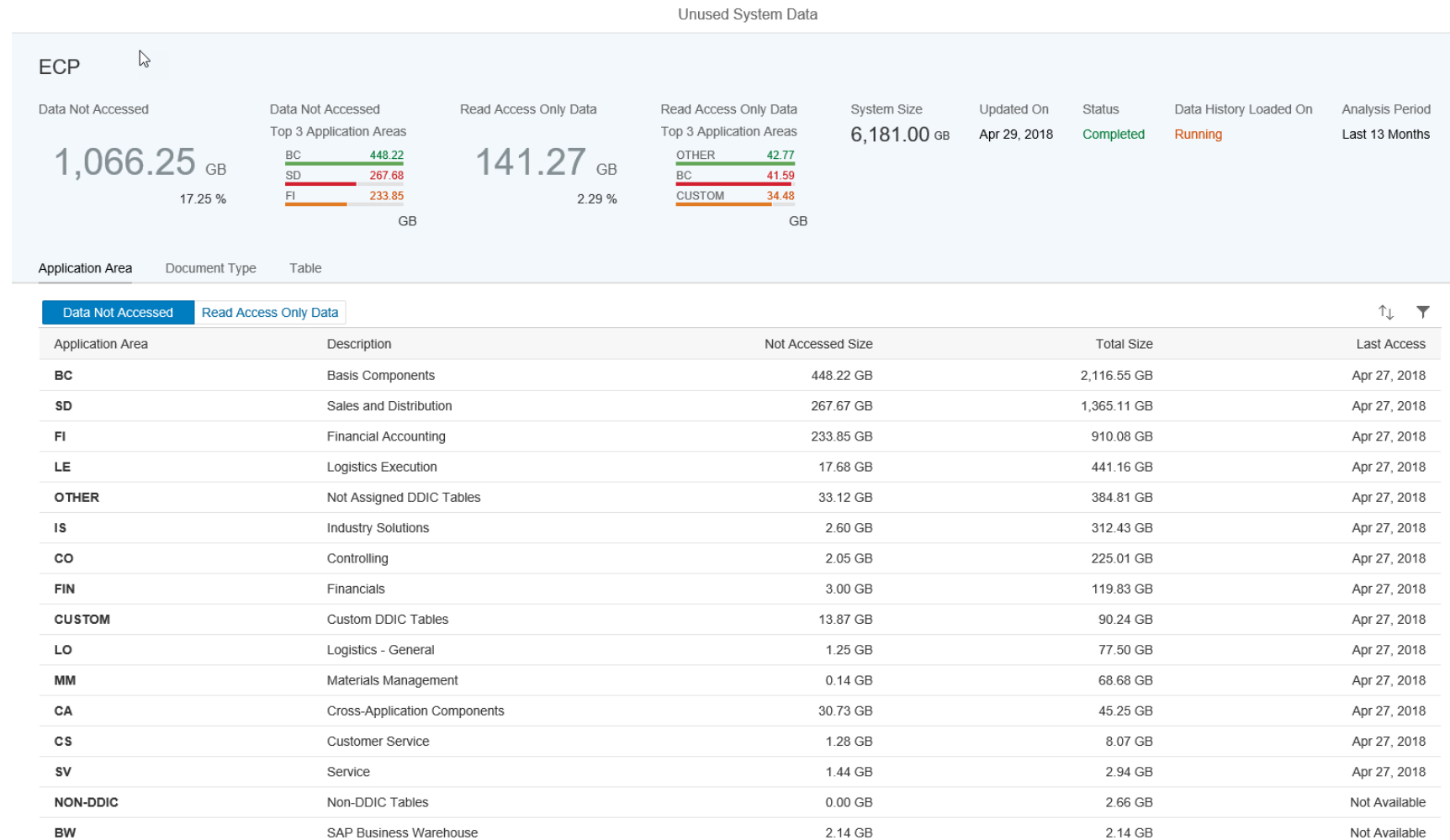
Transparency
between
management
and Basis

Increased
clarity on
SLA's



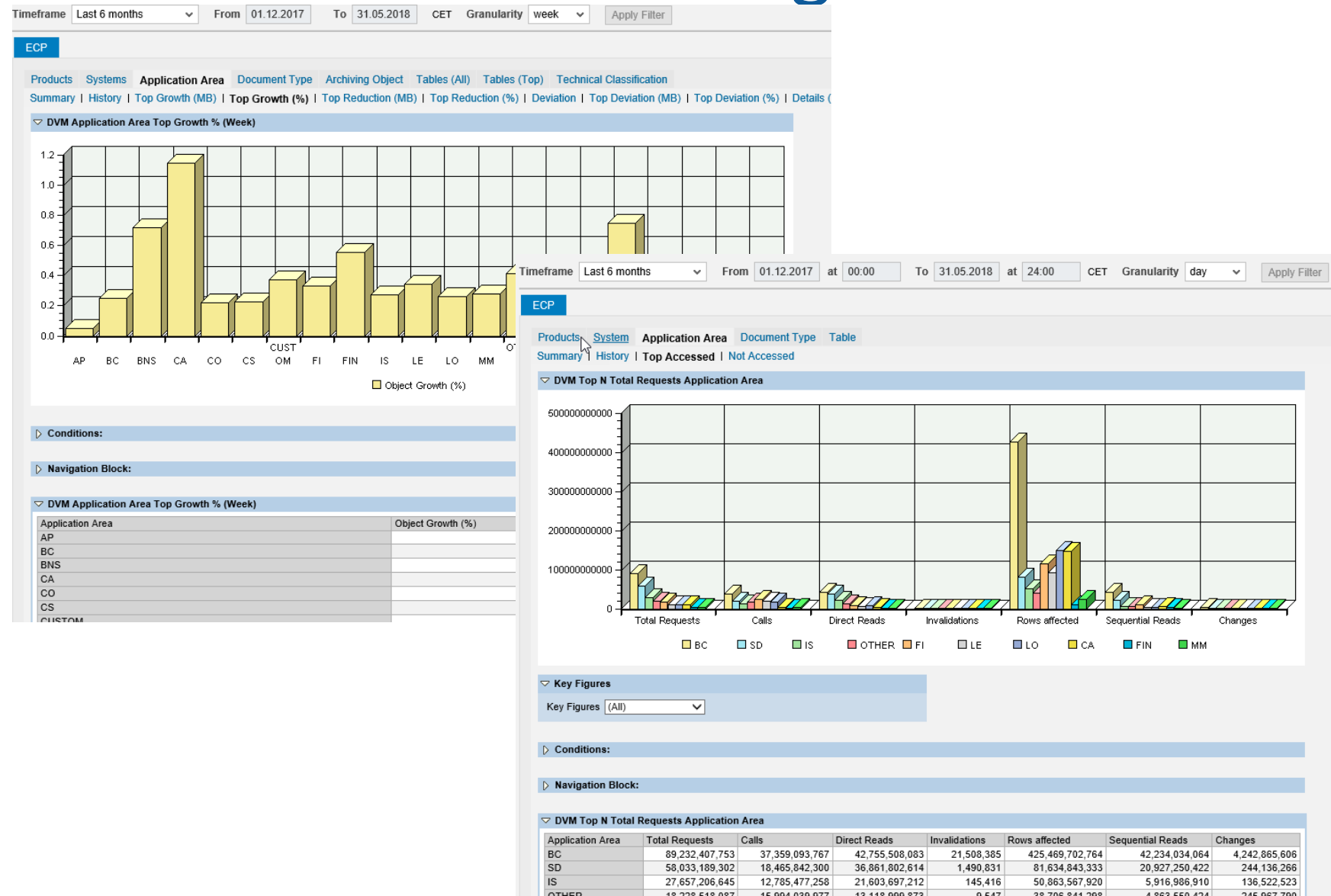
Value Attained – Data Volume Management

Ability to look ahead to determine unusual growth or to determine potential savings



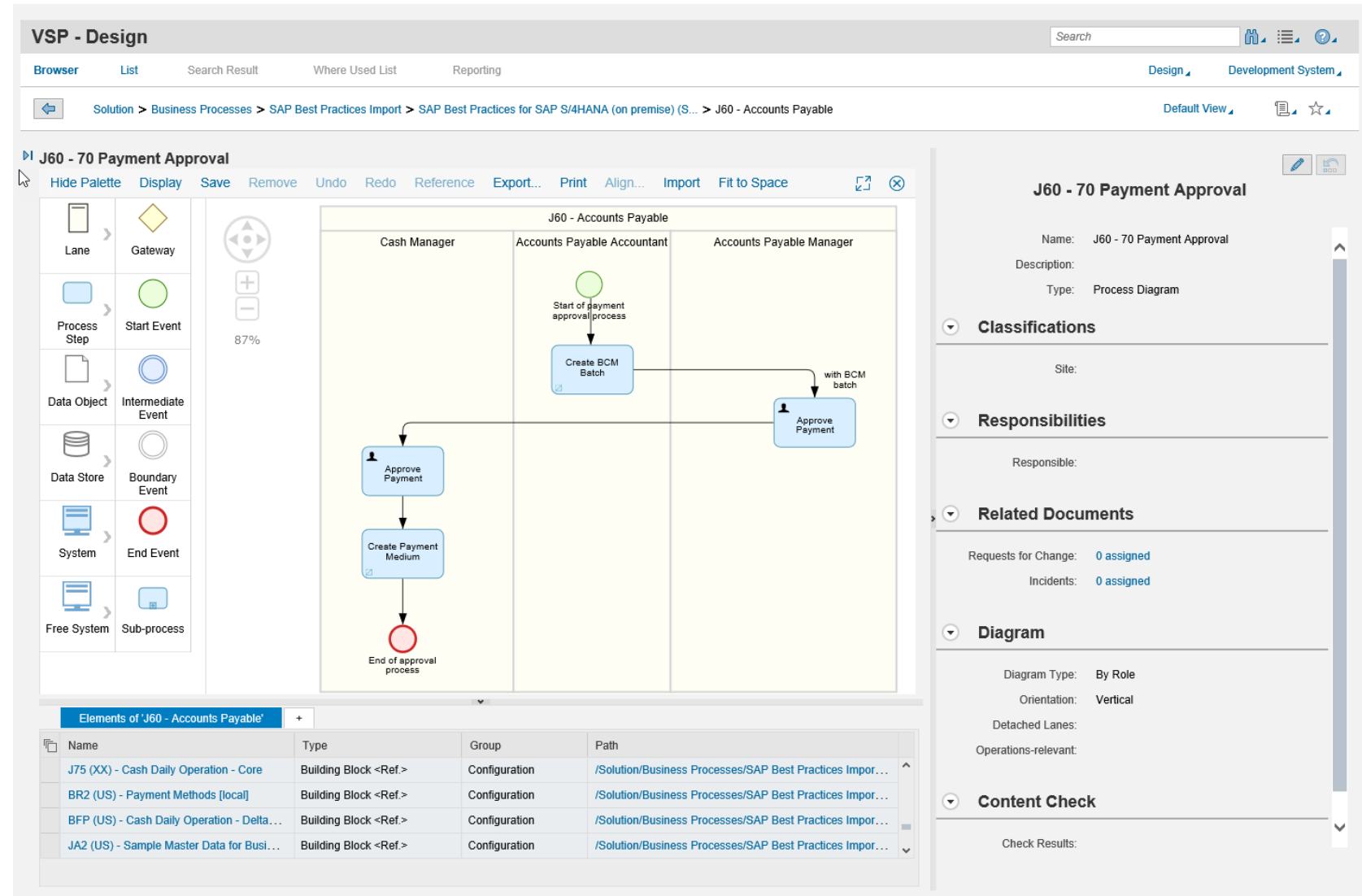
Value Attained – Data Volume Management

Historical usage and storage information providing ammunition to kick start an archiving project



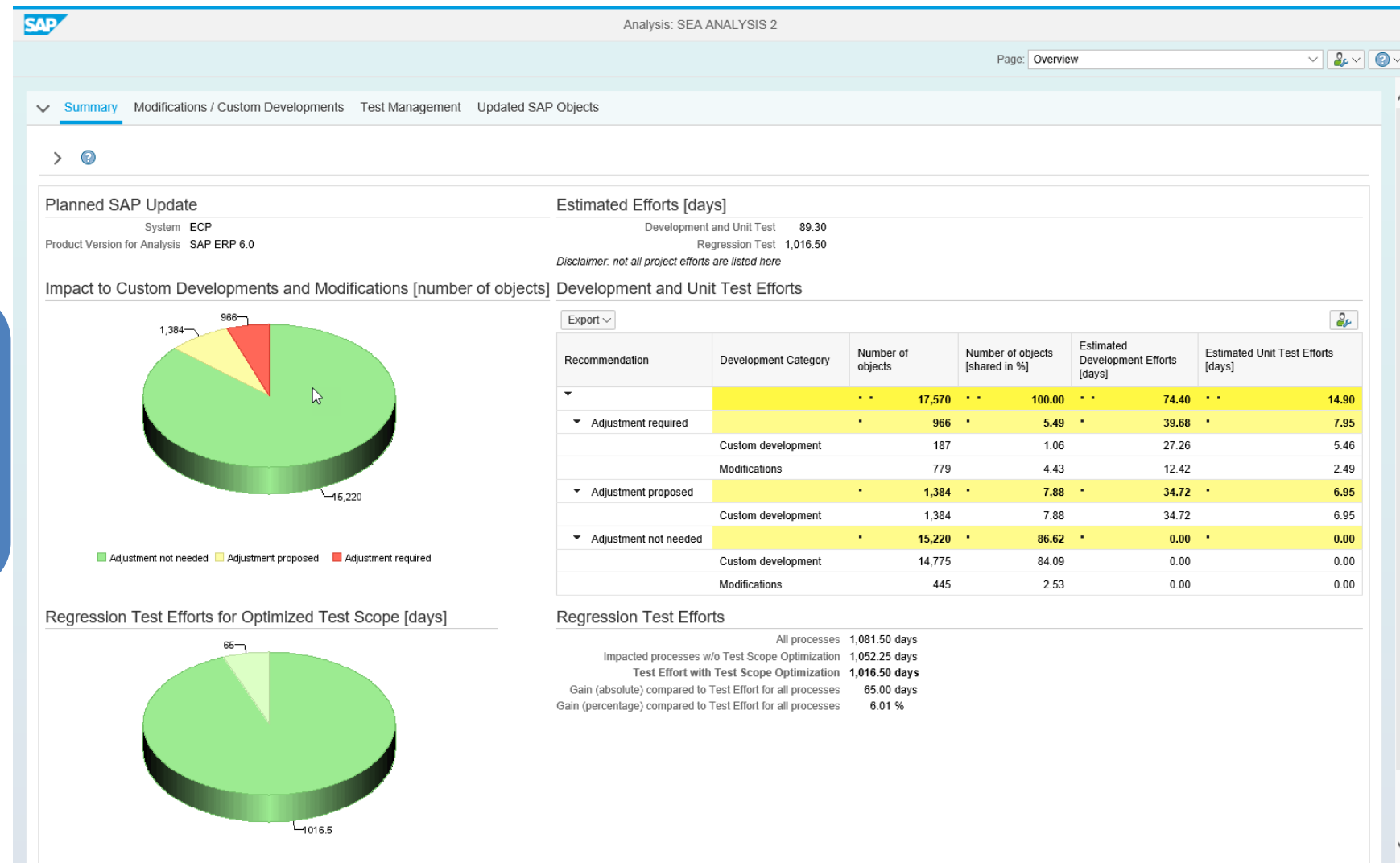
Value Attained – Solution Documentation

Platform for all SAP
related documentation
(including business
process flows)



Value Attained – SEA/BPCA

Ability to see impacts
from transports
before moving into
Production



Phase 2 - Plans & Expansion

In Progress

Business Process Monitoring

- Monitor critical business processes from end to end

Additional Monitoring Tools

- Including BiMon, Interface Monitoring, and Job Monitoring.

Solution Documentation

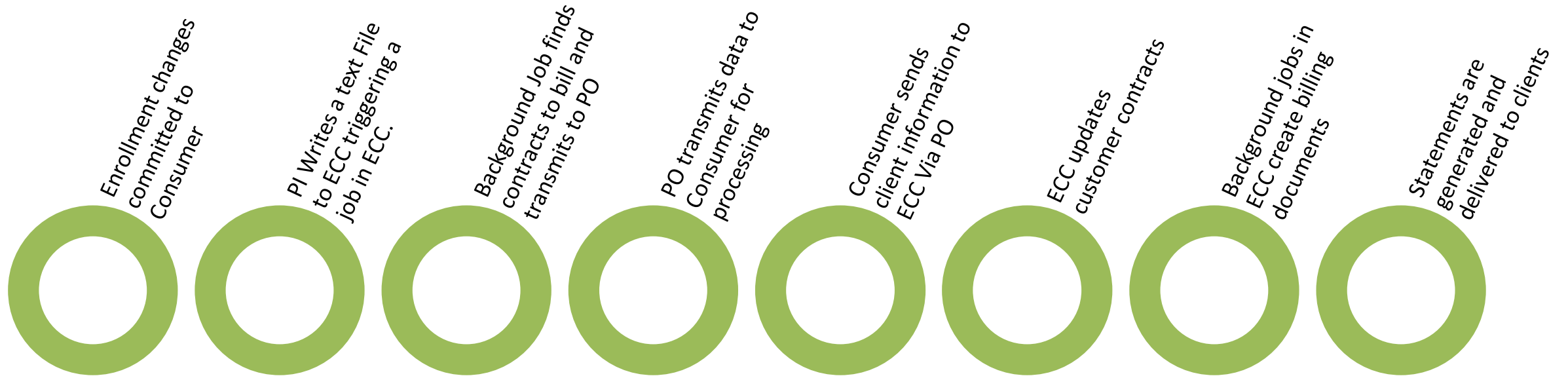
- Complete documentation of Critical business processes

Key Deliverable

Business Process Monitoring Capabilities

Complete Process Monitoring	Integrates all Monitoring tools into one dashboard
	Monitor every aspect of a specific critical business process
	Now integrated with Solution Documentation, simplifying the activation of BPMon
Business Related Metrics/KPI's	Functional related Metrics categorized into functional area
	Alert functional teams when the process they own goes wrong
	A vast array of Functional alerts and growing. New KPI's available for download all the time

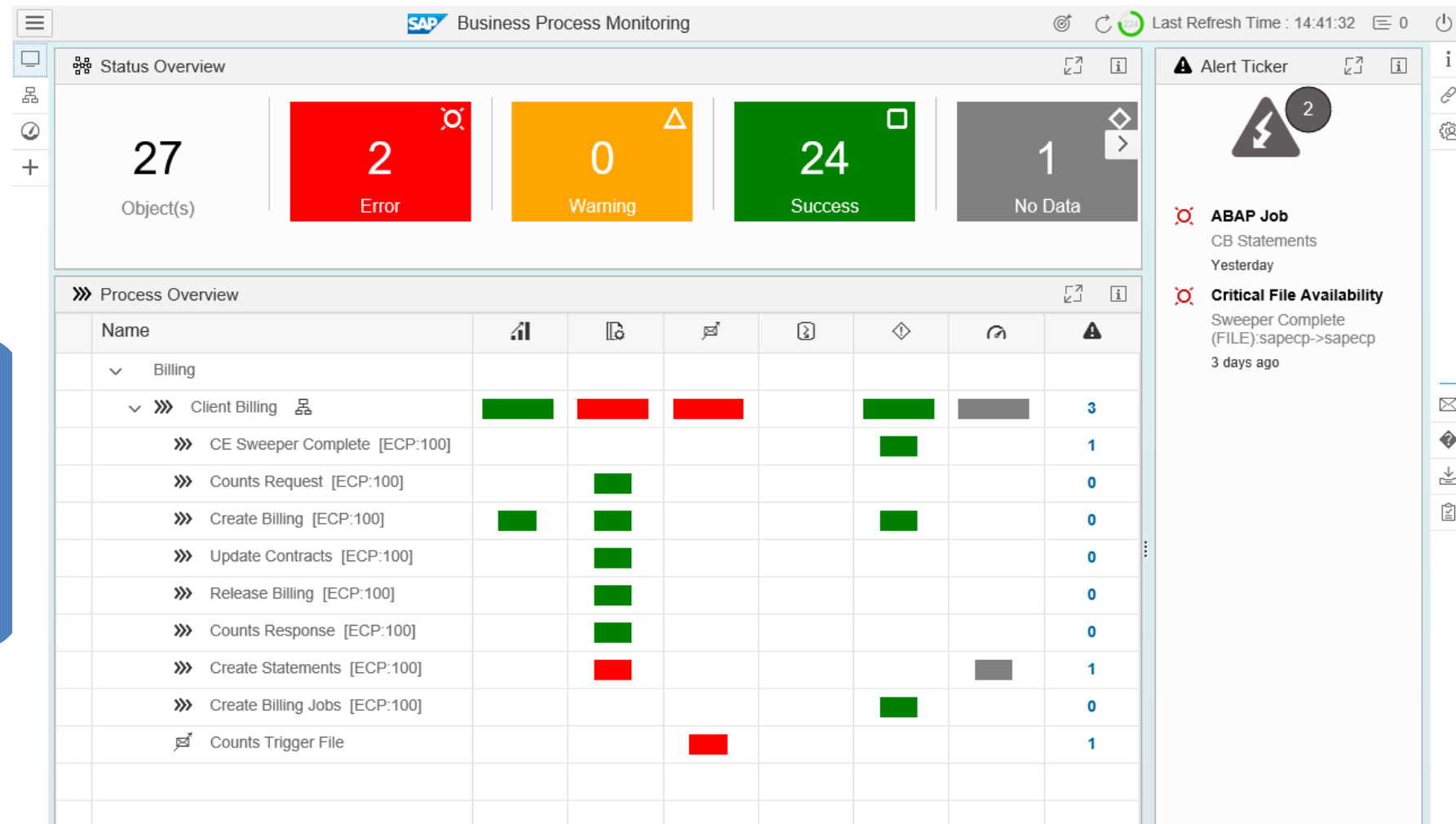
Complicated Client Billing Business Process



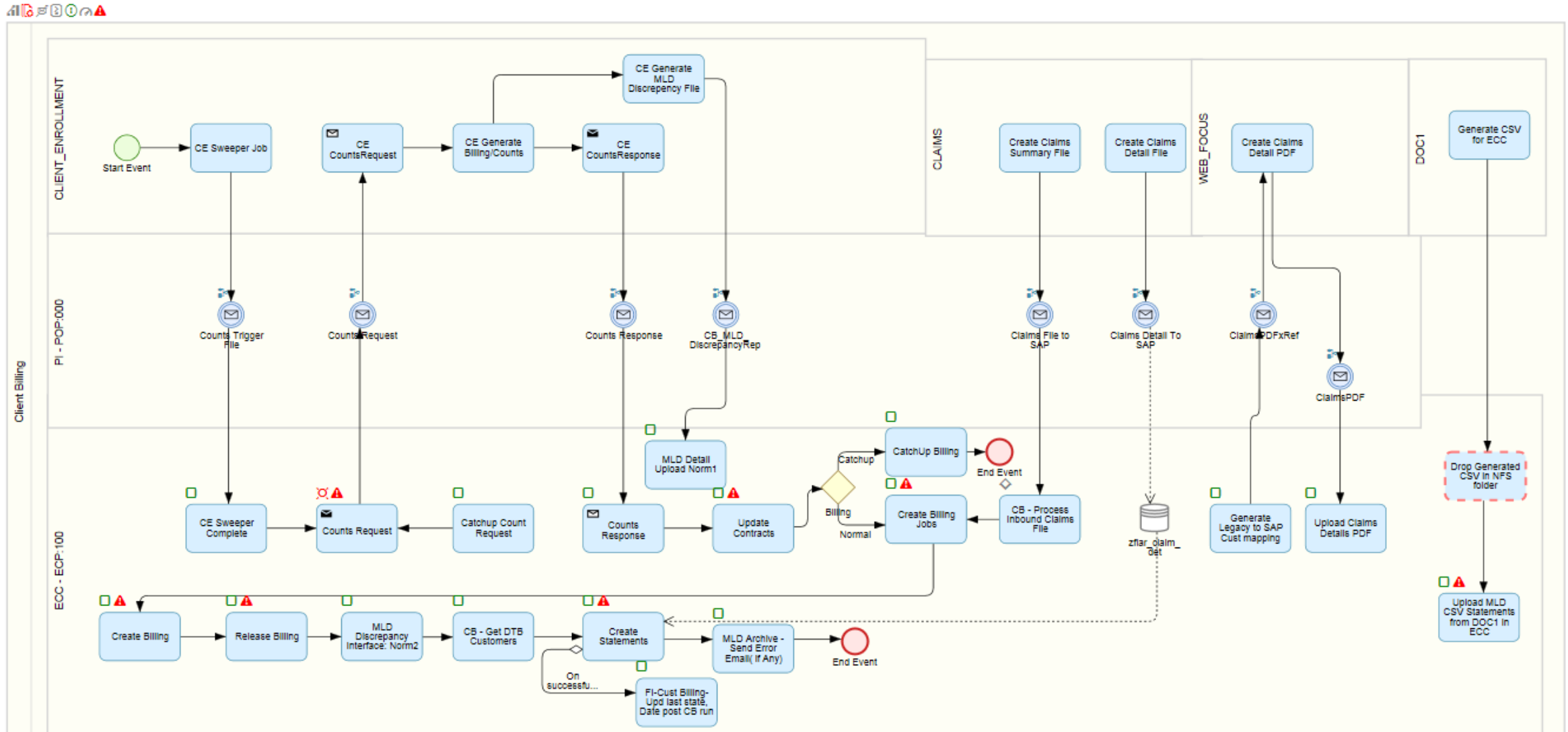
Value Attained – Business Process Monitoring Dashboard

Eliminate the manual effort required to monitor critical processes bringing down costs

Reduce the cost of overhead

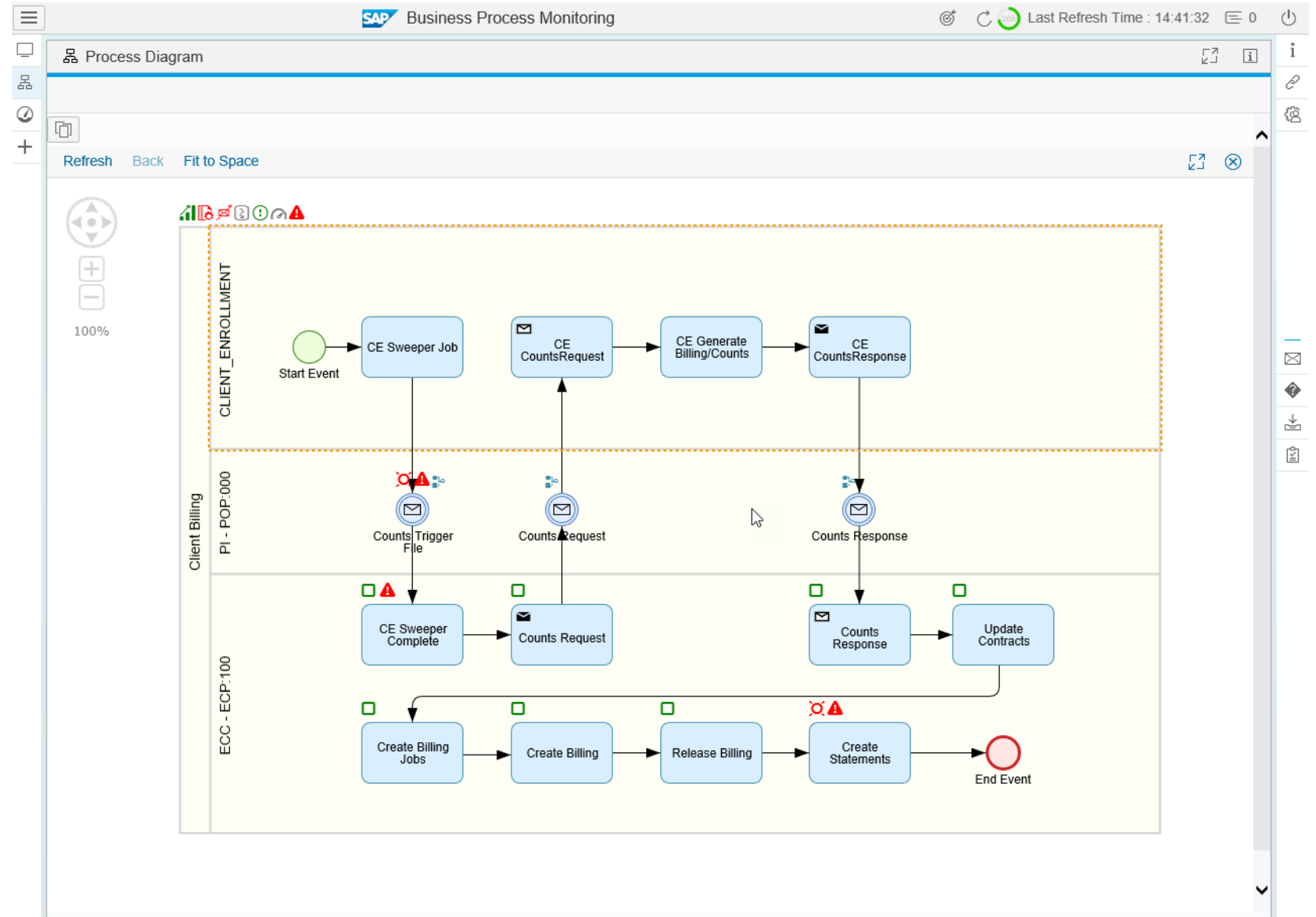


Fully Developed BP Diagram



Value Attained – Business Process Monitoring Dashboard

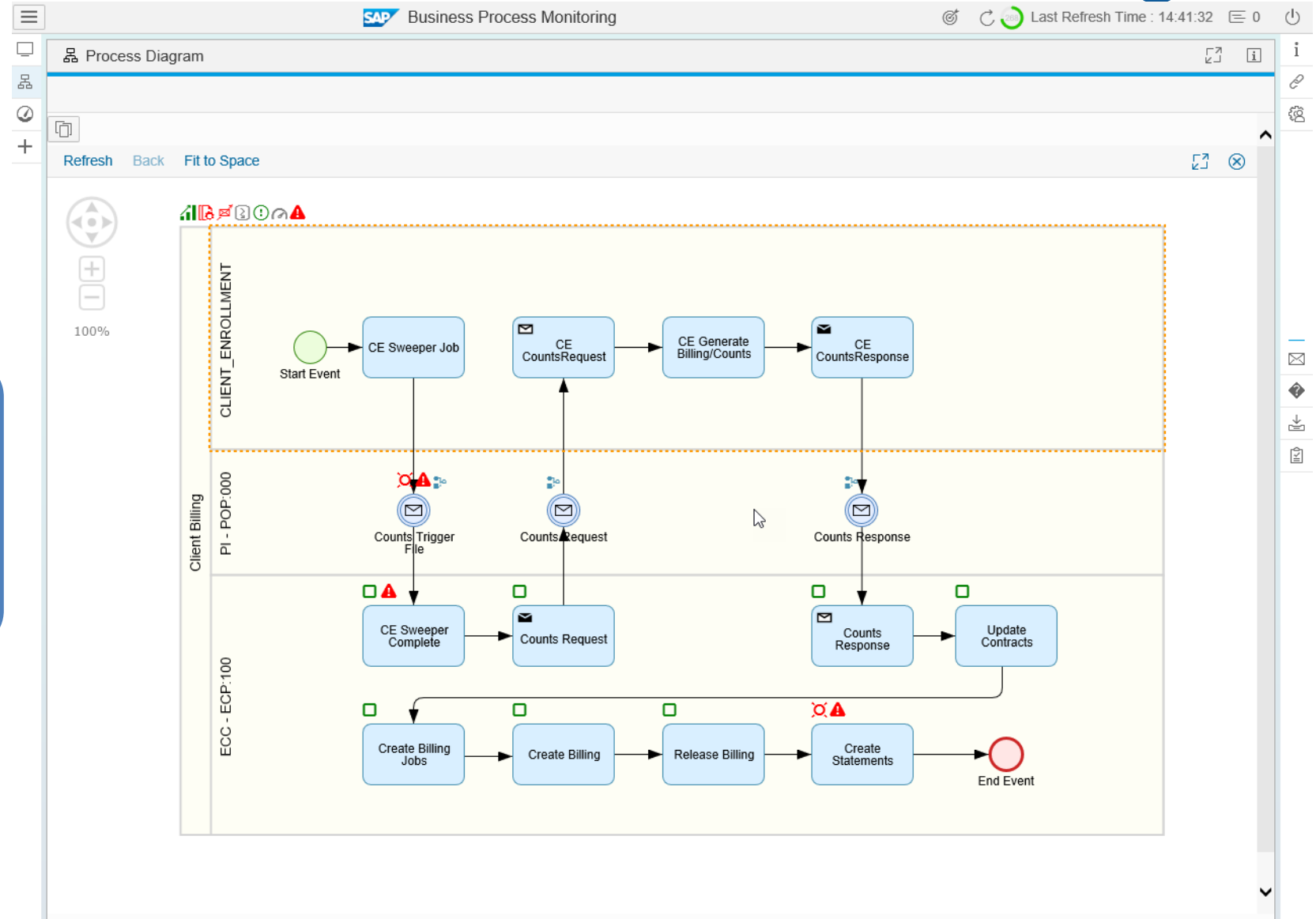
Ability to monitor
a specific
Business Process
from End to End



Value Attained – Business Process Monitoring

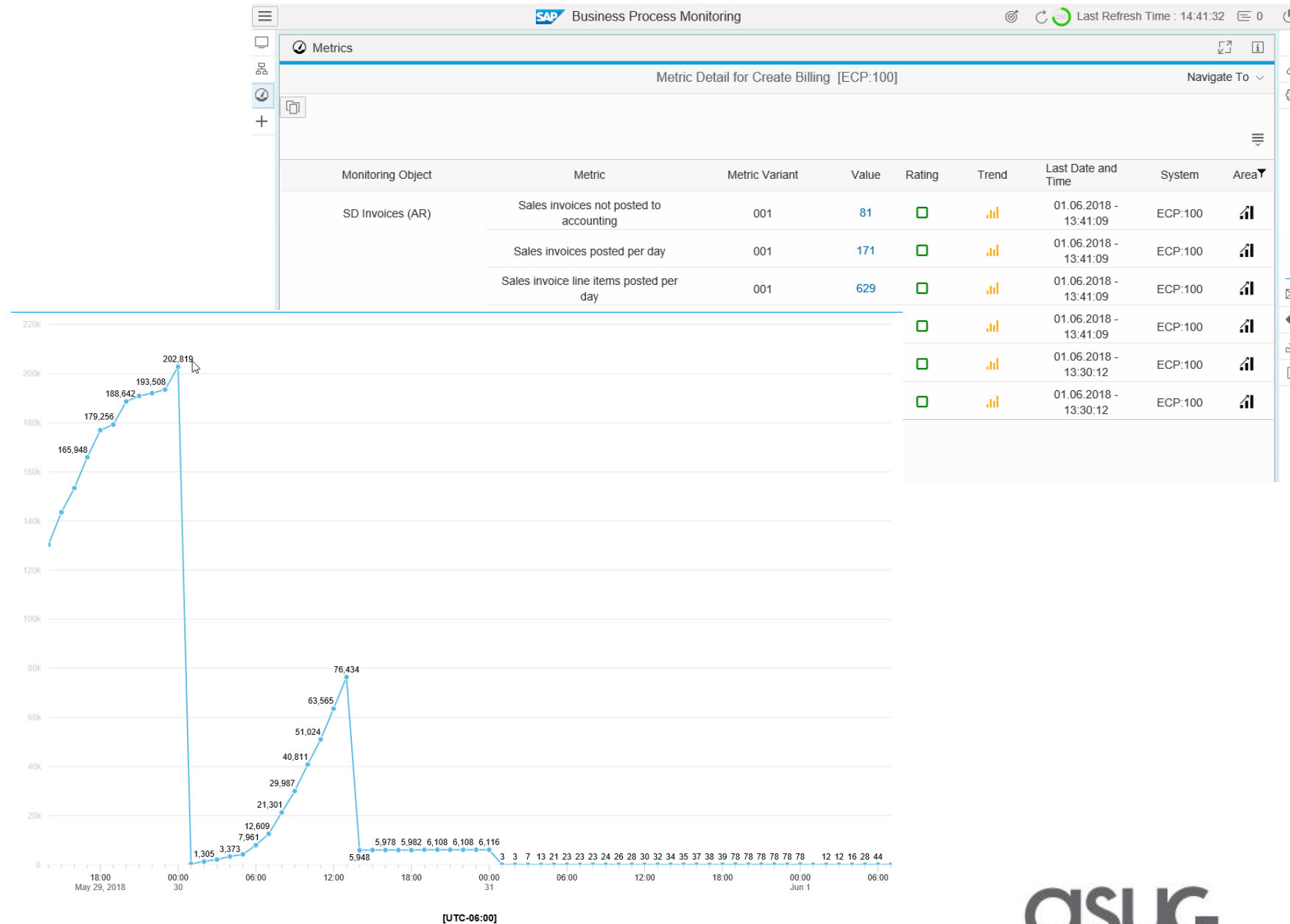
Transparency
between
Technical and
Functional
Teams

Accelerated
Problem
resolution



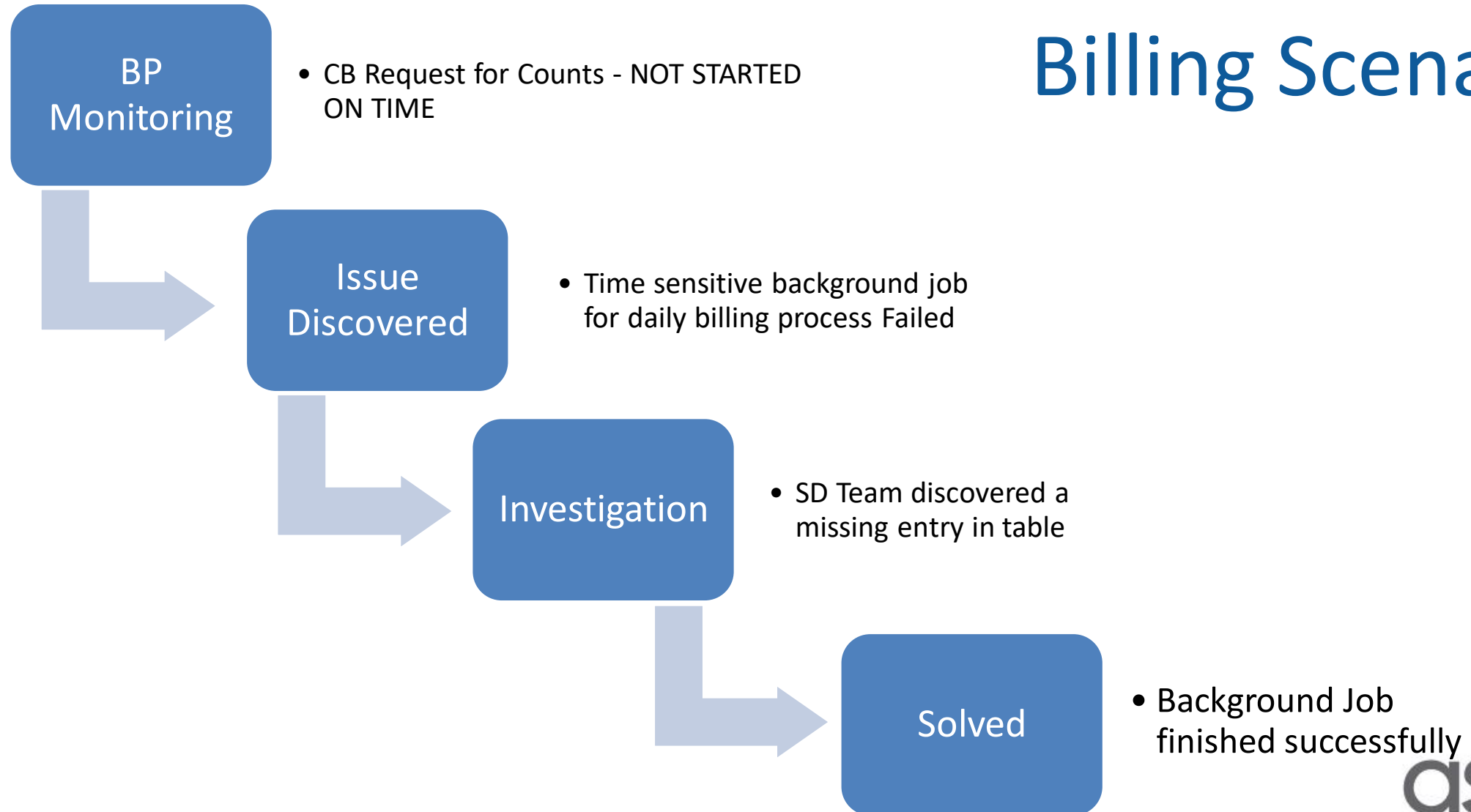
Value Attained – Business Process Monitoring Dashboard

Historical
Business KPI
Trend Analysis



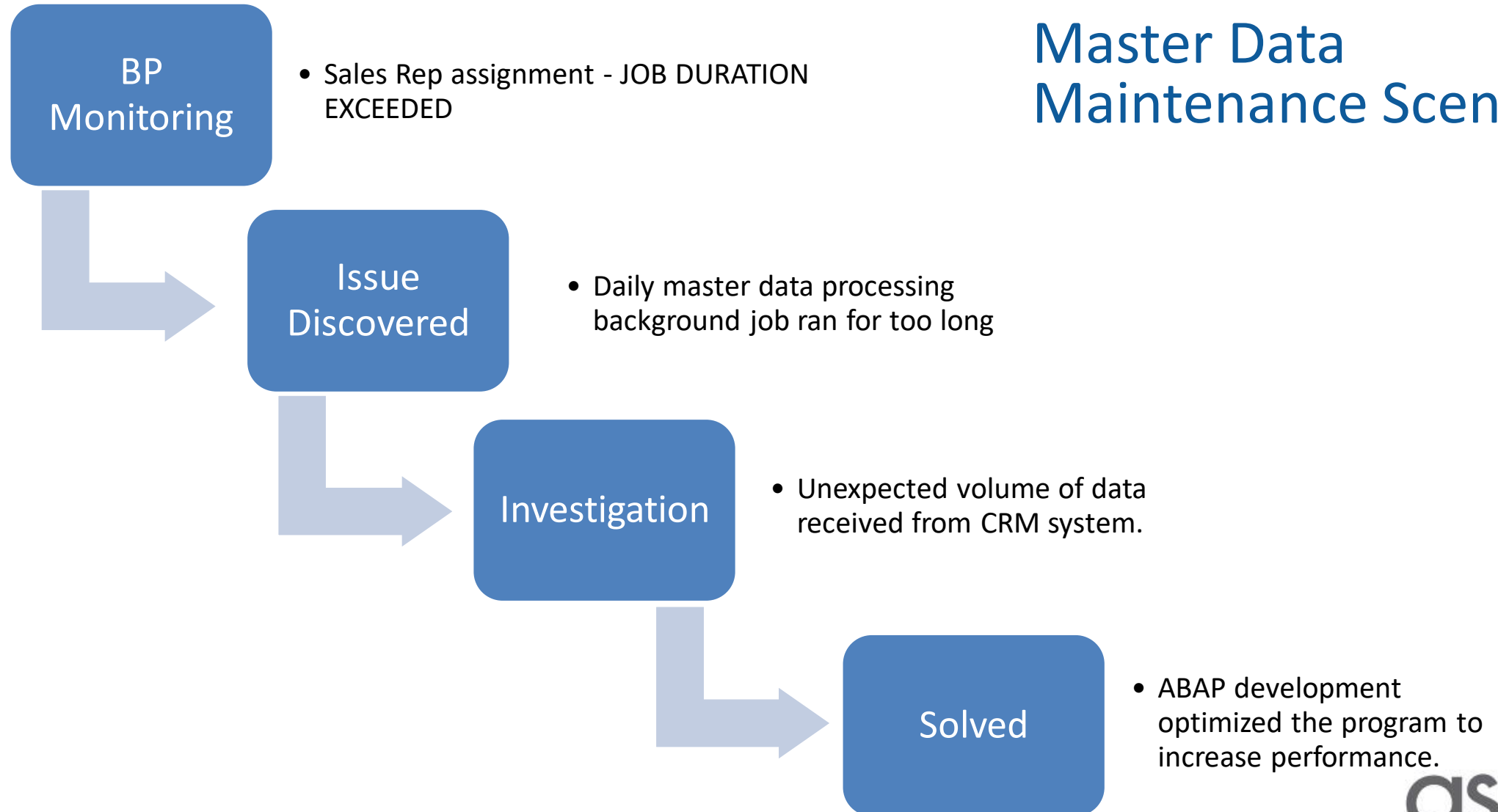
Value Attained – Real World Business Issues Resolved

Billing Scenario



Value Attained – Real World Business Issues Resolved

Master Data Maintenance Scenario



Phase 3 - Plans & Expansion

SP08 Update

- Update to SP08 to ensure continued communication with SAP
- Attain latest new features available with SP08
- Less SAP Composite Notes

ChaRM - Change Control Management

- Including added features like Retrofit, CSOL and DGP

Cloud Monitoring

- Keep an eye on VSP's assets running in the SAP Cloud
- Monitor the delicate interfaces between SAP Cloud Services

Impacted Technology



Solution Manager

- Solution Manager 7.1 ALL SP
- Solution Manager 7.2 SP03-SP06

All NetWeaver ABAP based Systems

- Solution Tools ST-PI and ST-A/PI
- SNOTE – Note Assistant, Service Content Update, and RTCCTOOL
- SDCCN - Direct Delivery of EWA to SAP

Focused Run

- Focused Run 1.0

Impacted Solution Manager Scenarios

- | | |
|--|---|
| ▪ Landscape Management | Landscape information delivery to SAP, Maintenance Planner
Remote Service Connection Management |
| ▪ License Management | Automatic distribution of licenses and maintenance certificates |
| ▪ Test Suite | Scope and Effort Analyzer – the collection of maintenance planner transactions |
| ▪ IT Service Management | Exchange of customer messages with SAP |
| ▪ SAP Engagement and Service Delivery | Delivery of Early Watch alerts to SAP
Updating of Service content used to generated EWA's
Delivery and execution of engagements and sessions, Go-Live checks, Security Optimization, and more |
| ▪ System Recommendations | Updating of maintenance information used to provide recommendations |

VSP Cloud Infrastructure



Cloud Monitoring



System Management	Available	Not planned	Planned (2018 Q4)	Not planned	Not planned	Not planned	Not planned	Not planned	Not planned	Not planned	Not planned	Not planned
Exception Management	Available	Available	Available	Available	Available	Available	Planned (2018 Q4)	Available	Available	Available	Available	Available
Integration Monitoring	Available	Available	Available	Available	Available	Available	Planned (2018 Q4)	Available	Available	Available	Available	Available
User Experience Monitoring / Synthetic User Monitoring	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Real User Monitoring / Performance Management	Available	Planned (2018 Q4)	Available	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned
End-to-End Trace Analysis	Available	Planned (2018 Q4)	Available	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned
Data Consistency Management	Available	Available	Not Planned	Not Planned	Available	Planned (2018 Q4)	Not Planned	Available	Available	Not Planned	Planned (2018 Q4)	Planned (2018 Q4)
Job Management	Available	Planned (2018 Q4)	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Not Planned	Planned (2018 Q4)
Business Process KPIs	Available	Planned (2018 Q4)	Not Planned	Not Planned	Planned (2018 Q4)	Planned (2018 Q4)	Not Planned	Available	Planned (2018 Q4)	Not Planned	Planned (2018 Q4)	Planned (2018 Q4)

(1) SAP Hybris designates SAP Hybris Commerce platform

(2) Supporting specifically the SAP Ariba Supply Chain Collaboration Buyers

(3) Support planned with Focused Run in 2018 Q2 & SAP Solution Manager 7.2 SP08 in 2018 Q4

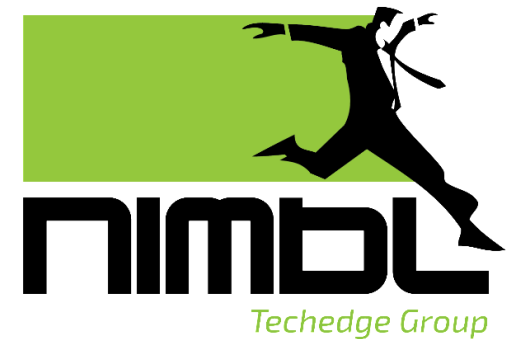
*SAP Documentation

Closing thoughts

SolMan 7.2 offers solutions
that provide real Business
Value

The ROI of implementing
SolMan 7.2 is significant
when compared to the cost

The benefits of migrating
SolMan to SAP HEC out way
the challenges



Your comprehensive guide to SolMan 7.2!

- Get SAP Solution Manager 7.2 up and running
- Learn to manage business applications with SAP Solution Manager
- Explore the processes and functions essential to your job



Save 15% off the print price and get the e-book for FREE!
Purchase today at the **SAP PRESS** booth on the Concourse Level.

SAP Solution Manager—Practical Guide

Written by: Steve Christian, Michael Pytel, Jereme Swoboda, Nathan Williams
800 pages | 8/2017 | **E-book:** \$69.99 | **Print:** \$79.95 | **Bundle:** \$89.99

Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.



Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

Q&A

For questions after this session, contact us at:

Jereme.Swoboda@benimbl.com - @SOLMANGURU

Let's Be Social.

Stay connected. Share your SAP experiences anytime, anywhere.

Join the ASUG conversation on social media: **@ASUG365 #ASUG**

