

Ensure Business Continuity with SAP Cloud ALM

Jereme Swoboda

Speaker Bio



Jereme Swoboda
Practice Manager
Denver (CO, USA)

11+ Years of ALM Experience
3x SAP Press Author
SAP Community Thought Leader and
Speaker



After **20 years** with a highly technological DNA - both in deeds and in our name - we want to officialize the continuous transformation we've experienced.

Proud of our roots that shaped who we are today, **we've decided to give this transformation a name.**

We were nimblers...
We turned into
avvalers.





[valēre, present active infinitive of valeō] - be strong, healthy, matter.

Avvale is a Global Digital Business Transformation Company on a mission to **evolve innovative business through the circular economy, enabled by technology.**

Industry Focused approach

Supporting both Fortune 500 and Midmarket in 15 sectors on the field.



3000+ People

An inclusive mix of cultures, competences, attitudes and experiences to create **One Unique Company.**

350 M\$ Revenue for

2023 growth year over year, since **2004 - Techedge foundation.**



distribution in 20+ offices




20 Years and still counting...

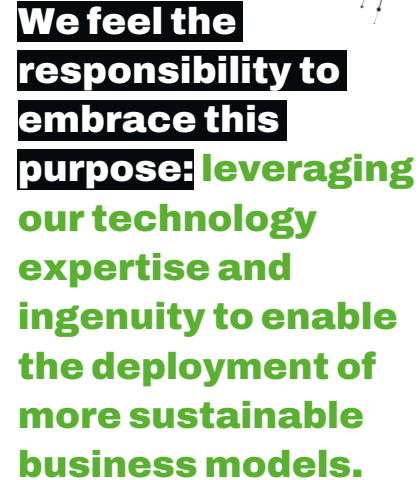




Technology has transformed our way of living - now it is time to use it to improve it.



How we will take advantage of technology moving forward will determine the trajectory of our change.



We feel the responsibility to embrace this purpose: leveraging our technology expertise and ingenuity to enable the deployment of more sustainable business models.



Circular Economy



Improve, Prevent

- Designing more sustainable smart products and services.
- Improving efficiency and decreasing energy intensity and footprint.
- Reducing ESG risks in the entire value chain.
- Engaging your stakeholders in this processes.
- Optimizing and innovating services for citizens (smart cities, smart grid...)



Lease, Share, Reuse

- Buy the content not the container.
- Extending product's life through repair and new secondary markets.
- Increasing customers' loyalty through servitization.
- Blocking counterfeiting.



Recycle, Refurbish

- Identifying product constituents throughout the disassembly line to recycle them.
- Refurbishing / re-manufacture effectively collaborating within the business ecosystem.
- Measuring across the whole lifecycle and stages.

Circulating products and materials at their highest value, as long as possible and at scale

AR/VR technologies, digital twin models, predictive maintenance, IoT as products need to be designed for closed loops, but also to be used for longer and more intensively.

Composable Business Architecture to manage a deeper, yet flexible, process integration with the different stakeholders of the ecosystem.

Data-driven marketing strategy, commerce & cloud native apps to activate new value-added services based on clients' and connected products' data.

Computer vision & digital product passport technologies for robotic sorting, traceability, data gathering and sharing across entire value chain.



SAP Cloud ALM

The Future of SAP ALM

Cloud Based ALM Solution



For the intelligent, sustainable enterprise

- for cloud-centric customers
- Manages cloud and hybrid solutions
- Supports all components of the Intelligent Enterprise



SAP Cloud ALM is cloud-native and open



In the public cloud

- Rethought, newly designed, and built on modern cloud technology
- Immediate consumption, always up to date
- Cost-efficient for customers



Three Distinct Focus Areas



Implementation

- Design
- Build
- Test
- Deploy



Services

- Prepare
- Deliver
- Share
- Follow-up

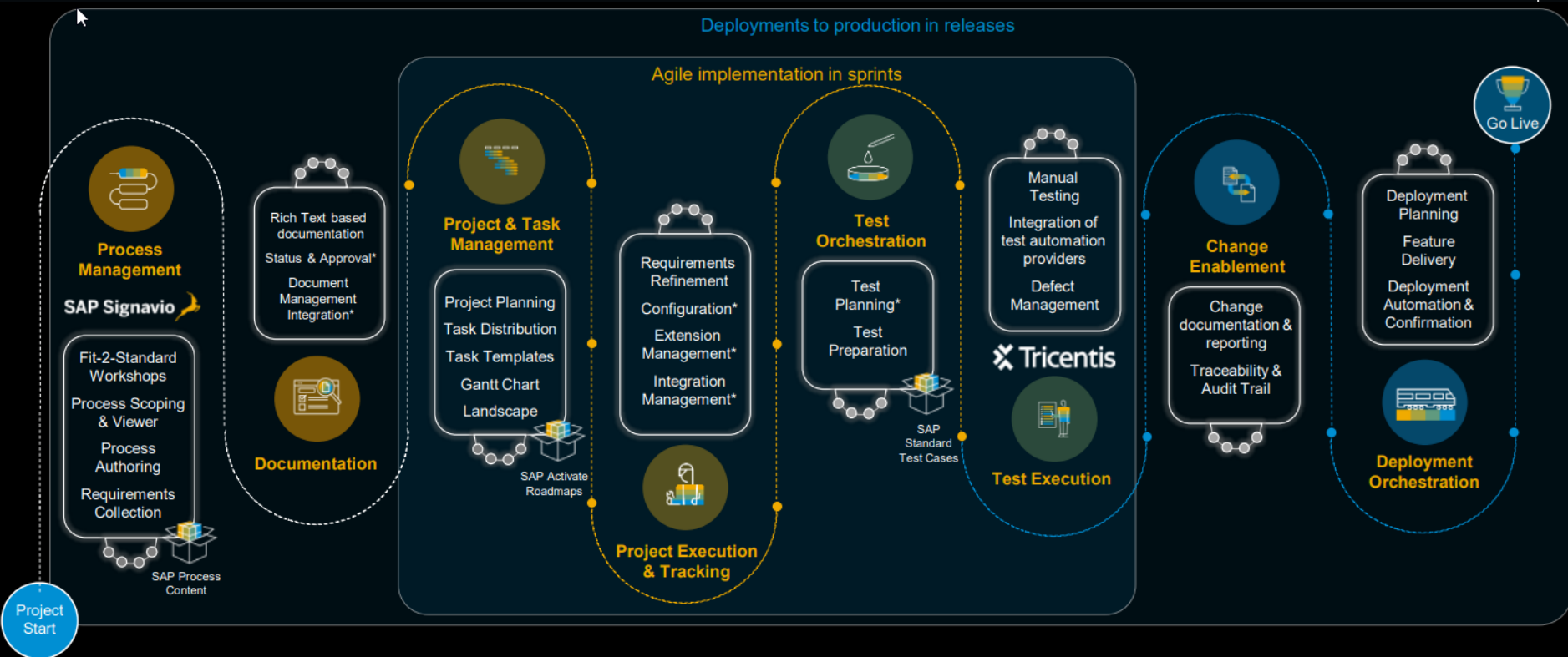


Operations

- Automate
- Correct
- Analyze
- Detect

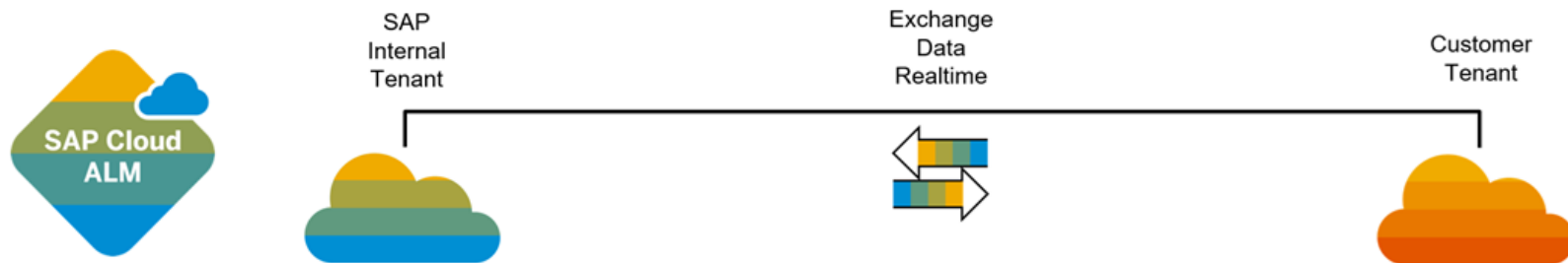


Implementation



Services

Access your SAP Cloud ALM Tenant and start the Collaboration



Service Delivery Center

Load Data from SAP internal systems

Joint View on all Service Delivery Sessions

Seamless Navigation to all Applications



Service Results

Load Data from Analytics Tools and SAP Solution Manager

Share digitized Service Reports

Easy Navigation to the various levels of details of the analysis and results



Issues & Actions Mgmt.

Create issues and track Status and completeness

Collaborate on tasks

Create and track Status and completeness of tasks



Usage Rights



- ❑ SAP Enterprise Support
- ❑ SAP Cloud Subscription
- ❑ 8 GB SAP HANA Memory
- ❑ 8 GB monthly outbound API data transfer



Start your Cloud ALM Journey Today!

Get to Know Cloud ALM

Utilize SAP's instructional guides and [presentations](#) to understand Cloud ALM capabilities. Use the live Cloud ALM [demo](#) system.

Request Cloud ALM

With a SAP support portal super user, navigate to the system provisioning and submit the [request](#).

Configure Tenant

Cloud ALM tenant is usually provisioned within the same day of the request. [Initial setup](#) and configuration can be immediately completed.

Onboard Team

[Create](#) and Invite SAP Cloud ALM Users.



Solution Manager 7.2 - Maintenance Timeline

	Now	End of 2027	End of 2030
	Mainstream Maintenance	End of Mainstream Maintenance	Extended Maintenance
Operations	Customer Specific Maintenance		
Implementation and ITSM	Customer Specific Maint		
SAP Cloud ALM			



Cloud ALM - Operations

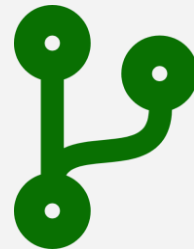
Operational Capabilities



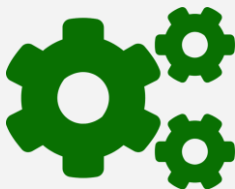
Health Monitoring



Business Process



Integration and
Exception



Job and Automation



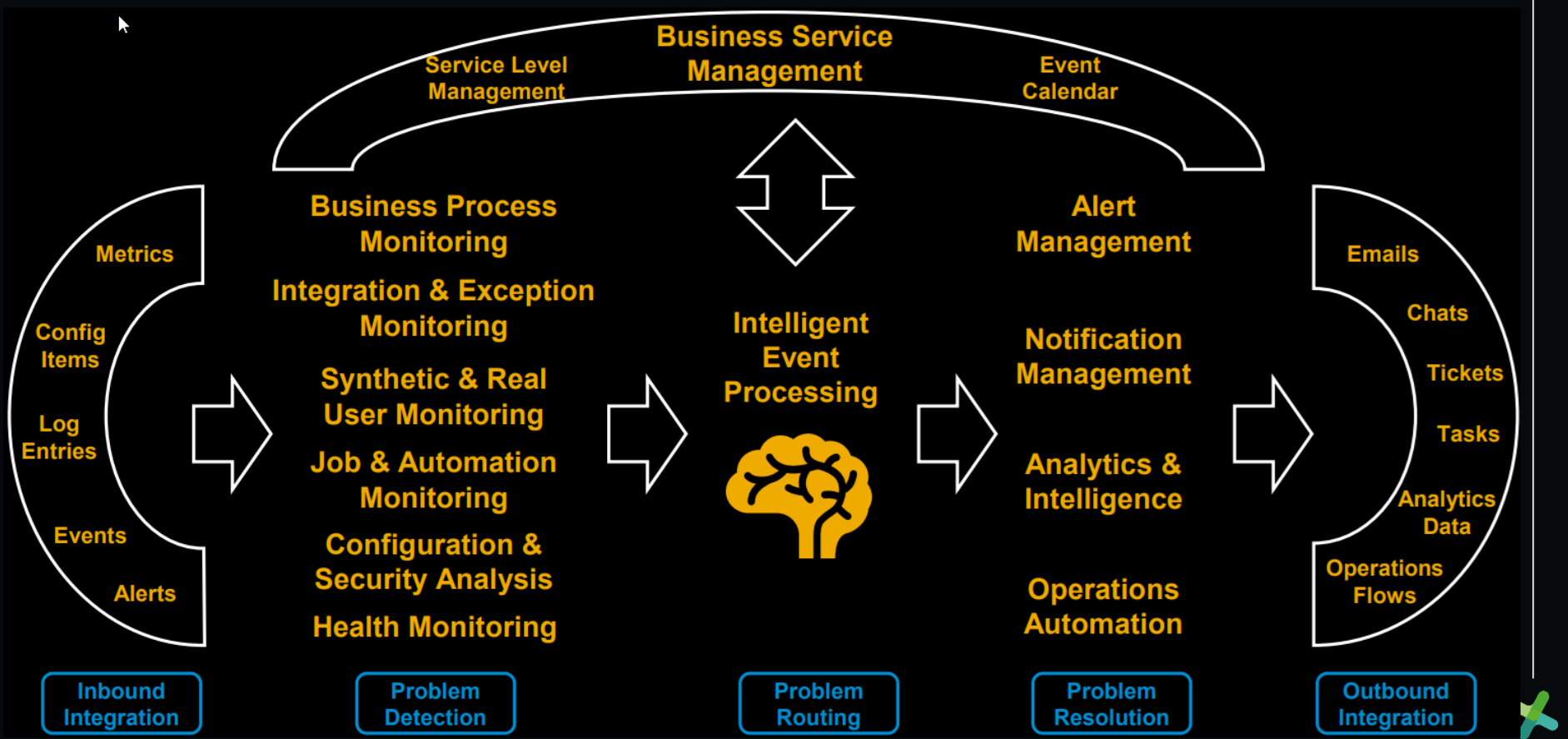
Synthetic and Real
User



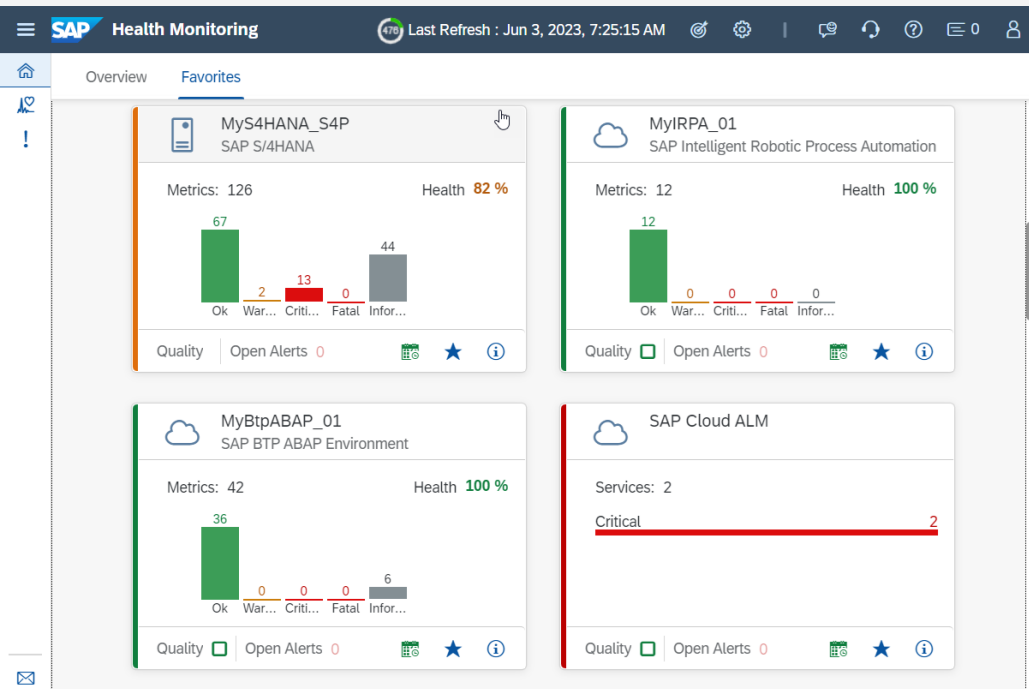
Configuration and
Security



Complete Operational Overview



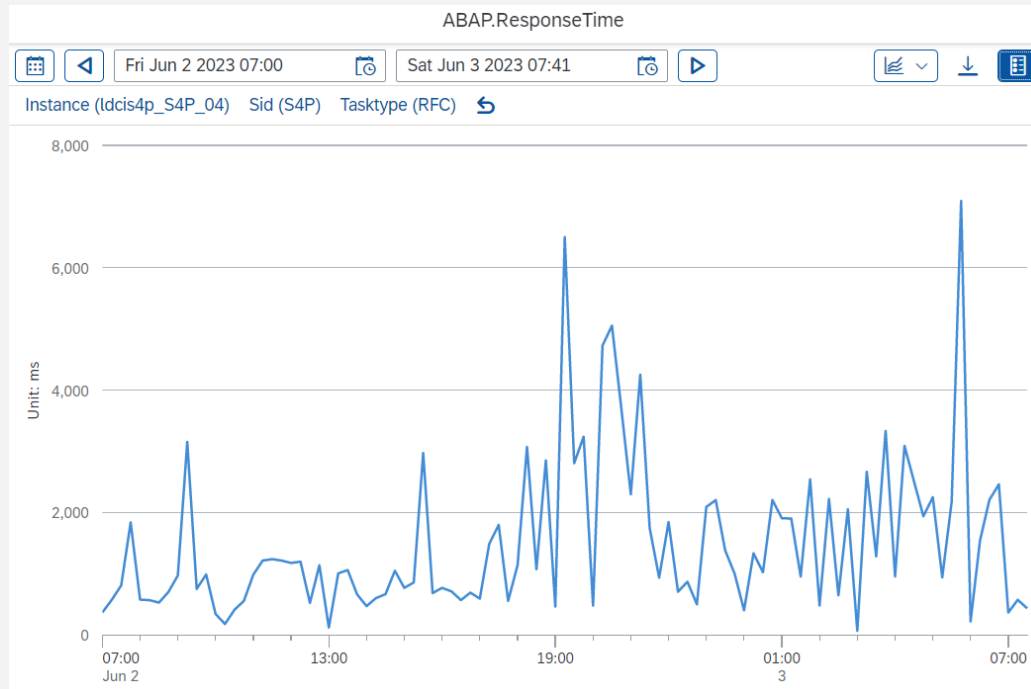
Health Monitoring



- ❑ Application level monitoring of cloud systems and services
- ❑ Embedded alert notification and provide corrective actions
- ❑ Dashboards allowing for quick system health checks
- ❑ Supports Private and On-Prem applications



Health Monitoring - Embedded Analytics

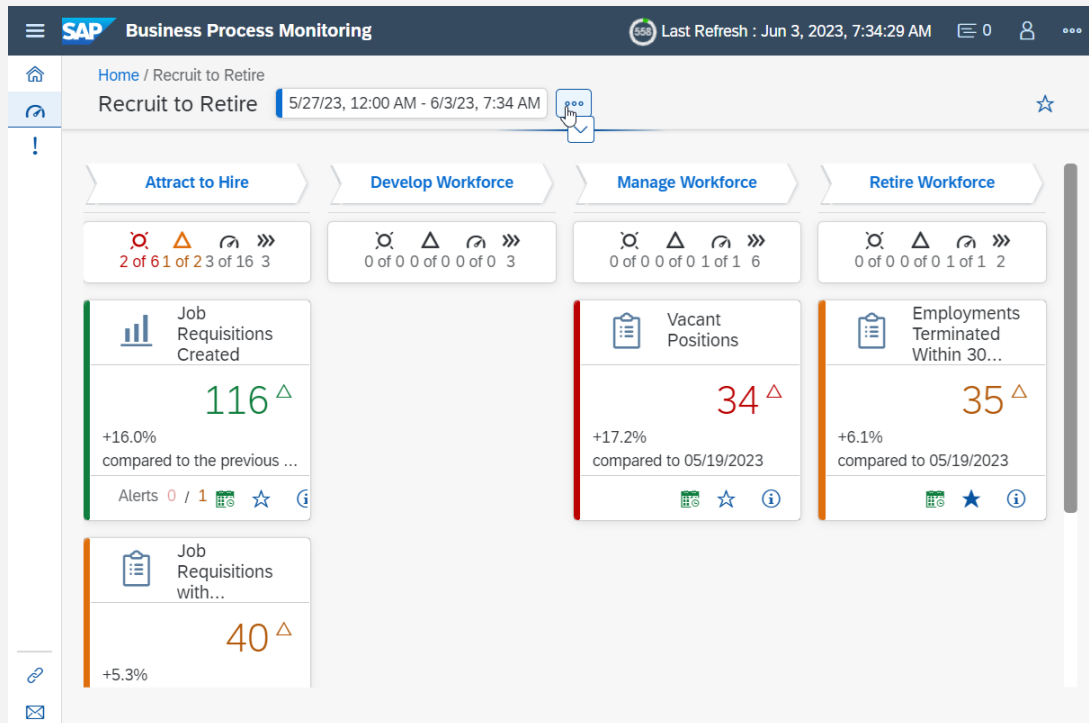


- ❑ Aggregated system monitoring historical data
- ❑ Root Cause analysis
- ❑ Trend analysis



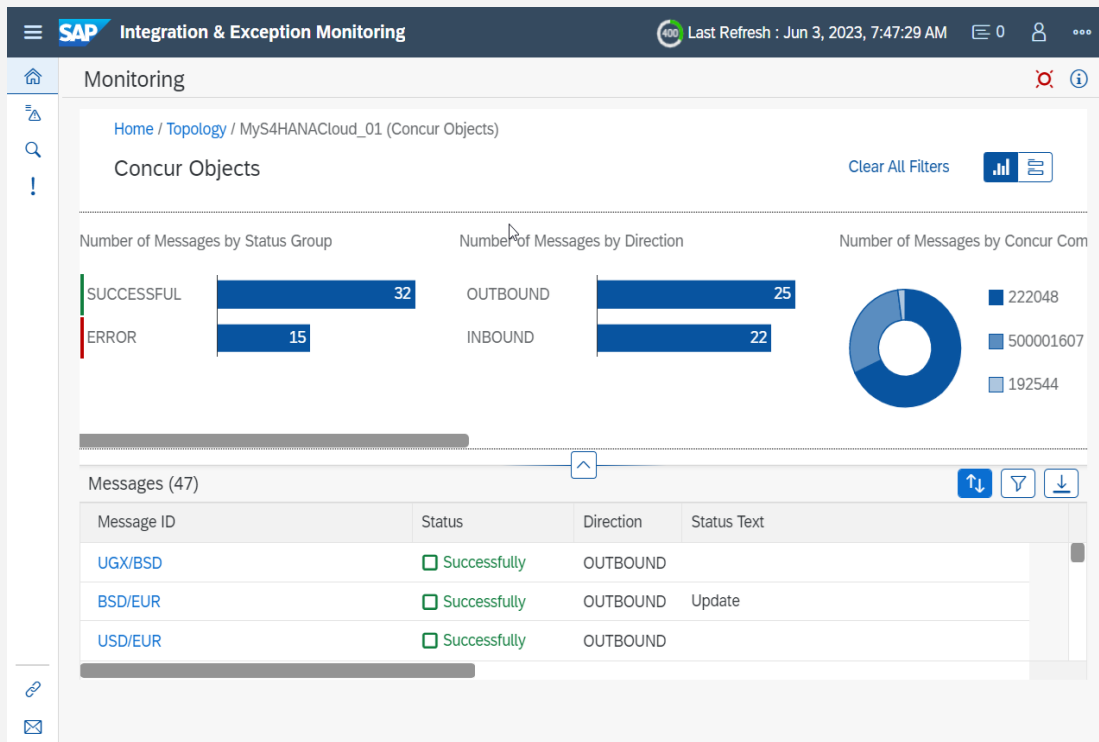
Business Process Monitoring

- End to End business process health and anomaly monitoring
- Providing transparency into both technical and functional issues
- Quickly identifying business disruptions and exceptions
- Pre-defined content and KPI's from SAP



Integration and Exception Monitoring

- Ensuring reliable integration of data between both Cloud and On-premise business systems
- Monitoring end to end message flows
- Historical data aggregation for root cause analysis
- Providing transparency enabling business and IT collaboration



Job and Automation Monitoring

SAP Job & Automation Monitoring Last Refresh : Jun 3, 2023, 8:03:23 AM

Analysis Time Frame: 6/1/23, 8:03 AM - 6/3/23, 8:03 AM Services/Systems: MyIntelligentRPA_JM_CD, MyS4HANA, MyS4H...

Jobs/Automations (18)

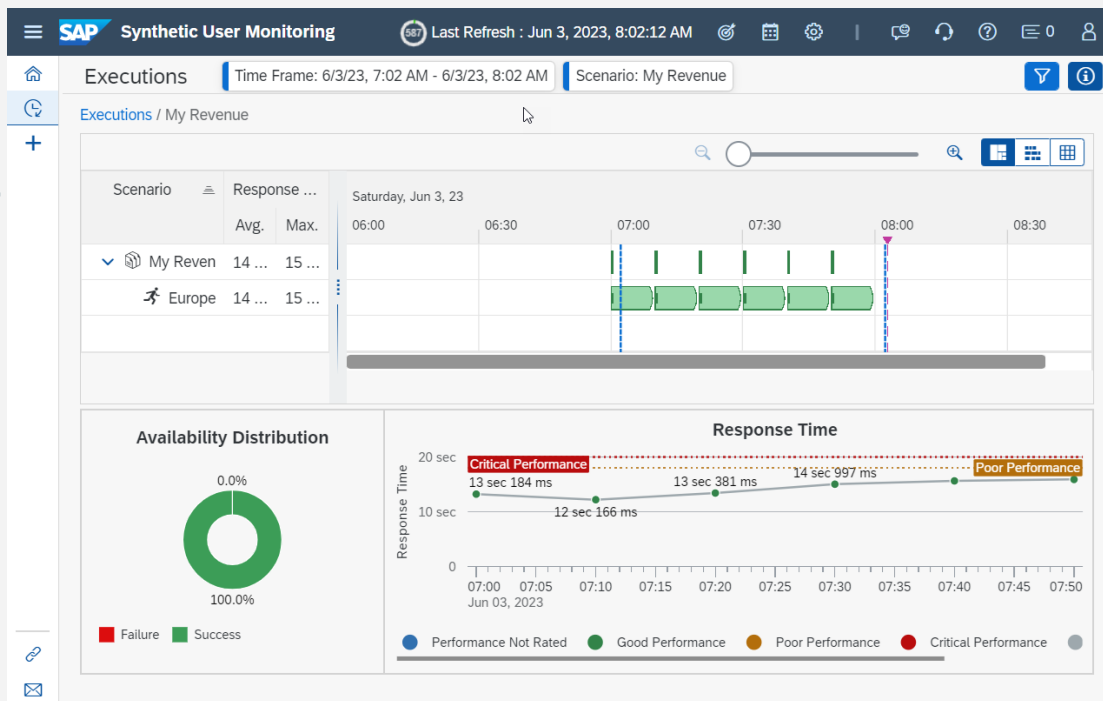
Name	Type	Total ...	Red Execution Status			Red Application Status			Run Time			Ser...
			Count	Rate	Trend	Count	Rate	Trend	Total	Average	Trend	
Material Requirements Planning (MRP)	SA...	565	0	0 %	→	0	0 %	→	2,644...	281 sec	→	My...
Planning Model Activation (MD: ADDRES...	SA...	47	8	17 %	→	0	0 %	→	1,296...	1641 s...	→	Myl...
Master Data Update	SA...	47	21	44 %	↗	0	0 %	→	1,092...	1386 s...	→	My...
Email Bot - MKT (Promotion)	SA...	47	7	15 %	↘	0	0 %	→	211 min	269 sec	→	Myl...
Order-Based Planning: Delete Master Data	SA...	565	199	35 %	→	199	35 %	→	137 min	15 sec	→	Myl...
Planning Model Activation (MD: ADIRESO...	SA...	569	0	0 %	→	0	0 %	→	43 min	5 sec	→	Myl...
Leave Request Approval (WS636304355)	SA...	564	0	0 %	→	0	0 %	→	43 min	5 sec	→	My...
Change Request Processing (WS1081370...	SA...	564	0	0 %	→	0	0 %	→	43 min	5 sec	→	My...
Invoicing (Mass Creation)	SA...	47	0	0 %	→	0	0 %	→	12 min	15 sec	→	My...
Actual Overhead Calculation: Service Doc...	SA...	47	14	30 %	↗	14	30 %	↗	12 min	15 sec	→	My...
Planning Model Activation (MD: ADIPDS)	SA...	47	0	0 %	→	0	0 %	→	4 min	5 sec	→	Myl...
PEC Tax Posting - Core Finance (Treasury)	SA...	47	0	0 %	→	0	0 %	→	4 min	5 sec	→	Myl...
Company Car Tax Posting - Core Finance ...	SA...	47	0	0 %	→	0	0 %	→	4 min	5 sec	→	Myl...

- ❑ Enabling fast response to job failures or exceptions
- ❑ Streamlining job scheduling
- ❑ Root cause and trend analysis with historical data
- ❑ Embedded alerting and notifications
- ❑ Fast and easy job details and task execution information



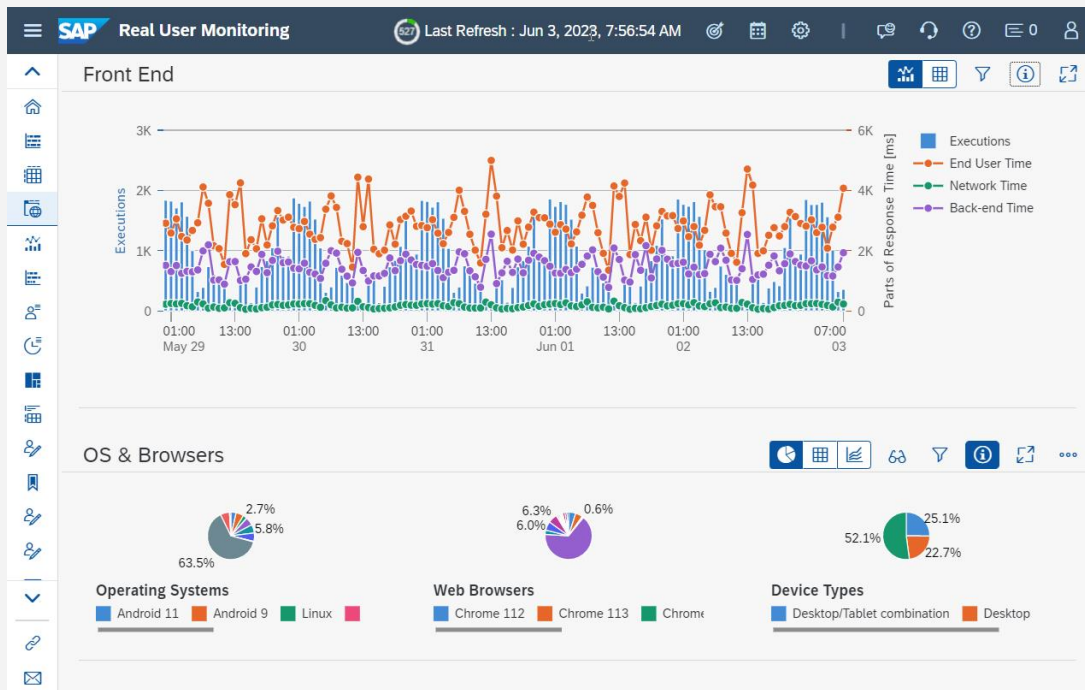
Synthetic User Monitoring

- Monitoring the same applications from different user perspectives/locations
- 24x7 Monitoring of performance and availability of web applications
- Using Selenium based scripts
- Historical root cause and trend analysis

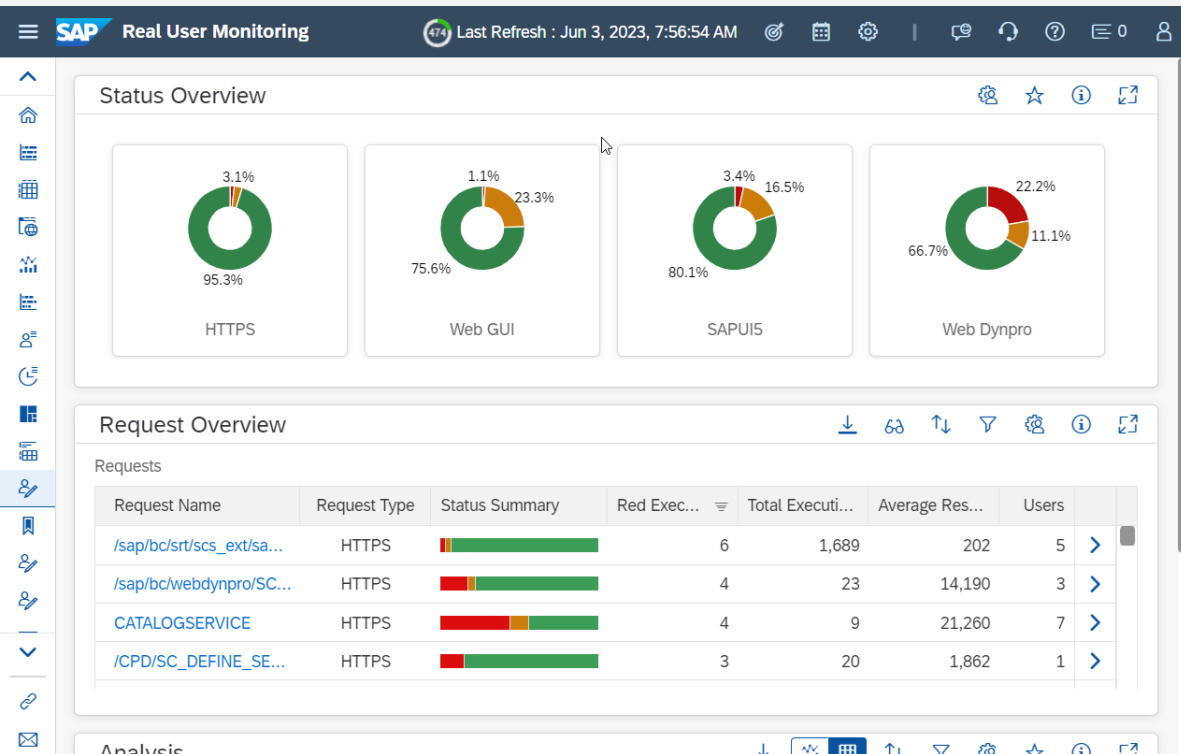


Real User Monitoring

- Monitoring actual business or technical users within applications
- Measuring user performance at both the front end and server side
- Providing insight into performance of different OS, Web Browsers, Device types and more



Real User Monitoring



- Providing real time analytics across many user specific data points
- Covering all types of user endpoints
- Enabling root cause analysis or actual user performance issues



- ❑ Change tracking - Records common technical changes and transports
- ❑ Validates software levels and recommendations
- ❑ Providing transparency of ongoing and past changes

[illegible]

Operational Excellence

Avvale Application Managed Services

- ❑ 20+ customers on both private and public cloud infrastructure
- ❑ Supporting functional, technical and user onboarding
- ❑ Service level agreements are an integral part of any managed service contract
- ❑ Missed SLA's introduce lost revenue and for cost both the customer and partner



Ensure Business Continuity



The Challenge

- ❑ Ensure 24x7 business operations with near zero downtime
- ❑ Resolve issues before they impact the business
- ❑ Abide by agreed upon service level agreements

The Approach

- ❑ Utilize Cloud ALM to reduce downtime and exceptions
- ❑ Reduced cost of overhead
- ❑ Implement tools already licensed by the customer
- ❑ Integrate monitoring solutions into AMS support

The Impact

- ❑ Customer satisfaction
- ❑ End user satisfaction
- ❑ Seamless business operations
- ❑ Increased value of SAP systems
- ❑ Increased revenue for both the customer and partner



Cloud ALM Demonstration





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