

## SAP Customer Success Story Engineering and Construction – Manufacturing



**“SAP Solution Manager will be one of the tools that enables us to better monitor and maintain these business processes [ordering, logistics, and billing].”**

Andrea Naef, Senior Consultant for SAP Solutions, Global SAP Customer Competence Center, ABB

### AT A GLANCE

#### Summary

When automation technology leader ABB set out to improve operations of its worldwide SAP® systems, the company chose the SAP Solution Manager application management platform. The platform provides a service desk that helps ABB manage its worldwide support system for SAP users more efficiently, speeds up issue resolution, and reduces costs.

#### Web Site

[www.abb.com](http://www.abb.com)

#### Key Challenge

Resolve SAP user issues rapidly and cost-effectively – improving operations for 85 live SAP systems used worldwide by more than 20,000 employees

#### Project Objective

Establish a virtual SAP Customer Competence Center – built around SAP Solution Manager – to handle worldwide support for ABB’s SAP solutions

#### Solutions and Services

- SAP Solution Manager, including the SAP EarlyWatch® Alert service
- SAP Customer Competence Center

#### Why SAP Solution

- Full integration with existing SAP solution landscape
- Single system standardizes SAP support desks worldwide
- Centralized management enables headquarters-based support center to install, maintain, and monitor worldwide deployment

#### Implementation Highlights

- Reconstructed global support organization
- Trained SAP Solution Manager users on-site across ABB locations in the North America, Europe, and Asia-Pacific regions
- Established regional “super user” support desks to improve resolution of issues at the local level

#### Key Benefits

- Rapid resolution of issues
- Clear, documented process for resolving issues
- Automatic inclusion of relevant IT landscape information (in requests for assistance) reduces workload for support staff

#### Existing Environment

85 SAP systems worldwide

#### Database

Oracle

#### Hardware

Mostly IBM

#### Operating System

IBM AIX, Microsoft Windows

## ABB SWITZERLAND LTD

### Automation Technology Leader Uses SAP® Solution Manager to Help Support 20,000 SAP Users Across 85 Systems Worldwide

ABB is a \$21 billion company headquartered in Zurich, Switzerland. Operating in 100 countries and employing 102,000 people, the ABB group of companies is a leader in the power and automation technologies that enable utility and industry customers to improve their operations. When ABB decided to improve the operation of its own 85 SAP systems – used worldwide by 20,000 employees – the company turned to the SAP® Solution Manager application management platform for help.

To help companies implement, support, operate, and monitor SAP solutions, SAP Solution Manager includes tools, content, and direct access to SAP. SAP Solution Manager is fully integrated with – and runs inside – ABB’s SAP solution landscape, providing a Web-based portal for technical support of the company’s distributed systems.

ABB has focused on the service desk capability of SAP Solution Manager. The service desk helps ABB to manage support requests more efficiently, and this helps to speed up issue resolution, reduce costs, and increase the availability of SAP solutions to users.

“ABB established a virtual SAP Customer Competence Center, with support centers built around SAP Solution Manager, to handle worldwide support for ABB’s SAP solutions,” says Andrea Naef, senior consultant for SAP solutions at ABB’s central customer competence center in Baden, outside Zurich. “The central support center in Baden manages and coordinates the other centers and provides infrastructure and training so they can support individual users locally and regionally. Issues that cannot be handled at either of those two levels are automatically transmitted to SAP by SAP Solution Manager and monitored by ABB support in Baden.”



## Worldwide Support Organization

The customer competence center in Baden is the central point of contact – across the entire ABB group of companies – for users with SAP software–related issues. The center coordinates the support organizations, manages the license contracts, and provides information and access to SAP resources for ABB’s SAP initiatives. During the SAP Solution Manager implementation, the center engaged support staff from across the globe.

“We identified the people in charge of each of ABB’s SAP installations around the world and ‘met’ with them via phone, e-mail, and videoconferencing,” Naef says. “We also held physical meetings and conducted on-site training sessions at our locations in North America, Europe, and the Asia-Pacific rim.”

One hundred ABB personnel are now trained to use SAP Solution Manager; these key global users have advanced expertise in SAP technology, applications, components, and solutions, and are the first responders to local user requests for assistance.

“The local support specialists draw upon their SAP expertise and their peers within the ABB SAP support network to resolve issues,” Naef says. “They also use resources such as the SAP Notes service. If they are unsuccessful, they open SAP Solution Manager and send a message to a regional specialist in North America, Europe, or the Pacific Rim.”

## SAP Solution Manager Automates Issue Tracking

The specialists enter the messages they create with SAP Solution Manager in pop-up windows. During this process, all necessary IT landscape information from the sending system is automatically extracted and attached to the request for assistance. A comprehensive issue log details information about the ABB company, where the problem occurred, and the transaction, application, systems, and databases involved. In addition, the information includes which steps the user took when the problem arose and how local support attempted to resolve the issue.

“The regional specialists make sure every possible solution was tried,” Naef says. “If they cannot solve the problem, they forward it with the attached documentation to the SAP Service Marketplace extranet.” (SAP Service Marketplace is an online service and support platform that enables collaboration between SAP and its customers.)

To manage SAP Solution Manager and coordinate the global support organizations, ABB is running only a small global team. This team is part of the local Swiss SAP support organization of around 15 SAP consultants and development specialists in Baden. “ABB has 11 SAP systems running across Switzerland,” Naef says. “In addition to maintaining the SAP Solution Manager organization worldwide and tracking issue messages sent to SAP Service Marketplace, we receive and attempt to resolve local issues within the country.”

## Next Up: Business Process Support

ABB has also implemented the monitoring and reporting capabilities of the SAP EarlyWatch® Alert service – part of SAP Solution Manager. “IBM is our outsource partner and runs our SAP applications,” Naef says. “The SAP EarlyWatch services

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enable us to watch system performance remotely, monitor alerts, and suggest opportunities for optimization and increased efficiency.”

ABB is currently using the SAP Solution Manager service desk to identify and resolve issues at the transaction and application level. Naef thinks the next step may be to deploy SAP Solution Manager to manage business processes and to optimize business process performance.

“So far, we have concentrated on individual transactions,” he says. “To handle the complex environment in our companies, we have to focus more on end-to-end processes – things like ordering, logistics, and billing. SAP Solution Manager will be one of the tools that enables us to better monitor and maintain these business processes.”

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