

SAP Customer Success Story Service Providers



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Reto Zwyer, Consultant and Head of the SAP Solution Manager Project,
Resource Informatik

AT A GLANCE

Summary

Swiss-based SAP service partner Resource Informatik wanted to provide its customers with a highly effective central support desk and proactive systems monitoring. The company decided the best solution was to implement the SAP® Solution Manager application management platform and, as a result, was able to retire its e-mail-based legacy system.

Web Site

www.resource.ch
(site in German only)

Key Challenge

Replace legacy support desk solution with a cost-effective, state-of-the-art solution

Project Objectives

- Establish a central support desk for efficient incident management
- Lay firm foundations for other integrated solution management services

Solution and Services

SAP Solution Manager

Why SAP Solution

- SAP Solution Manager:
 - Delivers powerful support desk capabilities
 - Comprises comprehensive tools, content, and methodologies for the entire solution life cycle – and eliminates the need for multiple solutions
 - Is included in the standard SAP maintenance fee and entails no additional license costs
 - Supports processes in line with the IT Infrastructure Library (ITIL) standard

Implementation Highlights

- Rapid implementation
- Close collaboration with SAP Active Global Support
- Integration of support desk and monitoring capabilities

Key Benefits

- Straightforward incident handling, management, and tracking
- Greater efficiency and transparency
- Ease of use for customers – simple creation of support desk message from within customer's own SAP system menu
- No additional license fees
- Portal integration for quick and easy insight into status of incidents
- Wide range of additional, integrated functionality for other solution management tasks

Existing Environment

Non-SAP support desk solution

Database

Oracle

Hardware

Intel, Microsoft

Operating System

Microsoft Windows 2003

RESOURCE INFORMATIK

SAP® Solution Manager Helps SAP Service Partner Effectively Support Customers

To enhance the quality and efficiency of support desk services for its customers, SAP partner Resource Informatik introduced the SAP® Solution Manager application management platform. The powerful platform not only makes for faster, more effective handling and resolution of reported incidents but also enables proactive monitoring of customer systems. Better yet, because it's included in the standard SAP maintenance charge, it involves no additional license costs.

One-Stop SAP Expertise

Based in Wollerau, Switzerland, Resource Informatik provides expert advice and assistance on SAP software across the entire solution life cycle. The IT specialist serves large, small, and midsize businesses in a variety of industries, including retail, wholesale, utilities, and financial services. Resource Informatik is a qualified SAP service partner and a special expertise partner for the SAP NetWeaver® platform. The company, which has a workforce of around 50 in Switzerland and supports international customers, posted revenues of CHF 14.2 million (approximately €9.16 million) in fiscal 2004.

Limited Visibility

In 2004 Resource Informatik decided to introduce new software to improve its support desk services. “One of the main problems with our e-mail-based legacy system was lack of visibility,” explains Reto Zwyer, consultant and head of the SAP Solution Manager project at Resource Informatik. “For example, we often had several customer e-mails on one incident, making it very difficult to track activities and status.”

“We were looking for a solution that would enhance transparency and efficiency,” continues Zwyer. “What’s more, it had to integrate tightly with the SAP software we support, and include all the capabilities needed to deliver a wide range of additional services. And all this at an affordable cost.” Moreover, the new tool had to support processes that comply with the recommendations of the IT Infrastructure Library (ITIL). ITIL is the most widely accepted approach to IT service management in the world and provides a cohesive set of best practices, drawn from the public and private sectors internationally.

SAP Solution Manager – End-to-End Support

After considering various alternatives, Resource Informatik opted for SAP Solution Manager, part of SAP NetWeaver. The central application management platform comprises integrated

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tools, content, and methodologies designed to ease implementation, operation, and ongoing enhancement of SAP solutions. Furthermore, SAP Solution Manager provides a direct link to SAP, accelerating resolution of technical issues.

“SAP Solution Manager not only meets all our support desk requirements,” says Zwyer, “but it also includes integrated functionality for a wide range of application management tasks in line with ITIL best practices. And because SAP Solution Manager is covered by the annual SAP maintenance fee, we had no additional software investment.”

Fast, Effective Implementation

Resource Informatik set about implementing the new software in February 2005. Leveraging their own considerable SAP expertise, the IT specialists handled all aspects of the project – from definition of in-house support desk processes to customizing and training – with a minimum of external assistance. Thanks to the skills of Resource Informatik’s team, and close collaboration with SAP, the support desk functionality was up and running just two months later in April 2005.

Enhanced Insight and Efficiency

Resource Informatik is now reaping the considerable benefits of its new solution. “SAP Solution Manager allows us to centrally store all incidents, statuses, and associated activities, making for greater transparency and efficiency and more straightforward tracking,” states Zwyer. “Moreover, customers’ SAP systems can be hooked up to our support desk with minimal modifications.”

Resolving problems is also a whole lot easier: “When we receive a customer message, it contains the technical details of their system, enabling us to pinpoint the right answer faster. For support desk problems that need further clarification, SAP Solution Manager allows us to forward them to SAP Active Global Support. And their response includes a direct link to the information we need – that’s an efficient feature.”

Greater Transparency for Customers

But it's not only Resource Informatik's specialists who are profiting: "With SAP Solution Manager, our customers have an exceptionally user-friendly, single point of contact for all support issues," states Zwyer. And to give customers greater visibility into the process, Resource Informatik has provided them with quick-and-easy, browser-based access to incident status via the SAP NetWeaver Portal component.

At present, 10 companies are reporting incidents through SAP Solution Manager, and the figure is set to rise to 30 by late 2005. In addition to support desk services, Resource Informatik delivers systems monitoring via the application management platform. "About a month into the implementation, we decided to introduce the monitoring capabilities of SAP Solution Manager," says Zwyer. "This enables us to proactively screen customer systems and forward any errors directly to the support desk."

Next Steps

Resource Informatik is now looking ahead. "We've already upgraded to the latest SAP Solution Manager release," comments Zwyer, "and we're now gearing up to implement additional

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functionality – including change request and test plan management, as well as e-learning. SAP Solution Manager gives us a firm foundation for enhancing our service processes in line with the ITIL standard."

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