



SNP ADD-ONS FOR SAP® SOLUTION MANAGER

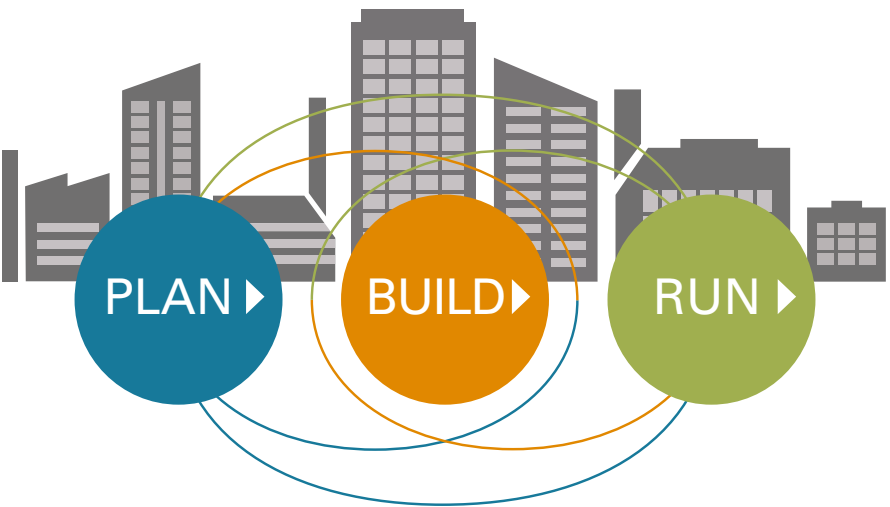
SNP ADD-ONS FOR SAP SOLUTION MANAGER

Due to the success of a company relying on internal processes, the complexity of IT processes and their relevance for the business processes has drastically increased over the last decades. A modern IT with flexible IT processes is seen by many as a real business enabler and market advantage.

To provide their customers with a standard software to implement these IT processes and to integrate them into the business, SAP has created the SAP Solution Manager and increased the functionality over more than 10 years so that the SAP Solution Manager is now certified for all 15 ITIL® processes (www.pinkverify.com).

The SNP Business Landscape Management Team began to focus on the SAP Solution Manager in 2002 and has grown to a leader in the area of IT process implementation and integration, with a team of more than 25 consultants and developers. Based on this long time experience and our best practices, we developed Add-ons for the SAP Solution Manager, which allow our customers to enhance the functionality and increase the speed of adoption as well as the end-user acceptance.

These standardized SNP Add-ons for SAP Solution Manager can be seamlessly integrated into your SAP environment and are ready to use.



Your benefits at a glance

- Extensive enhancements for SAP Solution Manager based on SNP best practices
- Seamless integration into existing IT processes and functions
- SNP Add-ons are based on experiences from more than 550 international projects at customers with up to 80,000 users since 2002
- Ease of use and a high level of user acceptance due to intuitive handling
- Rapid implementation due to standardization

SNP BLM PRODUCT PORTFOLIO

SNP E-mail Inbound

Automatic creation and updating of incidents and change requests via e-mail



SNP Notifications

Easy-to-configure sending of automatic e-mail messages



Features

- Creation and/or updating of messages in SAP Solution Manager via automated processing of incoming e-mails
- Importing of e-mail attachments as files attached to the message
- Automatic identification and assignment to the support team
- Automatic status change through incoming e-mails
- Customized extensions possible (such as customer-specific fields)

Features

- Automatic e-mail notification after a change of the incident status, business partner or any other action
- Easy definition of the multilingual text templates which can include attributes such as ID, status, priority
- Support of HTML-based e-mail forms using the customer's CI
- Direct link from the e-mail to the ticket in the SAP Solution Manager
- No programming knowledge or the use of SAP Smart Forms required

Benefits

- Easily create and update incidents and change requests via e-mail
- End user is not required to log into the system
- Simplify the involvement of the end user in the notification process
- Quick switch from legacy systems to SAP Solution Manager

Benefits

- Shorter response time, particularly in urgent support cases
- Status tracking by the end user outside of SAP Solution Manager
- In conjunction with the SNP E-mail Inbound Add-on, this add-on offers seamless communication with the end user via e-mail

SNP Screenshot

Easy-to-use screenshot integration for test messages and incidents



SNP Full Text Search

Quick and easy full text search covering all text in a message – without SAP TREX®



Features

- Automatic and easy attachment of screenshots when processing messages
- The amount of information contained within support messages increases significantly and reduces further inquiries and the time spent processing messages
- Automatic import of failed authorizations and user's lock entries
- Fast record of test errors as screenshots
- Support for SAP GUI and web-based user interfaces

Features

- Language-independent full text search across all types of processes
- All messages are also available as a solution database without any importing activities
- SAP TREX is not required
- In conjunction with an SAP TREX server, it also offers the possibility to search through attachments of messages via a central search form
- Can also be directly integrated into standard SAP search forms and web-based SNP search forms with additional information

Benefits

- Easier and faster direct documentation of errors and issues in the tickets
- Extremely user-friendly with a high level of acceptance due to fewer manual activities
- Rapidly find solutions using extensive context information
- Simplified analysis of missing user permissions through automatic addition of required information (SU53 and SM12)

Benefits

- Speed up message and change document processing through the use of full text search across all messages and the knowledge base
- Low costs – no additional hardware and administration required
- High level of acceptance with low maintenance requirements
- Possibility to check special access authorizations before displaying search results

SNP SOFTWARE OVERVIEW



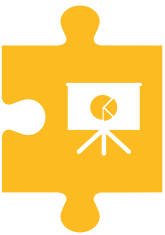
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About SNP Business Landscape Management

SNP Business Landscape Management (BLM) covers all application life-cycle management (ALM) features and scenarios within SAP Solution Manager. In more than 550 successfully completed projects, SNP specialists have developed a variety of best practices, methods and add-ons to optimize the SAP Solution Manager. The software and services from SNP cover all

customer requirements – from standard SAP scenarios up to complex, customized release management.

You can find additional information by visiting: www.snp-blm.com

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