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# Solution Manager: the Customer view

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SBS IS Applications

# AGENDA

1. Solvay and Techedge presentation
2. Main ideas
3. ChaRM usage & Achievements
4. SEA / BPCA
5. Next Steps



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# Solvay main figures

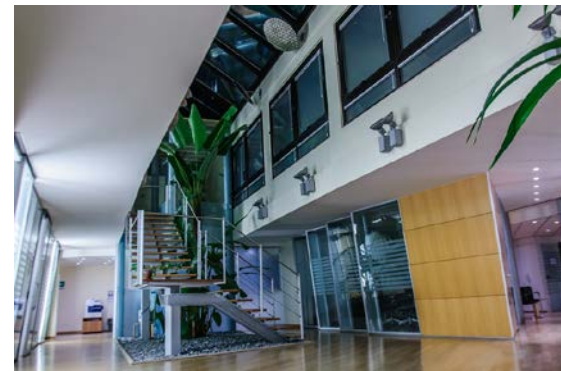
An international chemical and advanced materials company, Solvay assists its customers in innovating, developing and delivering high-value, sustainable products and solutions which consume less energy and reduce CO2 emissions, optimize the use of resources and improve the quality of life. Solvay serves diversified global end markets, including automotive and aerospace, consumer goods and healthcare, energy and environment, electricity and electronics, building and construction as well as industrial applications. Solvay is headquartered in Brussels with about 30,900 employees spread across 53 countries. It generated pro forma net sales of € 12.4 bn in 2015, with 90% made from activities where it ranks among the world's top 3 players. Solvay SA ([SOLB.BE](https://www.euronext.com/brussels/stocks/stocks/SOLB.BE)) is listed on Euronext in Brussels and Paris (Bloomberg: [SOLB:BB](https://www.bloomberg.com/quote/SOLB:BB) - Reuters: [SOLB.BR](https://www.reuters.com/markets/commodities/solvay-brussels)).

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



# Techedge main figures

Techedge's mission is to help companies become more agile by exploiting the value of IT throughout every stage of their business transformation.



Techedge provides business solutions and IT services that combine pragmatic business vision and excellent IT delivery capabilities, with a lean, trust-based approach.

With over 1500 professionals worldwide, Techedge offers its clients the scalability of a global provider, the flexibility of a local partner, and the competence of a strategic, trusted advisor.

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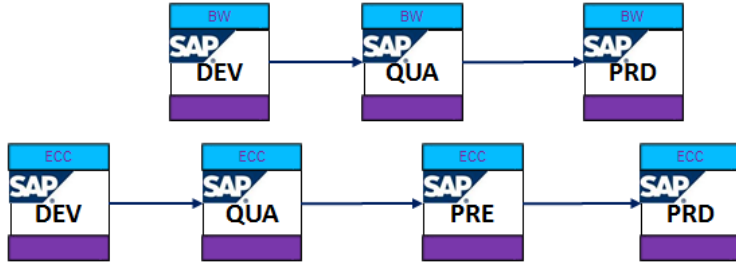


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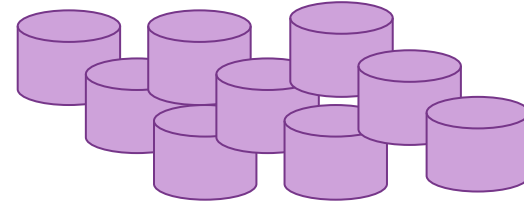
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# Main ideas

## 12 SAP Landscapes (3 or 4 tiers)

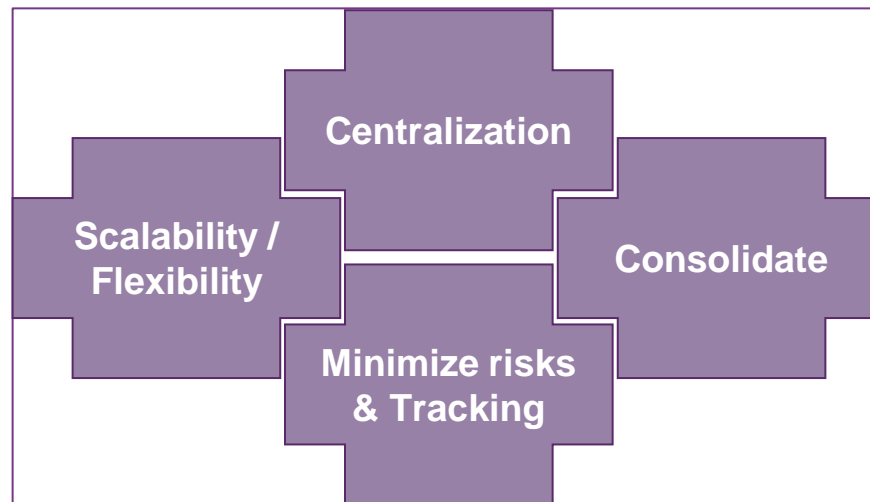


## 150 legacy systems



1900 end Users

**One Common Solution for One and only change process**



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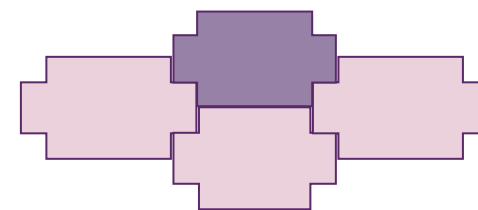


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# Centralization: ChaRM implementation

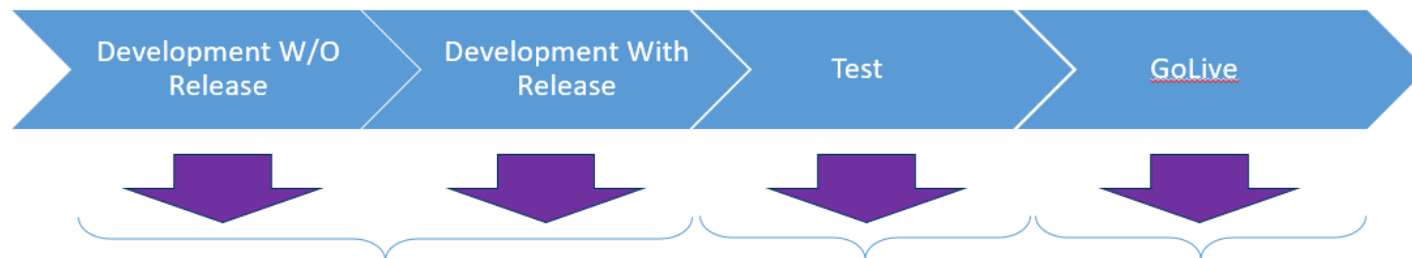


HARMONIZING IT CHANGE RELEASE MANAGEMENT:  
Solvay adopts SAP Solution Manager Change and Control  
Management Scenario (formerly known as ChaRM)

- One simplified, centralized & consolidated governance process (SAP – Non SAP)



# Minimize risks: Release Management / periodic Releases

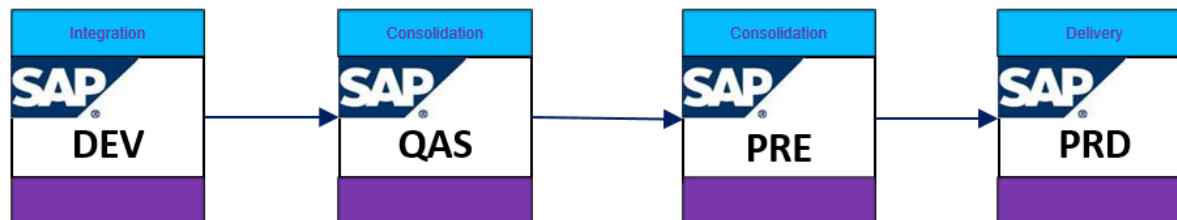


- Perform Configuration and Development
- Perform Unit test

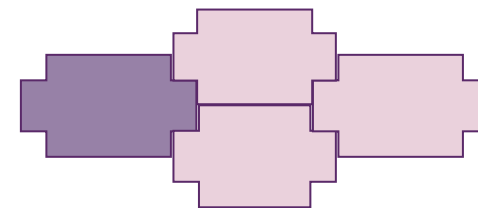
- Complete Development & Unit test
- Perform Integration testing

- Perform Regression testing

- Cutover & GoLive

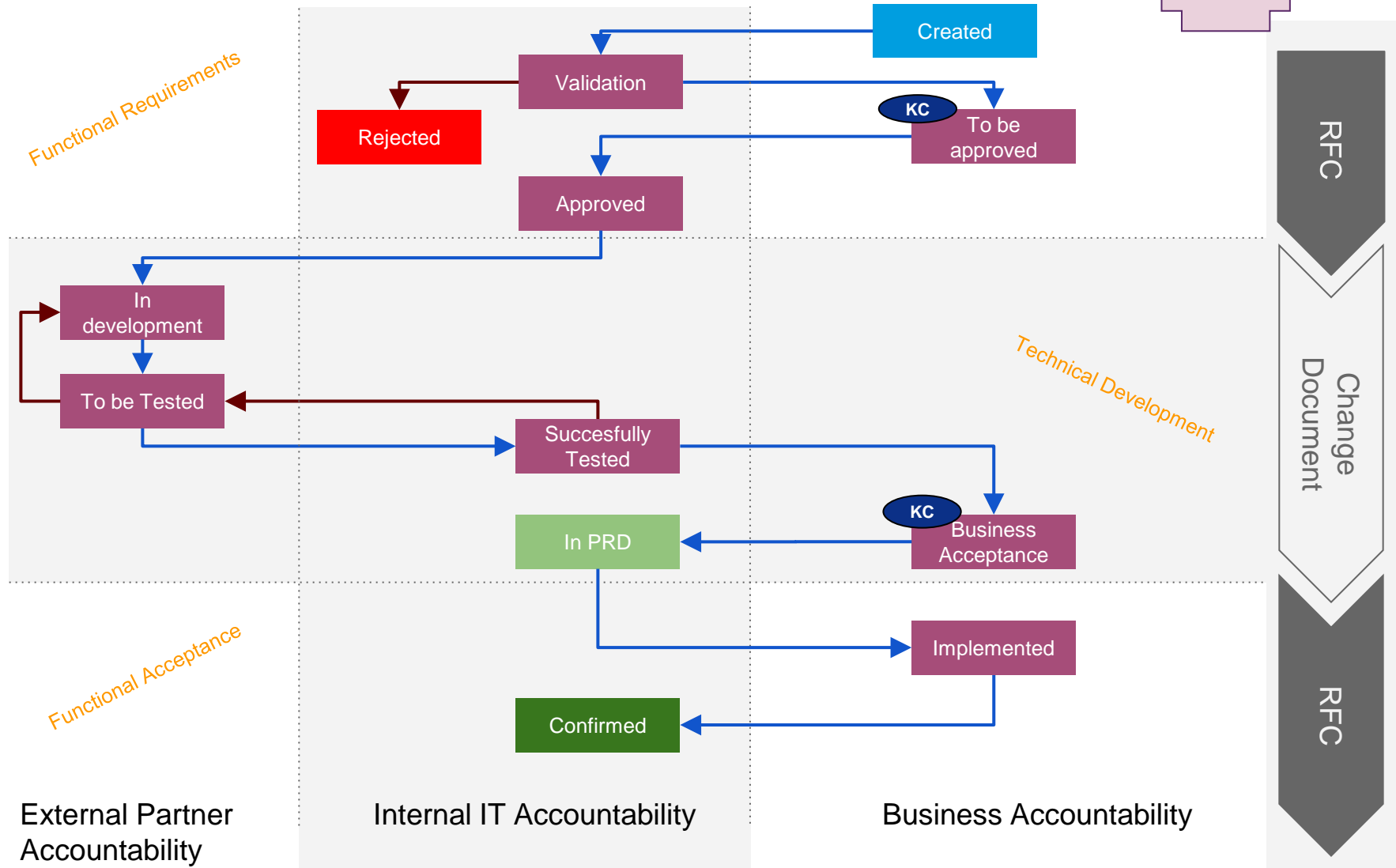
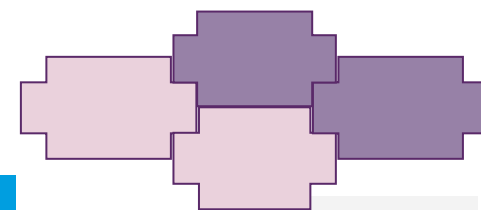


# Scalability & Flexibility: ChaRM usage & Achievements

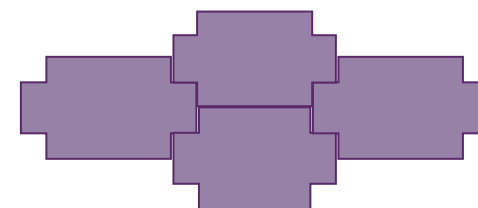


- Flexibility in the external partners Management inside the process
- Controlling, Auditing and tracking of the changes
- Quality process enhancement
- **Smart developments / customizing , highly flexible**
- Scope and Effort Analyzer, Custom Code Management discovery

# Centralize: One process Workflow



# Simplify: SAP Changes Categorization

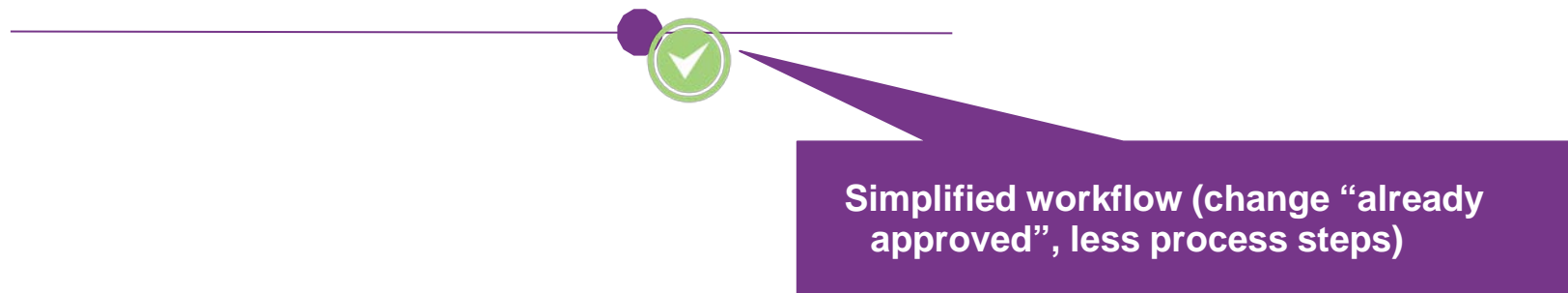


**Normal Change / Urgent Change / Defect Correction**  
(real modifications)

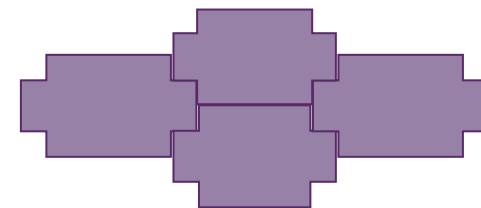


## Standard Change

(predetermined changes / almost master data)



# Smart Developments (example)



External incident management system integration.  
The Request for Change (that is a document to request a modification in Solution Manager ) is directly created from the external system using an interface we created.



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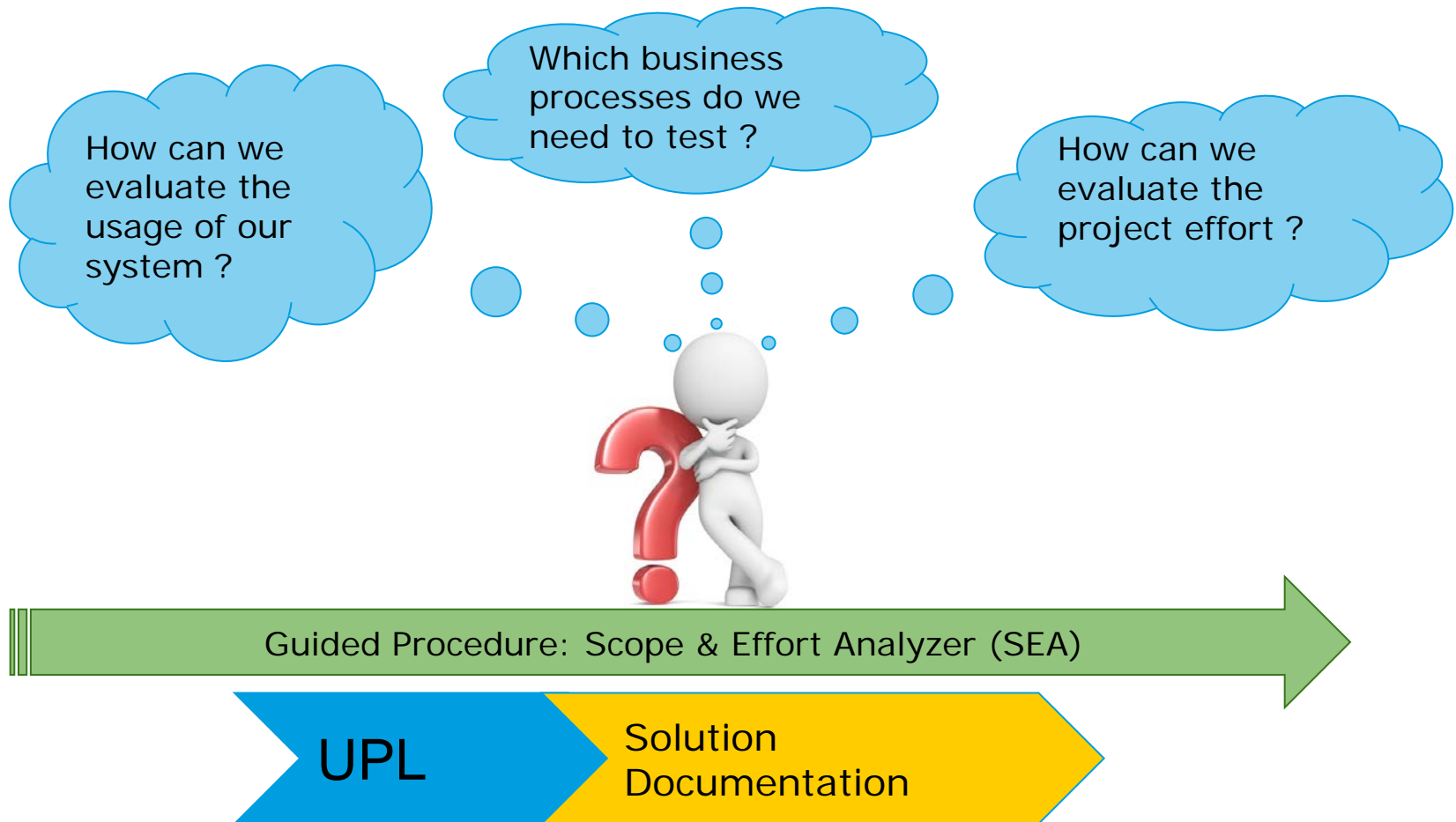
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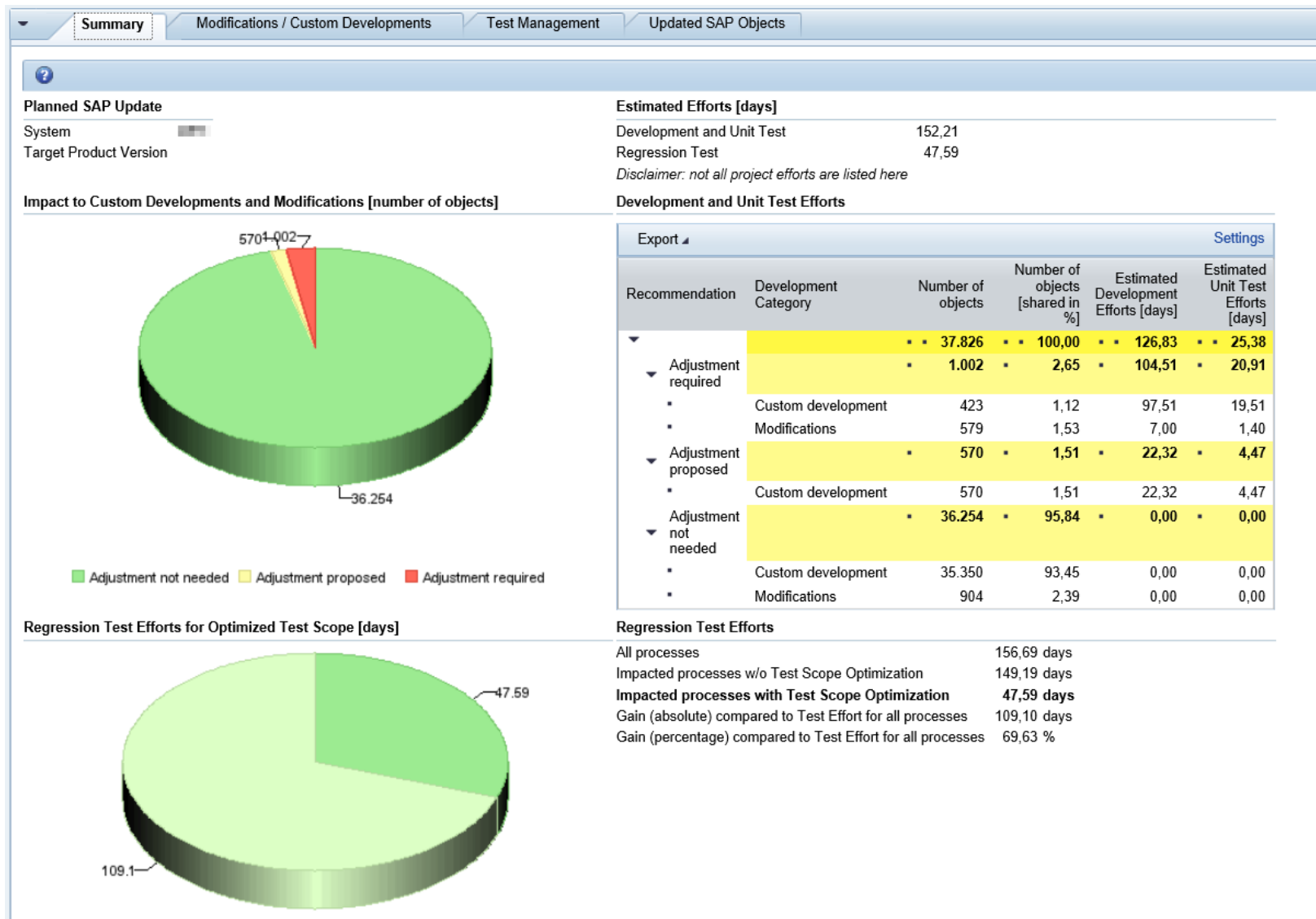
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# How to determine Impact and effort required for an SAP EHP Upgrade or SP?





# SEA Output Overview



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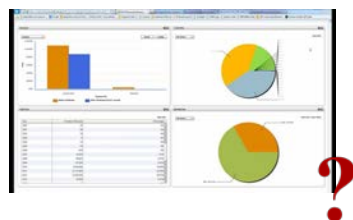
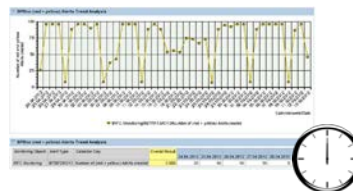


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# Next Steps...

- Targeting to 7.2 Upgrade
- Custom Code Managemen
- EEMon
- BPMon
- DVM
- CBTA



# About the authors



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# Link to the Case Study

Read and download ChaRM case study here:

<http://www.techedgegroup.com/spotlight-solvay-and-sap-solution-manager-charm>



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