REALTECH

SERVICE
MANAGEMENT

SAP INTEGRATION

EFFICIENT SUPPORT PROCESSES IN SAP SOLUTION MANAGER THROUGH THE ADVANTAGES OF AN ALL-ROUND CMDB

REAL ADDED VALUE THROUGH A SMART DATABASE INTEGRATED IN SAP SOLUTION MANAGER

WITH REALTECH CMDB

The integration of a powerful and comprehensive CMDB in SAP Solution Manager solves the problem of missing information when processing tickets in IT support. SAP Solution Manager can also be used as a comprehensive ITSM tool for the entire IT department: The integration provides the user with a transparent database that covers both the non-SAP systems in the SAP landscape and the rest of the IT.

OUR SOLUTION

By integrating REALTECH's CMDB into SAP Solution Manager, IT support staff have all the information they need to analyze tickets at a glance. This is because a great deal of additional information is often required to process tickets correctly, and SAP Solution Manager alone cannot provide this information. Information about the entire infrastructure (SAP and non-SAP) is linked and made easily accessible to the IT supporter. Using meaningful graphical relationship overviews, the supporter can view related information at the push of a button - deep diving made easy.

This can be information within the SAP landscape as well as systems outside the SAP landscape. In addition to the pure IT infrastructure (servers, PCs/notebooks, printers, virtualization, network devices, smartphones, tablets, etc.), this can also include components that are currently the focus of IT support or enterprise support in the context of digitization. In the retail industry, for example, cash registers, scales, cooling equipment; in the manufacturing industry sensors, robots or machines data is required..

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The solution presented includes a comprehensive CMDB that provides all the information needed for the incident management process and other ITSM processes in SAP Solution Manager (SolMan).

- The transfer of information is guaranteed via an interface to SolMan.

- Thus, the supporter can directly display the configuration items of the reporting user in the SolMan interface, view their attributes and add them to the ticket.

- For devices that do not directly have a defined relation to the reporting user, the entire CMDB can be searched to assign the configuration items. The support process in SolMan has access to all information on SAP and non-SAP components.

- If required, the supporter can access the CMDB user interface from SolMan and obtain deep-diving information, including meaningful graphical relationship overviews.

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YOUR ADVANTAGES AT A GLANCE

Reliable information base

- Holistic information in Incident Management and for further ITSM processes, for example to conduct impact analyses
- „How many employees use a server?", „How many Surface devices are in use?" You will find answers to these and many other questions immediately

Accelerated fault clearance process

- Any faults that occur are rectified as quickly as possible
- Business critical processes are ensured
- End user problems are solved faster and more accurately

Massive workload reduction for IT supporters

- The workload for support staff is significantly reduced (by up to 30% for 1st level calls)
- All required information is available via the SAP Solution Manager interface
- Graphical relationship overviews show related information

Standardization, automation and digitalization

- Complete and clear mapping of the asset lifecycle process
- Highly efficient processes in the service desk
- Simple and valid integration, administration and analysis of configuration data from different data sources (e.g. via baselining)
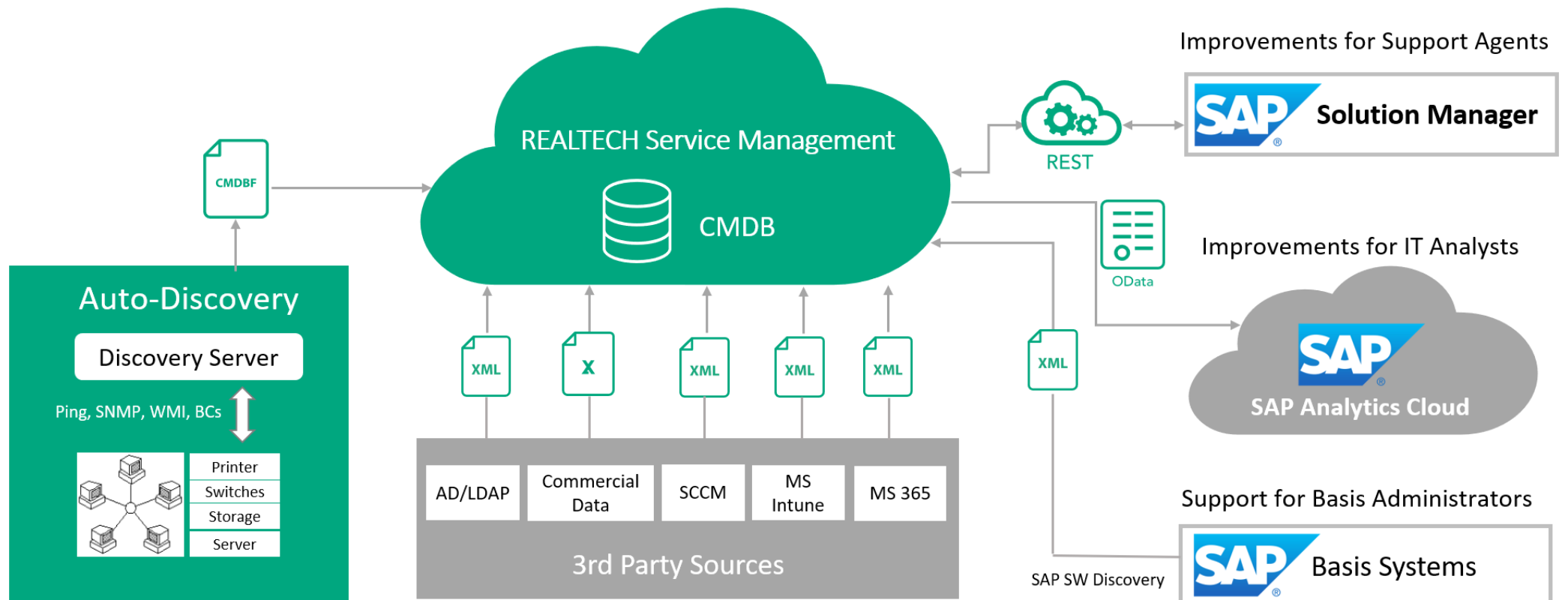
Rapid implementation with rapid added value

- Short term, fast implementation without the burden of internal resources (< 30 days)
- Significantly improved quality of IT service management with SAP Solution Manager in a short time

These features make the CMDB the central working tool that not only enables efficient and fast processing of tickets, but also provides an ideal overview of all necessary data. In the end the quality of work results is improved significantly.

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INTEGRATION INTO THE SAP WORLD

Interaction of SAP SolMan and REALTECH CMDB

Improvements for Support Agents

SAP Solution Manager

REALTECH Service Management

CMDB

REST

CMDBF

OData

Improvements for IT Analysts

SAP SAP Analytics Cloud

Auto-Discovery

Discovery Server

Ping, SNMP, WMI, BCs

Printer
Switches
Storage
Server

XML   X   XML   XML   XML

XML

AD/LDAP | Commercial Data | SCCM | MS Intune | MS 365

3rd Party Sources

SAP SW Discovery

Support for Basis Administrators

SAP Basis Systems

EMPOWER YOUR ENTERPRISE
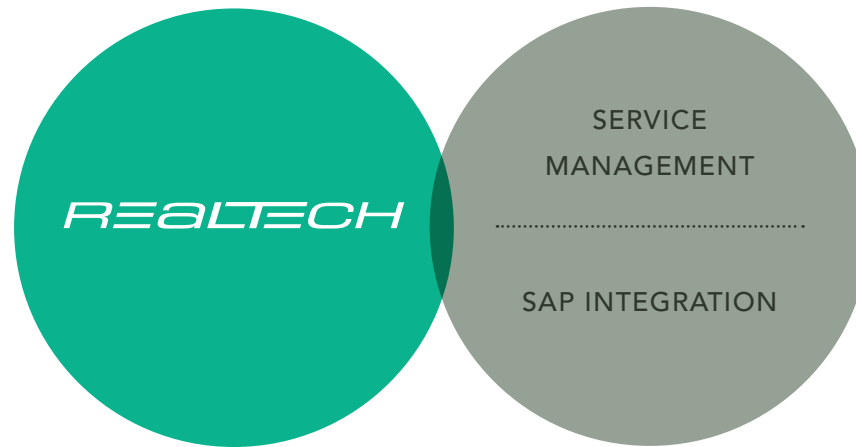
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ALWAYS ON THE SAFE SIDE WITH REALTECH

- Expertise in IT service management with distinct SAP know-how

- Over 20 years of experience in automatic recognition of configuration items

- Available as flexible cloud solution or on-premises

- Minimum implementation times for integration into IT landscapes

- Made in Germany with on-site consulting

ARRANGE AN APPOINTMENT WITH US!

We will be happy to take up your individual requirements. Experience the quick wins with a proof of concept and after the first autodiscovery.

Contact us: SERVICEMANAGEMENT@REALTECH.COM

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ABOUT REALTECH

REALTECH. Your partner for DevOps for SAP and Agile IT Service Management.
We think synergetically with you in development, service and operation. So you can inspire your
customers with efficient IT services and realize more innovation faster.

REALTECH AG

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