

Focused Insights for SAP Solution Manager

Константин Вертманн, SAP
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PUBLIC

Agenda

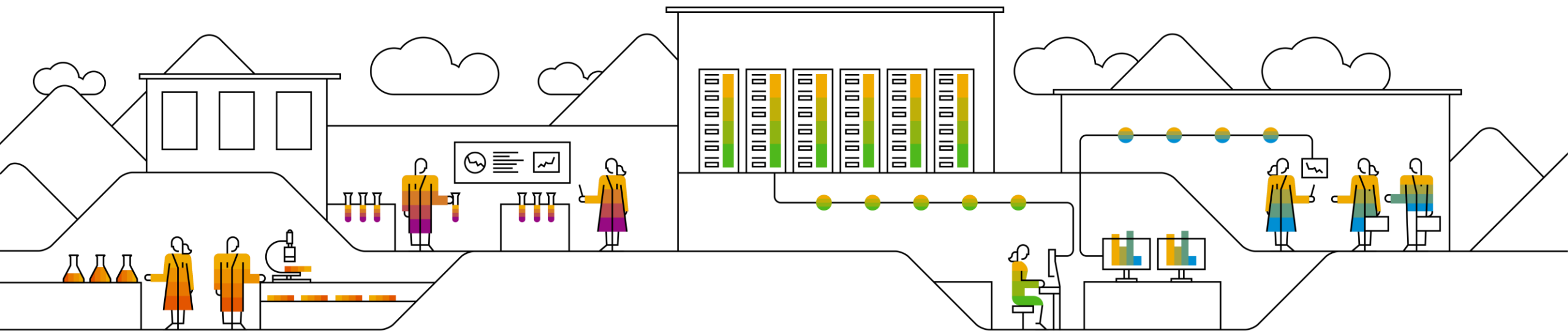
Overview

- Functional scope
- Demo

More information

- Usage rights
- New functionality and improvements
- Available information resources

Overview



Approach

Focused Insights is a **Focused Solution**: Turnkey solution based on SAP Solution Manager.

Focused Insights is an **add-on** installed on top of SAP Solution Manager.

Focused Insights is available to all customers:

<https://support.sap.com/en/solution-manager/focused-solutions.html>



Goal



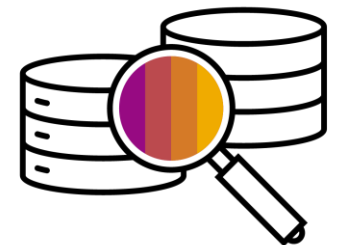
Focused Insights

SAP solution management **reporting** for all IT users
SAP IT services & solution **performance optimization**
Operations and **Control Center** platform



SAP Solution Manager

SAP solution management platform
Derive maximum value from your SAP solution



Content

Platform for SAP IT services & solution optimization



Pre-packaged SAP UI5 content based on SAP Best Practices

Dashboard Models

Pre-defined catalog of indicators for SAP IT management based on SAP Solution Manager

Dashboards Indicators



Key features

Platform for SAP IT services & solution optimization

- Access to all indicators in form of statuses, trends, history and compliance view
- Dynamic analysis with rolling period
- Cross-reporting for **build** and **run** use cases for IT and Business for operators, key users, SAP basis, service manager and CIO



Use Cases

As a CIO, you need to give to your IT organization full **visibility**, **control** and **transparency** over all the components contributing to the performance of your SAP landscape.

Visibility



Strategic

- Align IT organization with corporate strategy
- Align business and IT organizations
- Measure service performance and progresses
- Communicate on organization's strategic objectives

Dashboards for executives

Control



Governance

- Control solution status and trend against the forecasts
- Comply with service level agreements
- Monitor and identify early good and bad trends
- Optimize the usage of resources

Dashboards for managers

Transparency



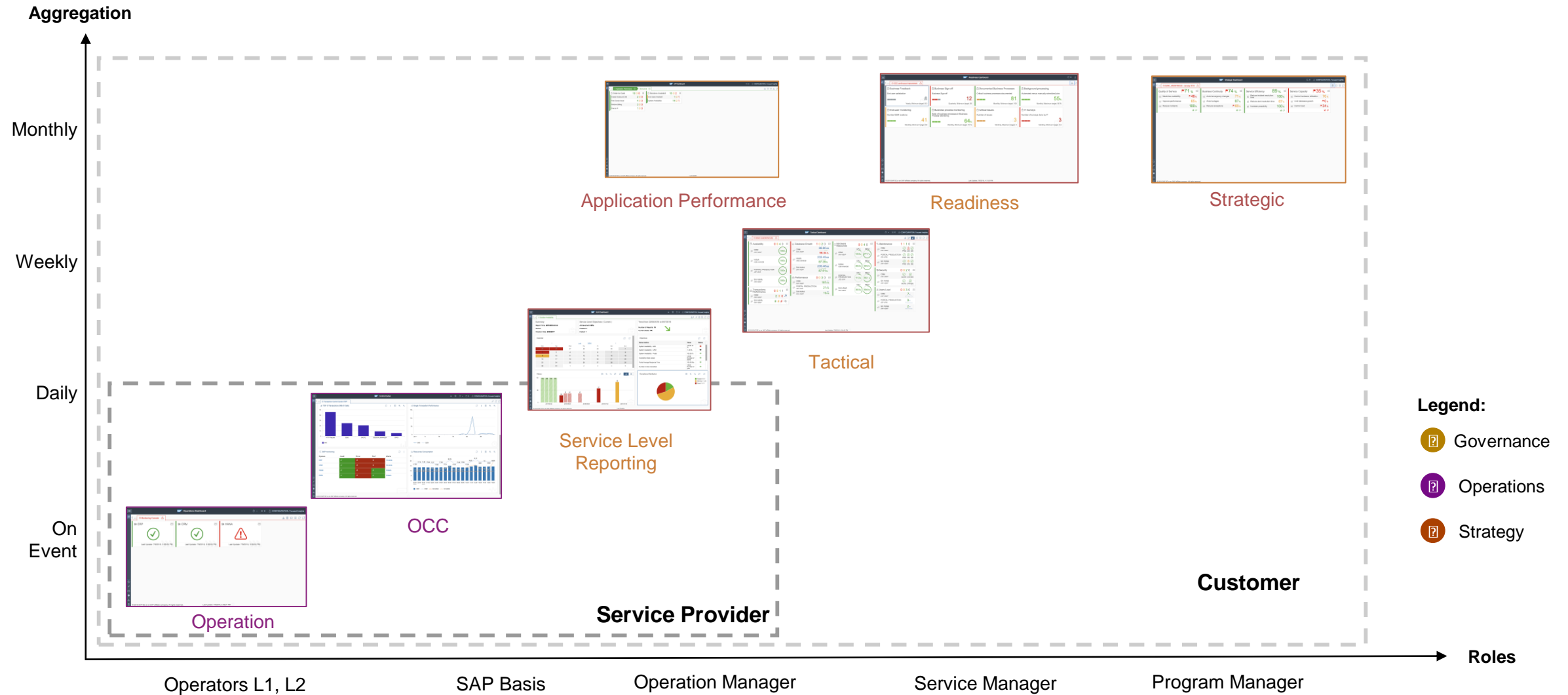
Operation

- Design custom specialized views
- Build hierarchies and aggregated indicators
- Jump-in to integrated SAP Solution Manager expert tools

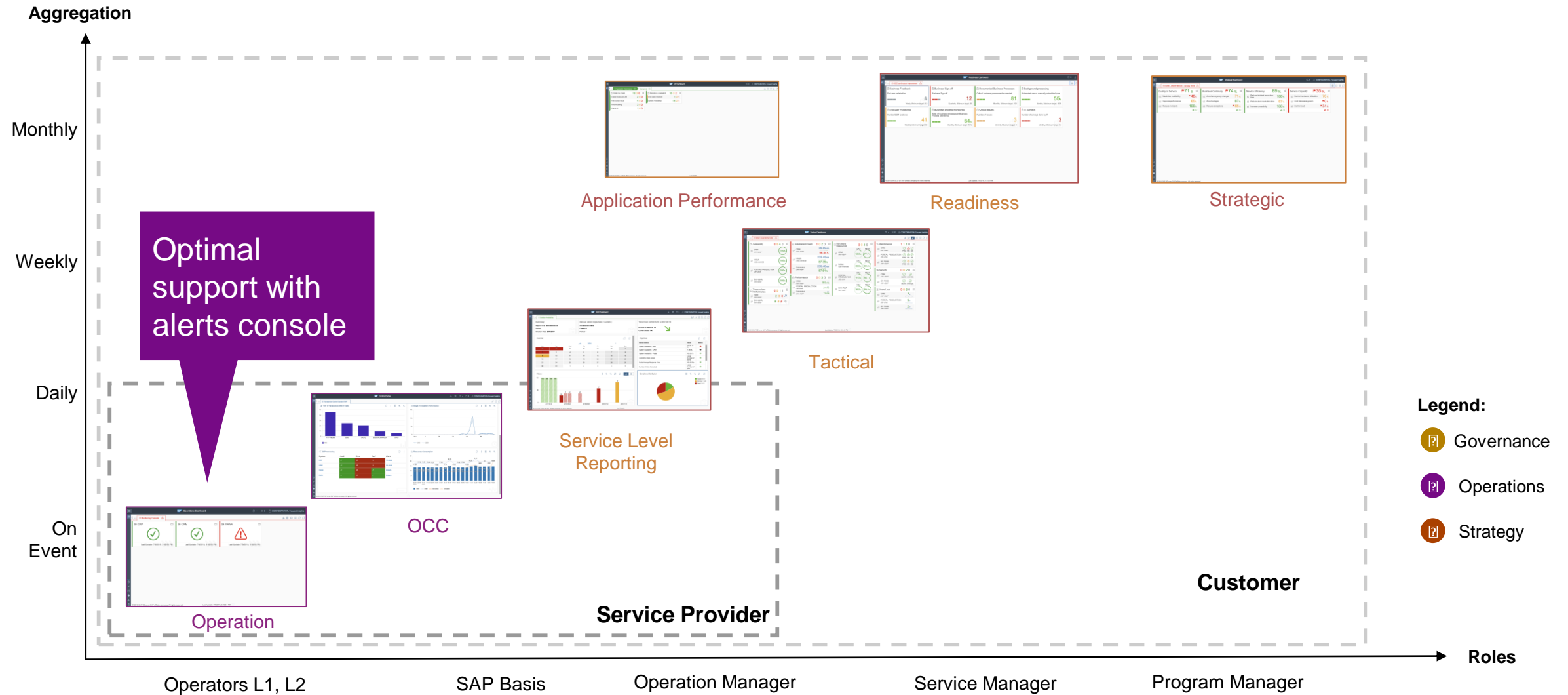
Dashboards for experts

SAP Focused Insights is packaged as **Dashboards Models**

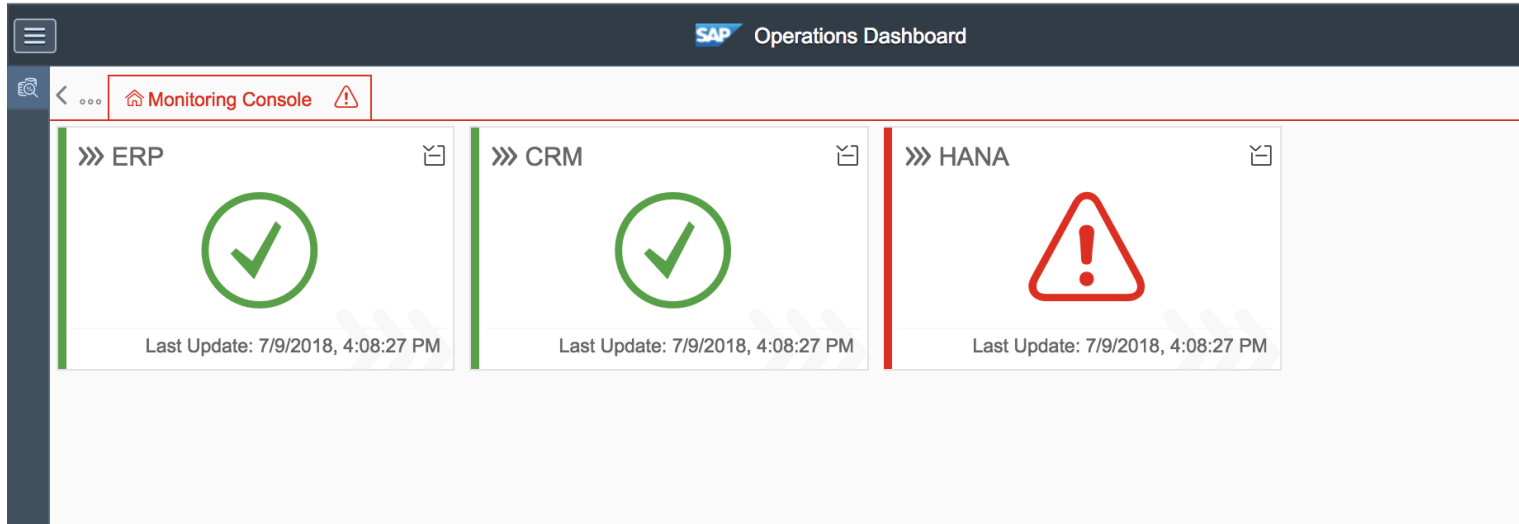
Pre-defined template corresponding to a best practice use-case



Operation Dashboard



Operation Dashboard

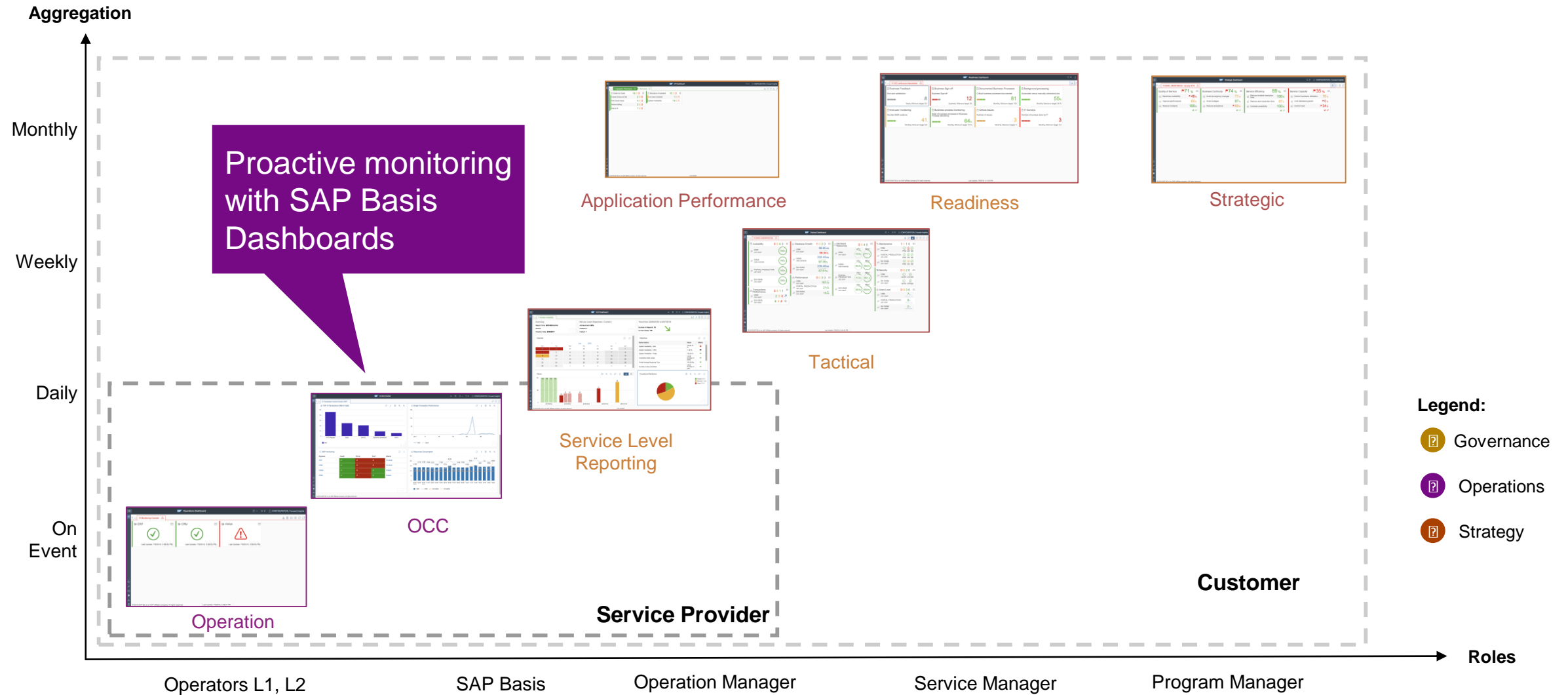


With the **Operation** dashboard, you can detect and solve alerts to track issues as they occur.

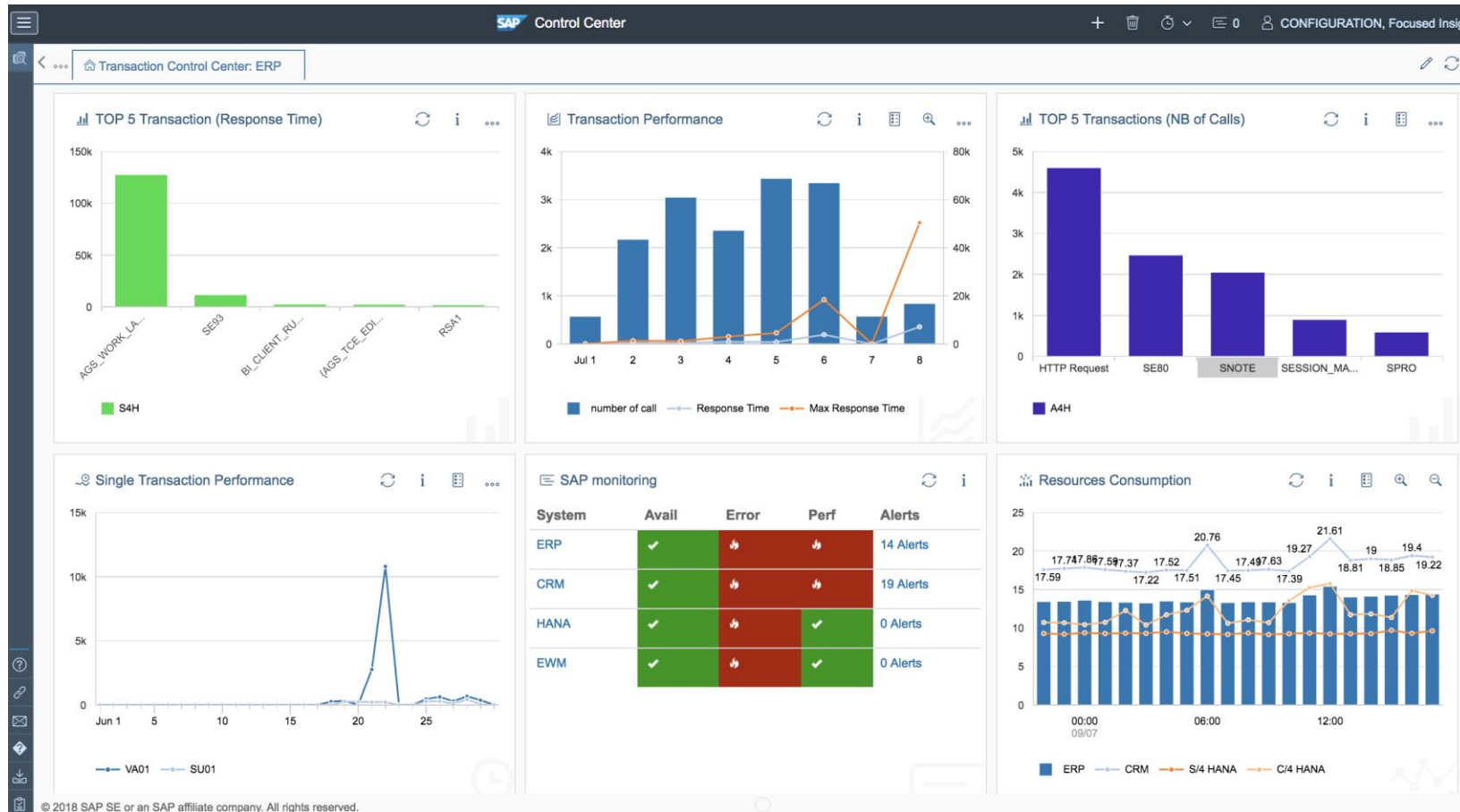
With the alert console of Focused Insights, your team knows the current situation of your SAP environment.

Your first and second level support organization can operate your solution with insight into the root cause of issues and the ability to drill down into the problem.

Control Center Dashboard



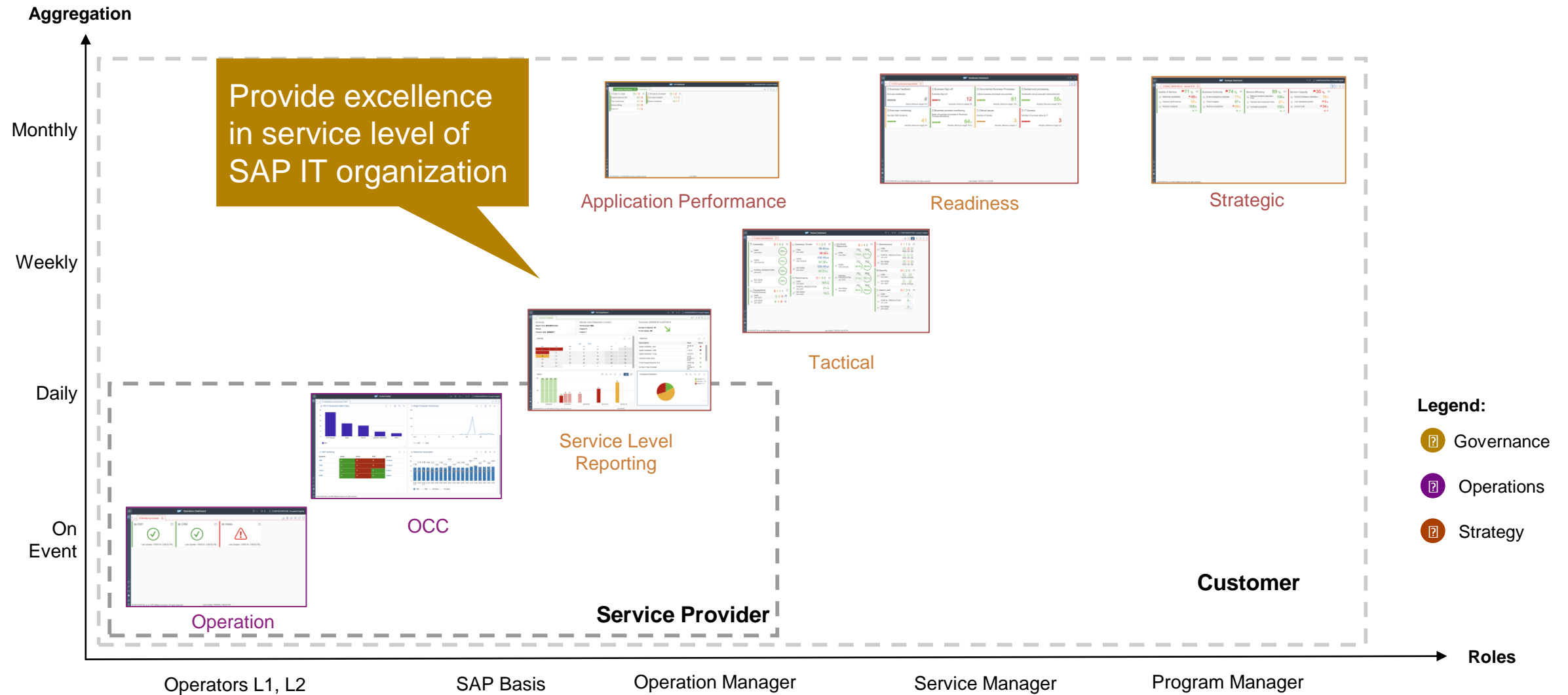
Control Center Dashboard



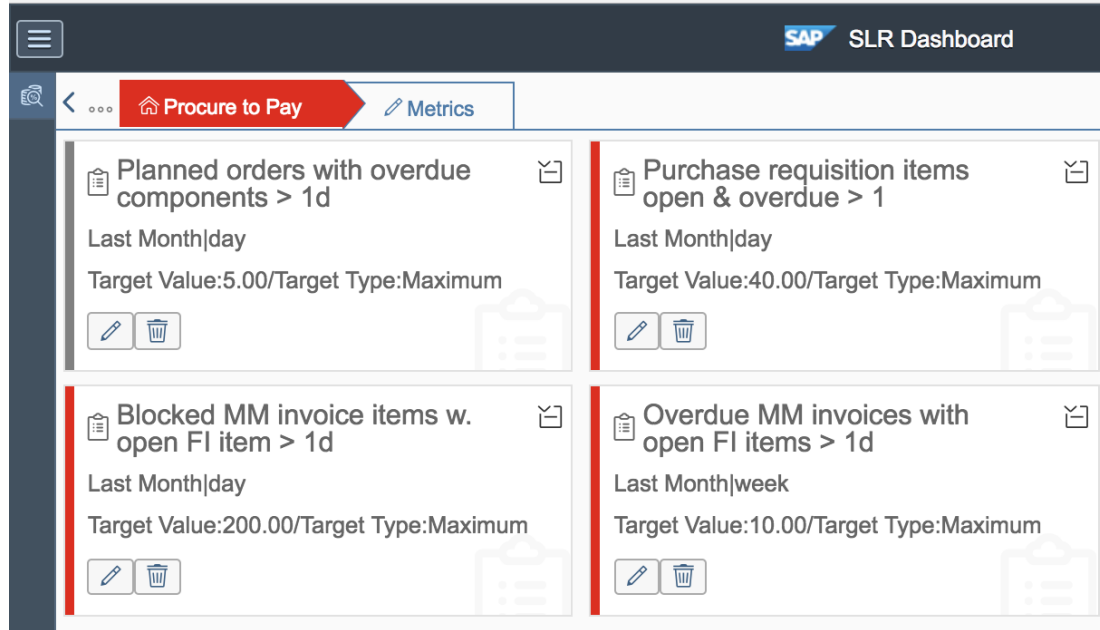
Through **Control Center** dashboards, you can view in real-time the key areas of your SAP environment with multiple indicators correlated in single views for early detection of top offenders.

The capacity to detect issues at early stage is a game changer in improving users experience.

Service Level Dashboard



Service Level Dashboard

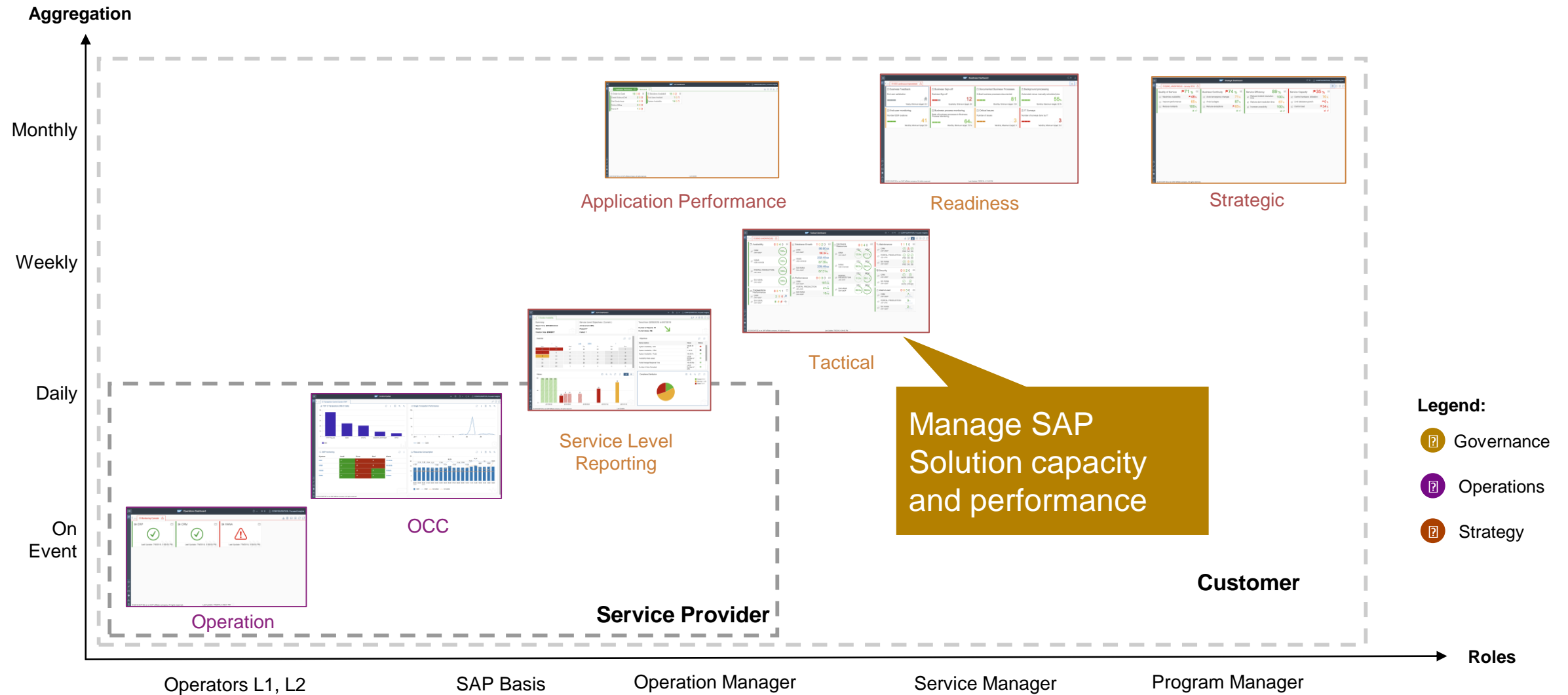


Setting objectives and monitoring target achievements allow High-performing SAP IT services to report on the value they provide to the business.

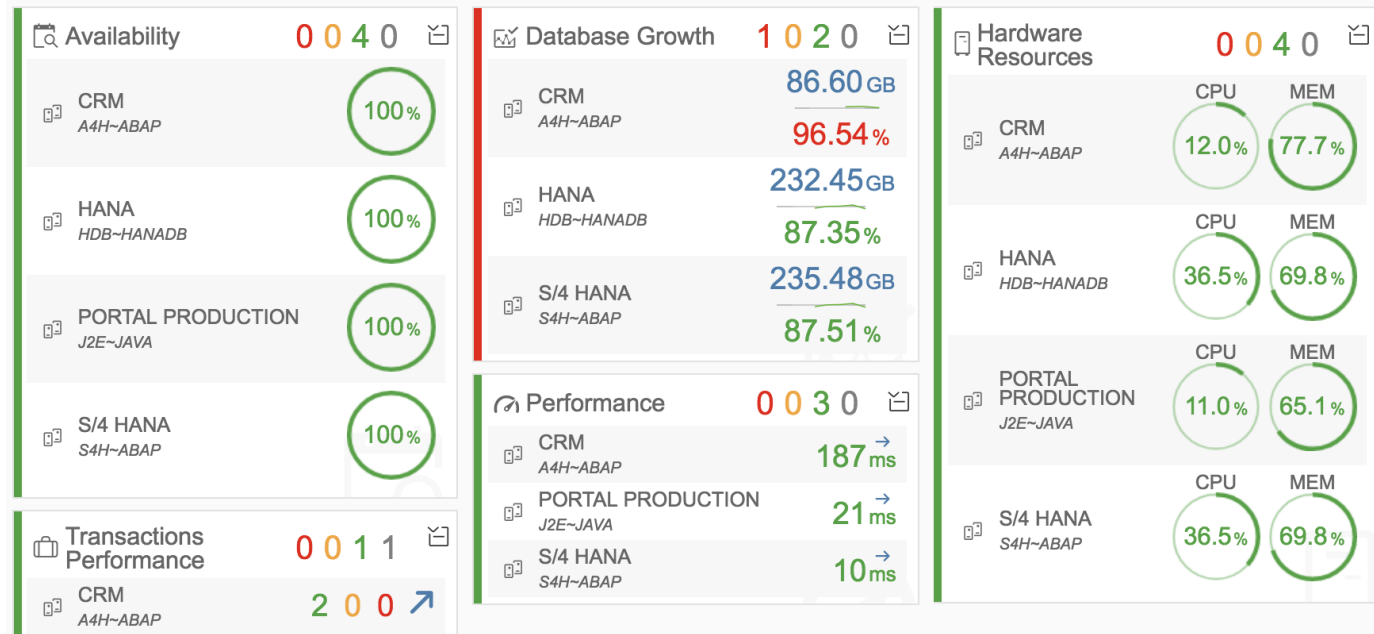
With Service Level dashboards, building and maintaining a service level report is an easy task that SAP service manager could realize in a few clicks.

Based on the full range of SAP IT and business indicators, your teams have a centralized management console to design, build, and monitor service agreements for SAP Solutions. It combines automation and flexibility to measure and manage your levels of service in a consistent automated manner.

Tactical Dashboard



Tactical Dashboard

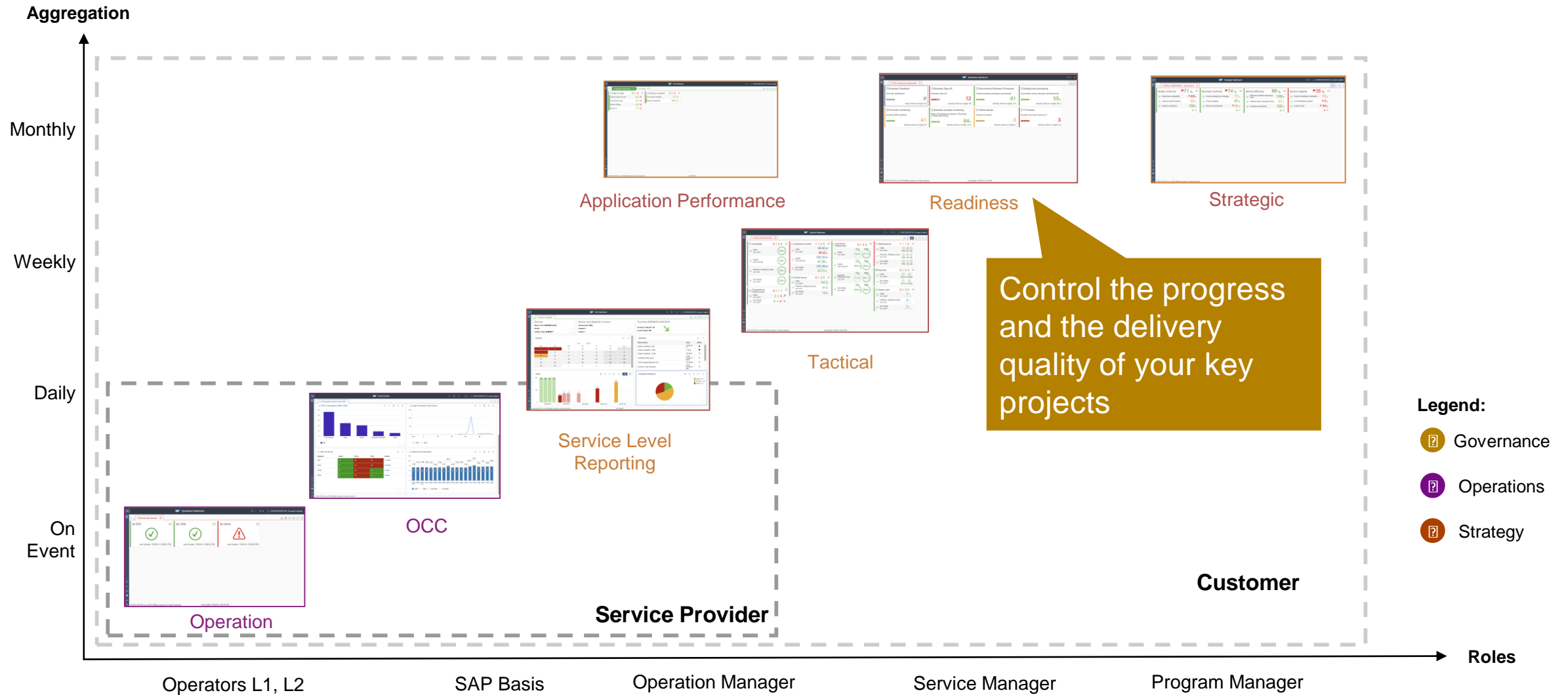


The performance of your SAP solution relies on capacity and health indicators like workload, volume, capacity, resources utilization...

To optimize the capacity of your SAP environment you need to visualize those key elements in a way that will help you to improve your application performance.

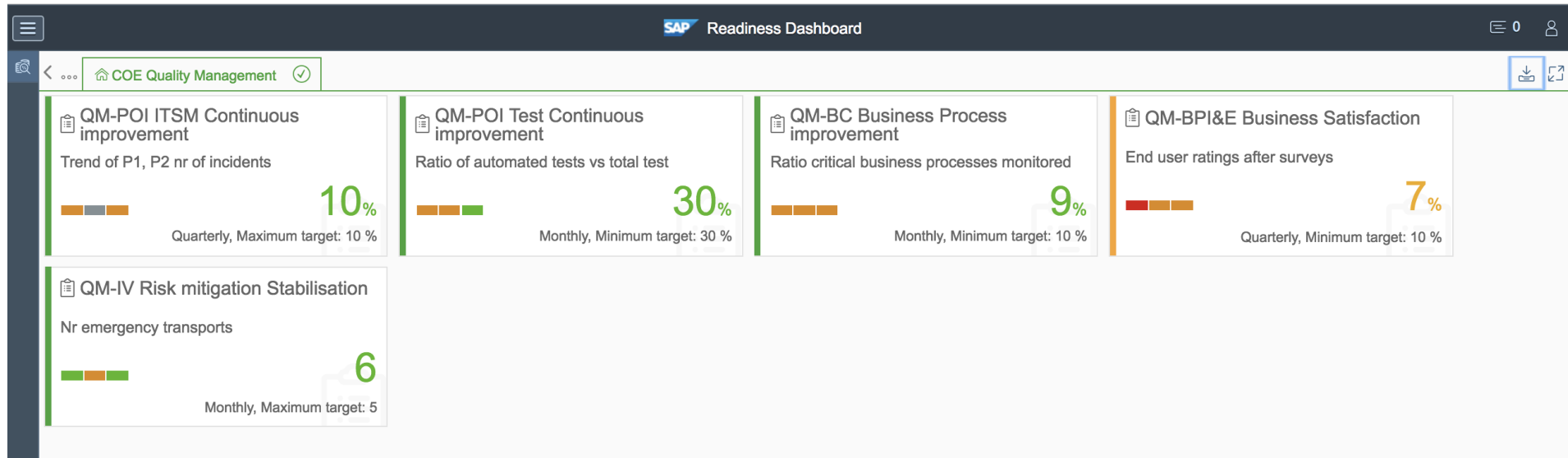
- With real-time indicators visualization, **Tactical** dashboards help you to quickly identify issues.
- At the same time, through historical views, you can determine trends and perform detailed and predictive analysis.

Readiness Dashboard



Readiness Dashboard

The **Readiness** Dashboard provides you with a simple and fast way to track the progress of your projects.

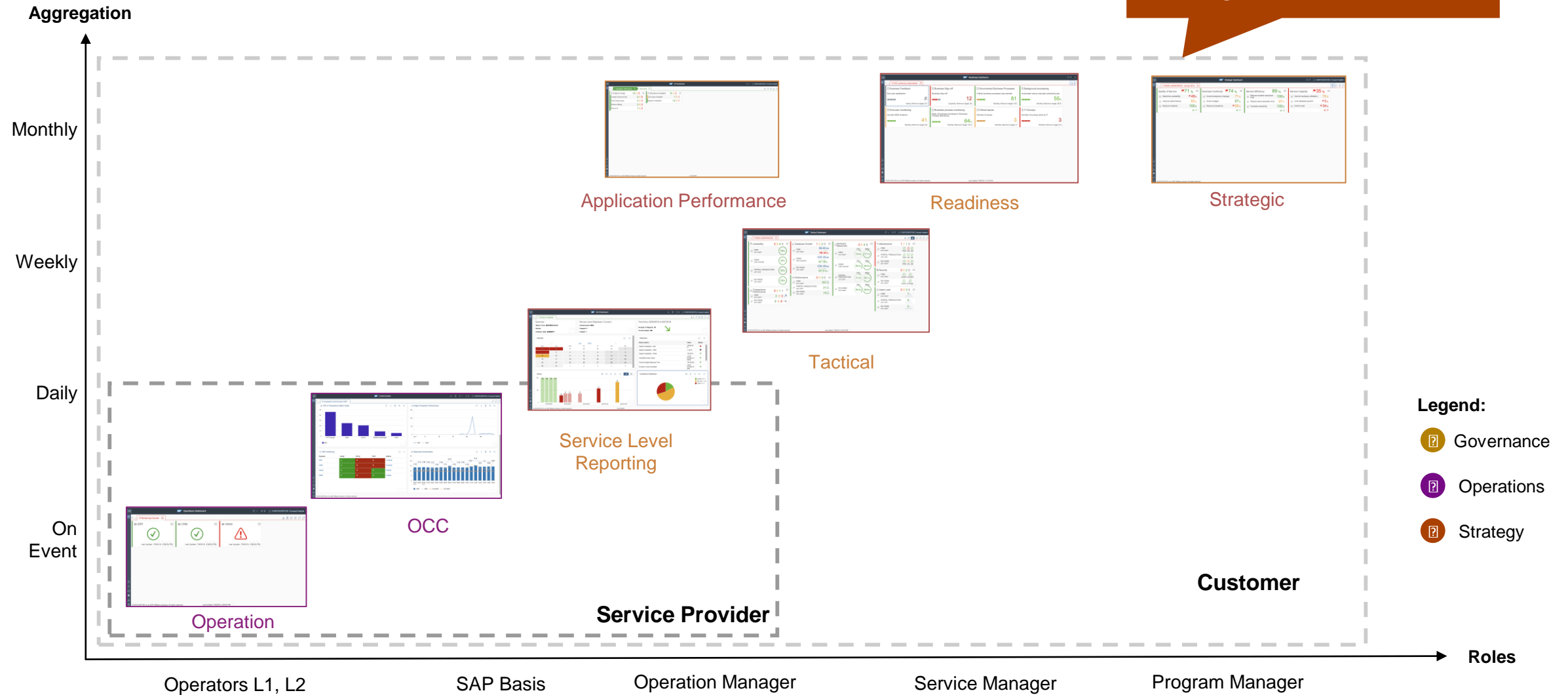


Without a meaningful way to monitor the progress of your projects, performance isn't always easy to measure.

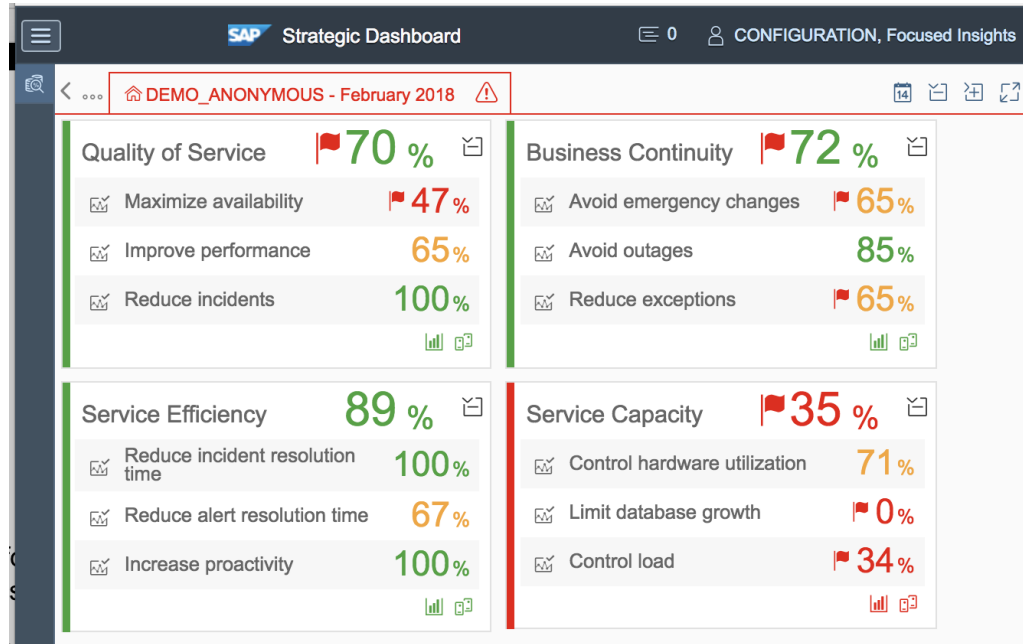
By defining milestones and associating targets to your main indicators, project managers can lead their teams to higher standards, greater quality and successful projects.

Strategic Dashboard

Implement continuous improvement with strategic scorecards



Strategic Dashboard

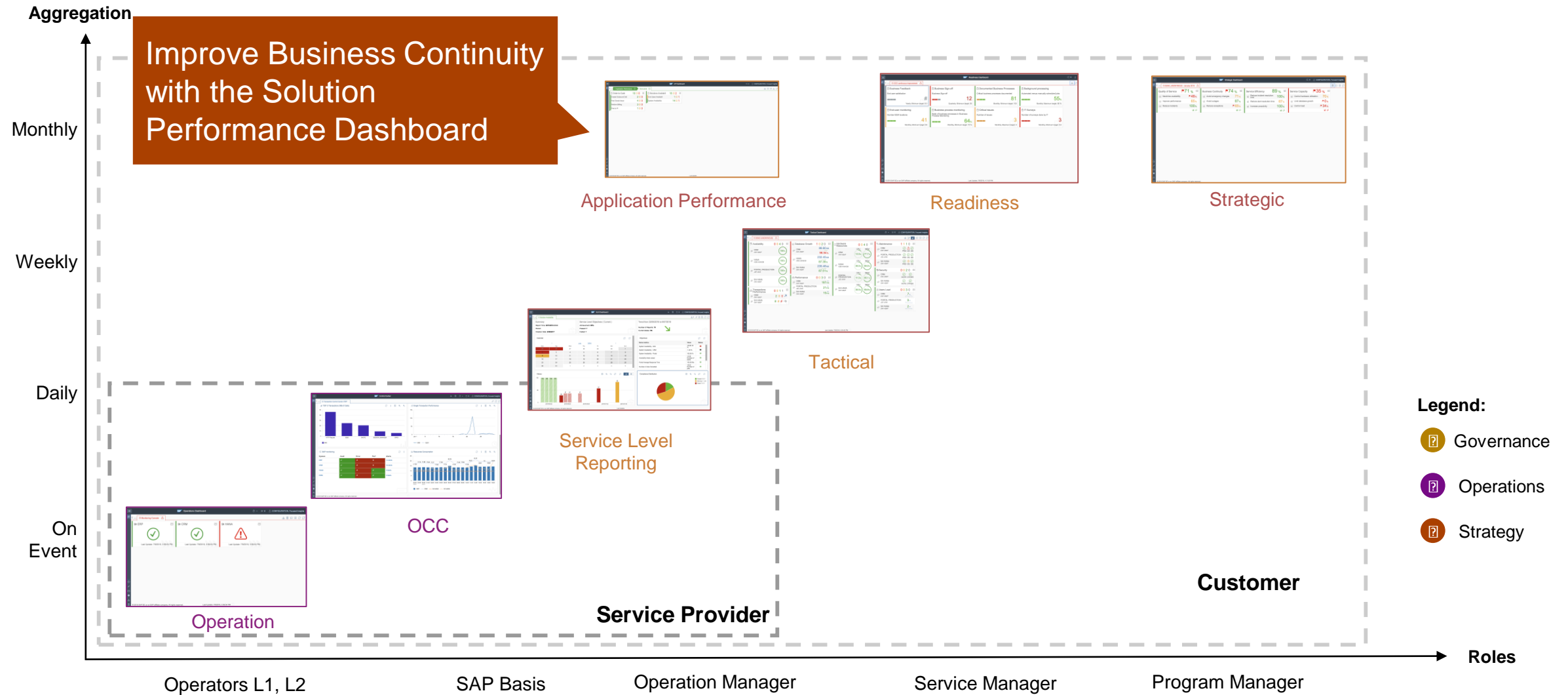


With Focused Insights, you can monitor progress of your IT organization with intuitive performance scorecards.

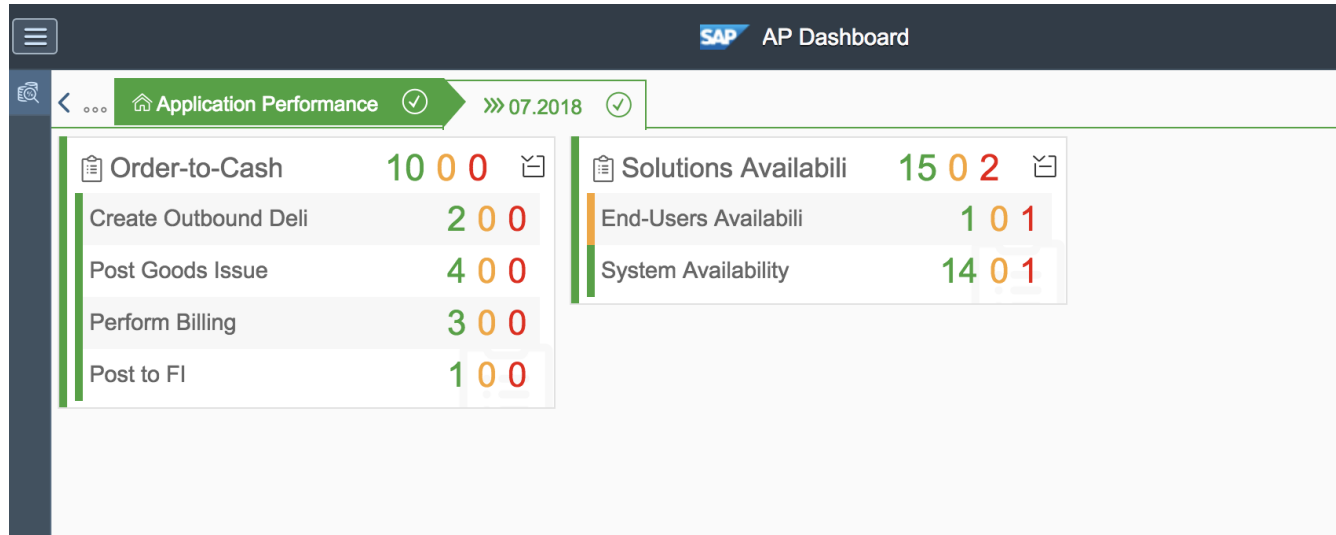
Being able to measure your performance over long period of time helps you to put in place effective continuous improvement processes.

It easy to keep your strategic plans on track. You can improve visibility and collaboration with a single source of data and prioritize and focus resources towards your business objectives.

Application Performance Dashboard



Application Performance Dashboard



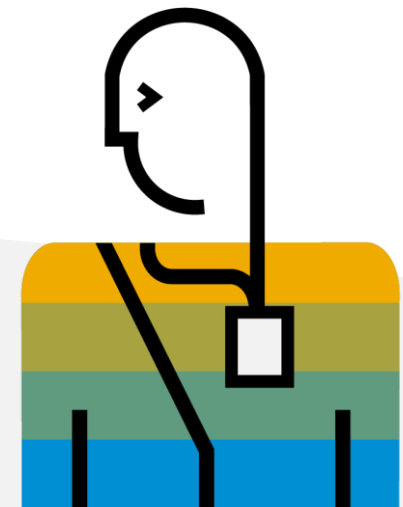
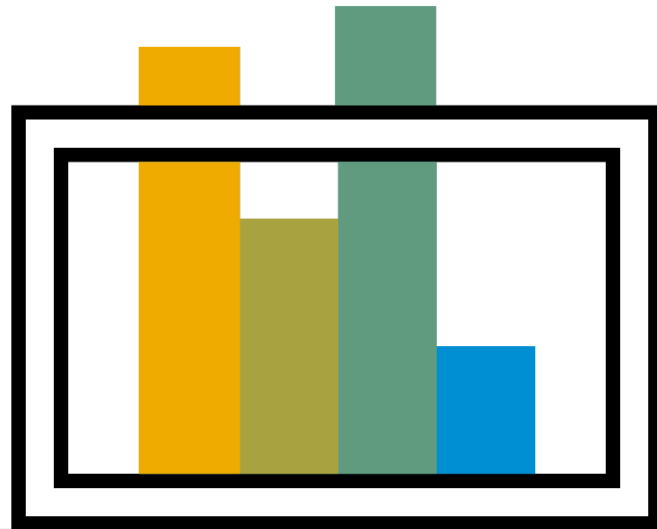
The performance of your SAP Solution is a measure of the results achieved by your core business processes.

Detecting and solving abnormal situations degrading the overall performance of your solution is not enough when you want to lead high-performing SAP IT services.

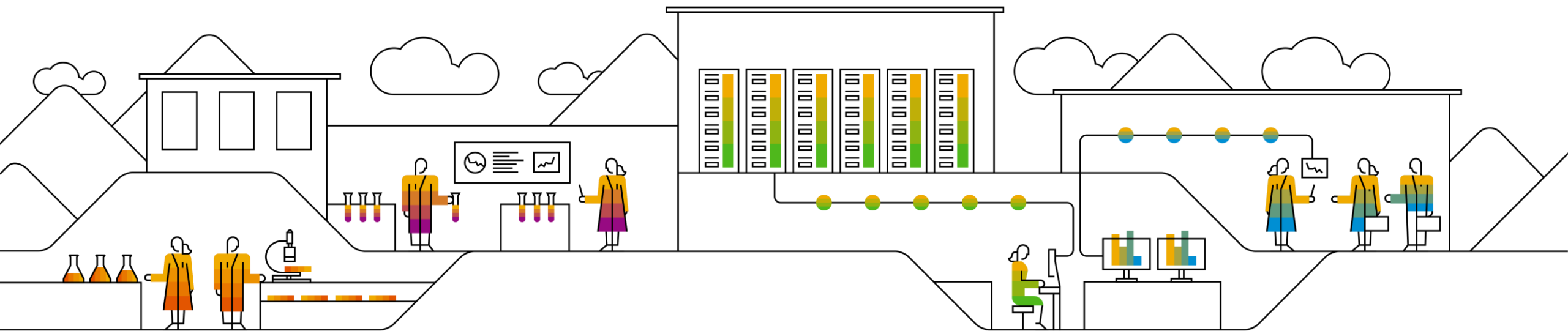
You need to be able to track high level incidents and alerts over a long period of time.

With **Application Performance** dashboards, you can monitor the compliance of the continuity of your core processes. This is a key feature to ensure a high level of satisfaction of your end-users.

Demo



More information



As of **2020**, the usage rights of SAP Solution Manager include SAP Focused Build and Insights – no additional costs!

Focused Run remains on SAP price list and SAP Store.

2020: New & existing customers

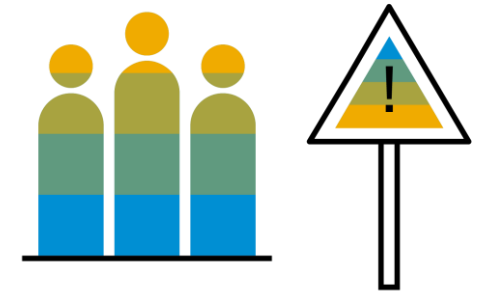
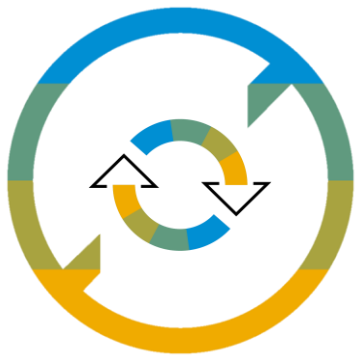
No auto-renewals of existing customer subscriptions



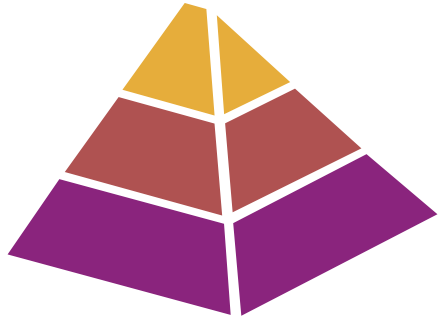
Licenses cannot be purchased via the SAP Store anymore



Customers receive Focused Insights and Focused Build functionality as **part of their maintenance contract.**



Usage rights for Focused Insights for SAP Solution Manager



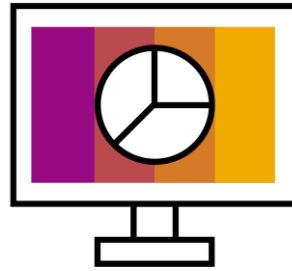
As of 2020:

- Customers get the usage rights for Focused Build and Focused Insights for SAP Solution Manager without additional cost.
- SAP Premium Engagement customers no longer have to book a service to obtain the usage rights for Focused Build and Focused Insights for SAP Solution Manager.

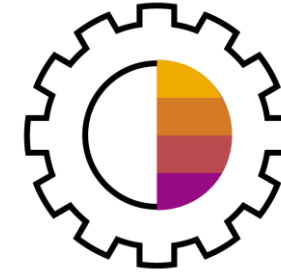
Focused Insights for SAP Solution Manager: **SP5 Highlights**



**Data
Access**



Visualization



Configuration

More Data sources

- ATC
- ABAP Table
- MAI Metrics Variants support
- Gadget Calculation

Data Visualization extension

- Time Dimension Shift Option
- Bubble Chart Support
- Dynamic Table sort & Filtering
- Navigation improvements
- Time Dimension Link

Faster Content creation

- Documentation + Training
- Cookbooks + trouble-shooting

Detailed Information: <https://blogs.sap.com/2020/01/20/focused-insights-for-sap-solution-manager-7.2-sp05/>

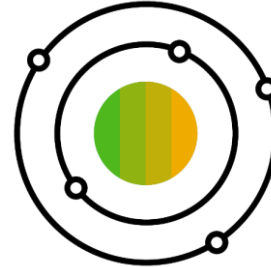
How to get started with Focused Insights for SAP Solution Manager



Media Center

You are searching demo or training material for Focused Build and Focused Insights functionalities and roles?

- Navigate through a virtual demo environment at your own pace
- Discover new functionality of SAP Solution Manager 7.2
- Practice when and as often as you want
- Free unlimited trial with no additional costs



Internet Demo System

You want to play with a pre-configured public demo system?

- Use the Internet Demo System to play with SAP-provided data on a pre-configured public demo system in the Internet
- Experience a fully-configured SAP Solution Manager 7.2 including Focused Build and Focused Insights
- Understand how SAP Solution Manager 7.2 interacts with SAP S/4HANA
- Free unlimited trial with no additional costs
- Regular system refresh, system governed by SAP



Private Cloud System

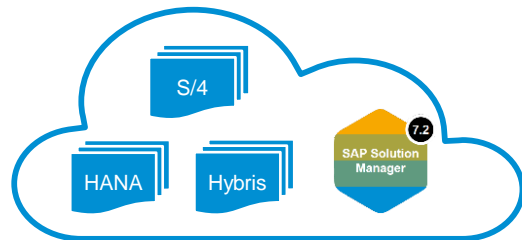
You want to experience SAP Solution Manager in private cloud?

- Use SAP Cloud Appliance Library (SAP CAL), a pre-configured private demo system in the cloud
- Test the content activation before executing the upgrade to 7.2
- Prepare and explore the transition to SAP S/4HANA and transfer results to your SAP Solution Manager
- Get a 30-day free trial. In addition, you need a cloud provider account (Amazon Web Services (AWS) or Microsoft Azure)
- No system refresh, system governed by yourself

SAP Cloud Appliance Library (SAP CAL)

The [SAP Cloud Appliance Library \(SAP CAL\)](#) provides an **online** repository of the latest, pre-configured SAP solutions that can be instantly consumed **in the cloud**. It is intended for all customers who want to operate in their **own private environment** with their own data and own demo system to get hands-on experience of SAP Solution Manager 7.2.

SAP Cloud Appliance Library (Collection of Solutions)



Deploy and use in the cloud in less
than an hour!

**SAP Solution
Manager 7.2 SP10
& Focused
Solutions SP05
(Demo System)
with SAP S/4HANA**

**Preconfigured Demo
landscape to
experience SAP
Solution Manager 7.2,
includes Content
Activation**

Additional SAP Solution Manager solutions are available:

<https://support.sap.com/en/solution-manager/demo-systems/private-cloud-system.html>

Information Resources

Focused Insights: Online Demo

- <https://blogs.sap.com/2017/09/18/focused-insights-online-demo/>

Focused Insights: Wiki

- <https://wiki.scn.sap.com/wiki/display/SM/Focused+Insights+Home>

Focused Insights: Documentation

- 2.0 SP5: https://help.sap.com/viewer/product/Focused_Build_Focused_Insights/250/en-US?expandAll=true
- 2.0 SP4: https://help.sap.com/viewer/product/Focused_Build_Focused_Insights/240/en-US?expandAll=true
- 2.0 SP3: https://help.sap.com/viewer/product/Focused_Build_Focused_Insights/230/en-US?expandAll=true

Focused Insights: Central Note

- <https://launchpad.support.sap.com/#/notes/2392728>

Outlook

Planned for 2020:

- New wikis: <https://wiki.scn.sap.com/wiki/display/SM/Focused+Insights+Home?src=breadcrumbs-parent>
 - Cookbooks
 - Trouble-shooting
 - Expert JAMs (replacement of the Premium access JAM)
- API HUB
 - SAP Analytics Cloud
- EGI for Focused Insights
- Focused Insights Learning Map

Спасибо.

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Customer Experience & Solutions (CXS)

Customer Solution Support and Innovation

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