



Figure 3: SAP Solution Manger

SAP Solution Manager System gives you the benefits of a number of additional functions, such as implementation support, as well as monitoring functions and IT Service Management and its functions for reporting incidents. SAP Solution Manager 7.2 also supports SAP S/4HANA and hybrid solutions.

SAP Solution Manager links the customer's support organization (Customer Center of Expertise – CCoE) with the SAP Support Portal. This enables workflows that use both platforms. In IT Service Management, for example, you can forward the incidents from end users directly to SAP Support.

The interaction between the SAP Solution Manager system, which has direct access to the customer landscape, and the SAP Support backbone to the SAP Global Support organization offers a platform for professional service and support processes. In turn, these processes enable the delivery of proactive services that are custom-tailored to the CCoE's specific needs and requirements. This structure helps to improve the reliability and performance of the customer's business processes, reducing the total cost of ownership and providing a better return on investment.

SAP System Landscape Directory and Landscape Management Database

The complexity of modern software landscapes and the dependencies between individual software components and applications make support for landscape planning, monitoring and maintenance, as well as for implementation and upgrades, absolutely indispensable.

A description of the system landscape is needed for various SAP Solution Manager applications, such as monitoring and alerting, as well as for calculating updates and upgrades with the *Maintenance Planner*. The SAP Solution Manager system collects and saves detailed information on the system landscape, for example:

- Information about the technical system
- Details of technical systems that are often used for communication with other systems, such as *host names*, *ports*, and *clients*.