

# SNP Ready To Run IT Processes for SAP Solution Manager 7.2

Did you know SAP® Solution Manager is the IT Operations platform when moving to 7.2 S/4HANA? Are you looking to optimize your IT processes with SAP Solution Manager and get the best out of your SAP projects? Do you want to start with an Incident or Change Request Management in your company and search for a short-term starting point? Today, IT specialists in companies deal with these and other concerns. SNP offers technical expertise and solutions.



### Your situation

- You run SAP Solution Manager 7.2 (either newly installed or after the upgrade)
- You want to start with ChaRM and / or Incident Management with SAP Solution Manager in your IT
- You want to use comprehensive but easy to use standardized IT processes
- You want to implement compliance requirements quickly

### Our approach

- Preconfigured Incident and Change Request Management processes in SAP standard, optimized with SNP Best Practices
- Delivery of ready to use IT processes via SAP transport incl. documentation
- Handover Workshop of implemented processes
- Improved functionality with SNP Add-ons as optional components

### What you get

- Quickly available Incident and Change Management processes to support your IT projects
- Improved user acceptance through high process quality of tested solutions and standardized delivery
- Low maintenance costs by using standard processes
- Further expansion possible, e.g. in the area of Release Management, to support complex system landscapes or to connect to other ITSM systems

### What we provide

- Preconfigured Go-live-capable processes for the functional areas ITSM and ChaRM
- Delivery via transport incl. documentation
- One day of remote implementation support
- Handover of implemented processes in form of an one-day workshop on-site

Contact us: [marketing@snp-ag.com](mailto:marketing@snp-ag.com) or [www.snp-ag.com](http://www.snp-ag.com)