

## Success Story

### **SAP Solution Manager Implementation for Petrochemical products company in Bahrain**

**About the Client:** The client is a large Petrochemical based products manufacturing company in Bahrain and is a market leader in manufacture of Methanol, Urea and Ammonia in the Middle East.

SAP ERP was implemented in this company since 2007. All these processes are automated in SAP and supported by well-defined SAP Workflow and proper authorizations system. The customer wanted to implement SAP Solution Manager to take advantage of the full functionality offered by the various modules. Customer had implemented old version of Solution Manager 4.0 with minimal functionalities.

#### **Challenges:**

- Solution Manager v 7.1 SP06 launched less than 2 weeks before project start. Very little documentation available for help. Consultants were required to have work around solution to many problems.
- Data migration of old SOLMAN 4.0 Service Desk tickets for knowledge repository purpose
- Being a Govt. Organization, define ticket management procedure as per Customer's SOP (Standard Operational Procedure), so as to eliminate the paperwork completely
- Monitoring of all SCM business processes for their bottlenecks so that process improvement can be considered in a time to come
- Single window operation with ease of activities in technical monitoring and landscape maintenance
- Proactive alerts of system misbehaviour on regular intervals so as to take the appropriate measures to maintain the health of the system

#### **Solution:**

- We deployed onsite for a period of 5 months a team of the following consultants to implement the Solution Manager modules – Two Solution Manager Experts, one ABAP Consultant, one Basis Consultant and one Workflow Consultant.
- Sentio implemented ALL modules of Solution Manager v 7.1 SP06 including Service Desk, Change Request Management, CPH, EWA, BPM, CCMS Landscape Monitoring, Database Monitoring, Central System Administration, Maintenance Optimizer, Central Job Scheduling and Service Level Reporting.
- Managed to implement SOP by introducing additional 22 new statuses and 8 new workflows for ticket management and change request management.
- Business and IT cooperation by implementing Business Process Monitoring.
- Focused strategic cooperation between Solution Manager and application landscape that streamlined implementation.
- Integrated Change Request Management process between SAP Solution Manager and IBM Lotus Notes/ Domino

#### **Result:**

- Implementation of best practices
- Lowered total cost of ownership
- Improved processes with real-time reporting

- Enhanced compliance in fulfilling ticket management and landscape maintenance regulatory requirements
- Improved global IT agility and enabled person-independent, process oriented, 24x7 support
- Avoided plant stoppages by reducing unplanned downtime
- Improved quality management with the move to a fully integrated incident management system
- Efficient Database performance and maintenance activities
- Simplicity in transport request transportation