

Optimize SAP solution business impact

HPE Business Outcomes Service Management for SAP solutions

- Proactively manage and optimize your SAP environment to impact your business metrics.
- Reduce total cost of SAP operations by 30% or more..
- Achieve continuous efficiency by optimizing business processes. .
- Improve business-to-IT alignment by driving business process improvement.
- Increase user satisfaction with SAP services through proactive and predictive maintenance.

Enhance your SAP environment with continuous business operations for better business outcomes.

The SAP environment is increasingly critical to an organization's success. Important factors to consider are how well prepared the SAP environment is to support business services and processes, while enabling innovation.

Digitization and business goals place great demands to rapidly deploy technology and operational innovations.

At the same time, organizations need to provide continuous business operations by transparently resolving issues before they disrupt expected outcomes.

An end-to-end view of business outcome-based service level agreements (BSLAs) is formidable when the process and oversight are delegated to multiple service providers..

Address your continuous improvement challenges 24x7 with HPE's Transformative HPE Business Outcome Service Management offering (BOSM):

- Establish key process steps, metrics, and thresholds for end-to-end value streams, like order-to- cash or procure-to-pay.
- Proactively detect and resolve real business process outcome deviations.
- Continuously improve business processes.
- Gain transparency across all providers based on objective data.

Get the help you need

HPE BOSM is an integrated offering that extends and unites standard SAP® Application Lifecycle Management (ALM) services—provided through Hewlett Packard Enterprise Global Industrial Delivery Services (IDS). Our approach is a significant step beyond the incident, problem-driven approach to managing and optimizing mission-critical solutions. Using it, you can:

- Initiate technical operations, including monitoring, response center advocate, and operations control center for reporting.
- Activate all SAP ALM business operations.
- Evaluate solution business process impact and metrics
- Identify and refine CBP steps, define operational metrics, and construct initial BSLA thresholds.
- Expand metrics deviation measurement from standard repository.
- Establish sustainable business process outcome maps and metrics.
- Get a single view of IT performance across your organization.
- Expand transparency across the full ecosystem.

Offering overview

Reap the benefits

- Establish semi-automated CBP documentation and remove obsolescence within SAP Solution Manager.
- Reduce CBP failures while improving its availability and uptime.
- Improve CBP execution speed and efficiency.
- Reduce high-priority incidents and increase auto-generated incidents.
- Accelerate time-to-resolution for business process issues.
- Reduce the number of changes that fail.
- Drive change management efforts aligned to business operation improvements.
- Enable increased business-process-aligned test automation.
- Drive continuous improvement and efficiency transparently

Learn how it works

Working with SAP and other providers for years, we developed the BOSM offering, which provides operational efficiencies and business improvements. We recommend that BOSM be a standard element of all major SAP transformation programs.

Using our industry and domain expertise, combined with our ITIL quick assessments, the move toward IT standardization of applications-to-business process mapping is supported by patent-pending development tools and alliance partner technology—delivered via HPE ALM Centers of Excellence (COEs).



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Following the BOSM approach, HPE maps business processes to applications and landscape artifacts. To proactively react to key metric shifts, we associate the DII value tree to individual business process step metrics, such as raw materials days of supply and then to transactions/jobs.

We then leverage SAP's Key Object Figures to map metrics into the actual transactions, handling delays by plant for in-stock and in-transfer, and quality inspection stock and blocked stock.

These metrics are attached to key process steps within SAP's Business Process Monitor with appropriate activation values for alerts and incident generation, which are dispatched to business process owners and applications support.

Any deviation from set thresholds activates alerts and remediation actions required from all stakeholders. This drives optimization analysis created with SAP's Business Process Analytics.

Deliver value

Gain proactive maintenance before business impact—If SAP or an underlying IT infrastructure experiences a technical failure, the issue is logged, along with appropriate corrective actions, before a business impact occurs. This typically decreases business-generated incidents, increasing satisfaction with IT services.

Improve business processes policies to realize value—BOSM measures and stabilizes business process uptime, such as inventory management processes. Relating the DII example, a common inventory policy is to keep safety stock. BOSM helps achieve a consistent and predictable behavior where safety stock is lowered, significantly impacting working capital and the supply chain.

Realize innovation faster—Mapping IT-to-business processes and using automation technology impact time-to-market improvements. For example, documented business processes identify the right test scope and reduce effort and response time needed. Doing so can achieve improvements up to 25% when paired with increased release and deployment capabilities.

Enable 24x7 operation—By using accepted toolsets and aligning support processes to ITIL standards, you can manage planned downtime easier while improving availability up to 30%.

Gain an experienced partner

With more than 9400 SAP professionals, our SAP Industrialized Delivery System practice has one of the most comprehensive SAP capabilities. In the last decade, we successfully delivered more than 1000 SAP multi-country, multiregional, or global projects.

- Our close collaboration with SAP and HPE SAO clients to develop BOSM received multiple SAP Pinnacle awards, including the Run SAP Partner of the Year and Co-Innovation Partner of the Year.
- HPE established ALM COEs with more than 200 certified Run SAP consultants in central ALM domains. The COEs support setup and implement tools-driven analysis and setup/update of ALM toolsets, like SAP's Solution Manager. We collaborate with functional teams to enhance and extend business SAP solutions.

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