SLAM: SERVICE LEVEL & ACCOUNTING MANAGER

SAP® Certified
Powered by SAP NetWeaver®

The integration of technology and business creates competitive advantages for IT providers.

THE CHALLENGE

Syskoplan Reply aims to give the IT provider the best possible support in its business processes with SAP ERP. Effective customer service is becoming a strategic competitive advantage for all IT service providers. The focus of the business process is therefore shifting to service level agreements and to highly-integrated object administration, including the controlling of the use of technicians, spare-parts supply, call management and activity accounting (IT Asset Lifecycle Management).

Through the implementation of System Management products like Microsoft SMS or IBM Tivoli the IT provider can ensure a high level of reliability and availability in his/her client/server service centre. However, the IT provider cannot achieve a decisive competitive advantage until technical information has been integrated into the business processes.

IT management at Syskoplan Reply begins in this area. Using its many years of experience in developing computing centres and process organization, coupled with the know-how gained from the SAP ERP development partnership - especially in service management - Syskoplan Reply is able to integrate the technical and commercial solutions for the IT provider, thus ensuring competitive advantages for them.

THE SOLUTION

SLAM (Service Level & Accounting Manager) is for the IT service accounting and budget planning, the best add-on to SAP; because SLAM was created with the SAP AAK ("Add-On Assembly Kit"), it is certified by SAP and set up for the newest SAP NetWeaver technology. Renowned customers use SLAM and benefit from a long-term investment protection.

SLAM is the controlling tool for the IT provider who has to make activity data available to internal and external customers in a user-oriented and application-oriented way:

— for comprehensible and fair cost allocation,
— for the preparation of IT and telecom invoices,
— for the cost-based pricing of its profit center.

With SLAM, all sorts of activities rendered by an IT provider can be accounted for. In order to do so, SLAM uses various types of performance data as its basis, for example from the SAP ERP Accounting Interface, from UNIX or Windows NT accounting systems, or from Logfiles, e.g. from the Internet. Using the SLAM dialog it is also possible to manage lump sums, e.g. for projects, training courses, rents and licenses. SLAM allows the unrestricted formulation of allocation rules for these performance data to be allocated to cost centres or customer accounts via the dialog input.
In the monthly accounting cycle, the allocation process is such that the activity amounts of each receiver can be aggregated to a SAP ERP CO booking by each activity type. If a grouping of different (SLAM sensitive) types of CO activity into one CO activity type takes place, the pricing is done in SLAM and only value amounts are transferred. All detailed information is kept in SLAM tables in the SAP ERP data base.
The CO item number or the order number serves as the anchor, depending on whether CO entry records, SD or PM orders are created. This allows the Controlling department to drill-down, e.g. from the cost-centre report with only one line of cost-type computer costs, to the individual position list with types of computer activity and the corresponding entry numbers through to the SLAM detailed information (e.g. client, user, account ID, application, transaction, shift, resource consumption).

SLAM was developed using the ABAP/4 ® workbench and offers an additional menu system which allows the calculation of lump sums (one-off and periodical). The menu system is extremely convenient and flexible, allowing it to be adjusted to suit the individual needs of the customer.

The customer of an IT provider can choose between:

— Transaction-oriented billing in accordance with technical variables such as CPU and DB time.
— Business-process oriented billing of his applications according to the number of order positions, pallet movements, FI bookings, customer changes, etc. for each user and each company code.

In order to achieve more cost transparency with regard to the SAP ERP computer performance, the collection of SAP statistical data has been expanded. The Standard SAP ERP Accounting Exit allows activity data (CPU time, DB time) to be collected with relation to the account ID, or per transaction. For application-oriented, causal billing or pricing, both are required. This is why Syskoplan Reply has extended this interface. As the agent, SPA collects statistical data for each technical environment (computer, SAP system), per client, per user, per account ID, per transaction name, per job name and step name and per shift.

From SAP rel. 4.6d SPA also allows the monitoring of response time and SAP-GUI-

times of online transactions. SPA is also extendable to SAP-BW-systems in order to trace query times of the user and cube sizes per person responsible.

SLAM is built on the basis of this performance data. The data is grouped by it and categorized into the respective SAP system. For example, the service type "SAP CPU time" could be charged for SAP ERP application server; another possibility would be for the "SAP DB time" to be charged for SAP ERP database server.
SLAM counts the classified equipment on a monthly basis per cost center and bills the data terminals based on the amount and equipment used. SLAM receives the information it requires for this from the object administration of SAP ERP PM, which, in turn is fed automatically from System Management Tools (such as MS SMS or CA TNG/Unicenter) via NOAH.

OUR SERVICES

In order to implement individual customer requirements into efficient solutions Syskoplan Reply provides full service from consultancy through design and installation to implementation, training and maintenance.

YOUR BENEFIT

Using SLAM IT providers benefit from its high degree of reliability and availability within their services. By integrating the technical information into transactions, an efficient customer services and thus competitive advantages can be achieved. If interested in a detailed product demonstration please do not hesitate to contact us.

Syskoplan Reply is a leading IT services provider in the SAP environment and develops innovative, flexible and reliable IT solutions, particularly in the areas of Customer Relationship Management (CRM) and Business Intelligence (BI). We implement innovative IT solutions, using adaptable and agile IT platforms extended with customer-specific components. This enables our customers to differentiate in the market and create sustainable competitive advantages. In addition, our customers benefit from our close partnership with SAP, strong industry knowledge and our partnership based collaboration. The inclusion in the network of the European IT service provider Reply opens up access to the knowledge of over 3,000 IT experts. In 2010, the Reply network of companies had a turnover of approx. 384 million euros in the main offices in Italy, Germany and the United Kingdom. For further information visit www.reply.de

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