

SPA: PROCESS ACCOUNTING FOR SAP ERP®

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

SPA (Process Accounting for SAP ERP) is used for monitoring each SAP ERP – system, from SAP R/3 4.0 to the newest SAP ERP releases. SPA collects, accumulates and stores the accounting data of SAP systems.

Based on standard SAP accounting interface it accumulates the monitor data of CCMS (Computer Center Management System). The accumulated activity data provide a global review regarding the system status.

Tasktype	Original System	Orig. User	Orig. Aktion	UserID	Totalsteps	CPU time (ms)
RFC				CADUS...	6	1.790
				CADUS...	220	88.900
				CADUS...	358	59.470
				SAPCPIC...	96	110
				SAPSYS	2	20
				UGCO...	195	11.620
					877	161.910
					877	161.910
					877	161.910
					877	161.910
DBI	K489809	RSA1	ALERE...	ALERE...	80	2.730
			SAPSYS		2	0
		RSA1			82	2.730
	K489809				82	2.730
	K824707	RSA1	ALERE...	ALERE...	10	1.200
		RSA1			10	1.200
	K824707				10	1.200
	SAPSYS	BI_ODS4DSKJY8UV3...	ALERE...	ALERE...	1	0
		BI_ODS4DSKJY8U...			1	0
	SAPSYS				1	0
DBI					93	3.930
DBW	K489809	RSA1	ALERE...	ALERE...	81	920
		RSA1			81	920
	K489809				81	920
	SAPSYS	BI_ODSA7Y20YKHEV...	ALERE...	ALERE...	2	10
	BI_ODSA7Y20YKH...			2	10	

Figure 1: Evaluation by task-type RFC in the mySAP ERP

As agent, SPA collects statistical data per each technical environment (computer, SAP system), per client, per user, per account ID, per transaction name, per job name and step number and per shift. The statistical data consist of the number of transaction/job-steps, answer time (elapsed time), CPU time, number/time of DB requests (Change, Read ...) and a lot more data fields.

In the SAP ERP environment Original Users and their consumption can now be determined, for e.g when they set off RFCs (Remote Function Calls).

For SAP R/3 release 4.0 and higher releases SPA uses a Syskoplan Reply reserved name range for programs, table names etc. Using this method, conflicts with customer objects are avoided. The data or activity records collected by SPA are necessary for a transparent activity accounting based on the cost-by-cause principle. This way you support another Syskoplan Reply product named SLAM (Service Level & Accounting Manager). SLAM is the controlling tool for the IT provider that allows internal and external customers to dispose of activity data in a user-oriented and application-oriented way.

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.

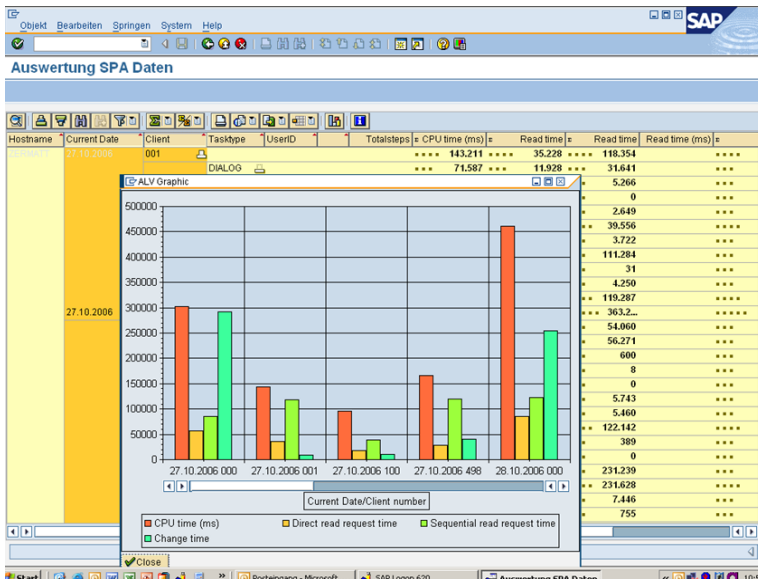


Figure 2: CPU ratio analysis of DB-Request Times



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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