SAP Solution Manager - Retail Demo

Introduction:
The Demo covers two examples referring to real live situations of a business process champion and a purchasing manager at a Retail company running SAP for Retail including SAP ERP, POS Data Management and BI.

One of the most critical situations in Retail operations is a potential out of stock situation in stores. This becomes even more critical during business peak phases such as Christmas. Such situations need to be avoided.

Character 1: Patrick Jones (Slides 1-15)
Business Process Champion for internal physical logistics processes.

Character 2: Frank Miller (Slides 16-17)
Purchasing Manager for external procurement processes and purchasing manager.

Slide 0a: Entry Character 1: Business Process Monitoring

Story Line Character 1: Patrick Jones (Slides 1-15)
The Business Process Champion Patrick Jones is responsible for operations of the global solution Run SAP for Retail. He regularly needs to get a fast overview in which state his processes and the solution is.
Recently he adjusted his entry point for monitoring the solution to fit best his daily needs for the next weeks for getting a quick overview of the overall status. This entry point is “My Home” in the SAP Solution Manager.

**Slide 1: SAP Solution Manager – ‘My Home’ Overview**

Patrick Jones is aware that throughout the last weeks, sales numbers in system for US were continuously growing well due to an ongoing rollout to new stores. Thus it is even more critical to ensure that all stores are replenished correctly in due time to avoid any potential out-of-stock situations.

He regularly re-visits this screen as part of his daily work. In addition he has configured automated notification to his mobile phone via SMS for very critical alerting (not covered in this DEMO).

He achieved this by customizing his personal **My Home** work center with the following boxes:

- the **Business Process Overview** directly linked to solution *RunSAP for Retail* containing 2 business processes *POS Inbound* and *Forecast & Replenishment*
- the **Job Management Overview** showing the status of background jobs.
- the **Incident Management Overview** showing the overall number of Incident Messages (= CRM Service Desk Messages), as well as the number of Incident Messages he has reported or he is assigned to as processor.
- a **BI Dashboard** showing the trend analysis of the most important key figures for Patrick Jones
Action 1:
In box Business Process Overview the status of business process POS Inbound turns to 'Red', because (at least) one red alert occurred in this business process.

Since Patrick Jones knows that successful POS Inbound processing posts the sales data of the day to the SAP backend systems. Therefore it is the prerequisite that the following Forecast&Replenishment Processes can run smoothly, which includes the store replenishment. Knowing this, he is highly alerted. It needs to be avoided by all means that the stores lack proper replenishment! Hence, the Business Process Champion needs to start the error handling process.

=> Click on the icon with the red alert to step into work center Business Process and Interface Monitoring for further information.

Additional features here:
- You can directly step into other work centers by clicking on corresponding tabstrip in the top bar.

Slide 2: SAP Solution Manager - Work Center for Business Process Monitoring - View 'Business Processes'

In work center Business Process and Interface Monitoring you can find the overall status of all solutions where Business Process Monitoring is active.
Action 2:
In order to get more information where in the business process the alert occurred click on the tab strip **Graphical Overview**. Here, the solution *RunSAP for Retail* and business process *POS Inbound* are already preselected, because the work center was entered out of work center *My Home*).

⇒ Click on the icon with the red alert to step into work center **Business Process and Interface Monitoring** for further information.

Additional features here:
- You can directly step into other work centers by clicking on corresponding tabstrip in the top bar.
- You can also step directly into other solutions and business processes by clicking on corresponding lines.

Slide 3: SAP Solution Manager - Work Center for Business Process Monitoring - View 'Graphical Overview'

In **Graphical Overview** of work center **Business Process and Interface Monitoring** you can find exact location of alerts within the business process context.
Here, business process *POS Inbound* is executed across 4 different systems (more detailed description see par. ‘Solution Landscape’ below ‘Action 3’).

In this example you find green and red alert icons assigned to business process steps and one interface (in-between systems M50 and TT5) representing the evaluated result of data collector runs.

**Action 3:**

=> In order to get more detailed information about the red alert under business process step *Process Sales Data* click on red alert icon in order to enter the *Alert List* in work center *Business Process and Interface Monitoring*.

**Solution Landscape in this example:**

- POS system = POS cashier system which collects daily Point of Sale (POS) transactions as well as typical merchandise management information like goods movements, receipts, and so on.
  Typically, after the day’s closing, POS data is collected “en bloc” from the distributed store cashier systems for posting in the back-end ERP system.
- EAI system = Enterprise Application Integration, a system used as a middleware which receives, converts, and sends data to other systems.
- SAP POS DM system = POS Data Management (POS DM), including the POS Inbound Processing Engine (PIPE) on a NetWeaver BI platform: Aggregated data can be transferred to an ERP back-end while detailed data is still available for reporting purposes within the NetWeaver BI component.
- ERP system = SAP for Retail, mySAP ERP Central Component which forms the backbone of subsequent backoffice process steps, such as keeping up-to-date stock, levels, posting accounting documents reflecting the POS goods movements, and so on.

**Slide 4: SAP Solution Manager - Work Center for Business Process Monitoring - View ’Alert List’**
In the **Alert List** of work center **Business Process and Interface Monitoring** you find all business process steps and interfaces including:
- their overall status, i.e. the alert rating
- the alert messages

**Action 4:**

→ Click on the Alert Message text “36 Errors in POS Transactions” to step into **BPMon Operation Session** to proceed with further error handling procedures.

**Additional features here:**
- Here, you can directly confirm the red alert, in case no further actions are necessary.

**Slide 5: SAP Solution Manager - BPMon Operation Session – Select Alert**
In the **Operation Session** of Business Process Monitoring all “open” (ie. not yet confirmed) alerts are listed which were collected during the last days.

**Action 5:**

* => Select one alert to start alert handling procedures.

**Additional features here:**

- By using the navigation tree on the left of the screen you can directly navigate to other business process steps and interfaces to watch their alert lists.
Slide 6: SAP Solution Manager - BPMon Operation Session - Enter Detailed Analysis Transaction

**Action 6:**

After selecting one alert click on button /POSDW/MON0 to directly access this analysis transaction on the satellite system where the data collector ran and launched the red alert creation based on the thresholds set in SAP Solution Manager.

**Additional features here:**
- By using the navigation tree on the left of the screen you can directly navigate to other business process steps and interfaces to watch their alert lists.
- You can directly confirm the alerts here
- You can directly create Service Desk Messages for one or several alerts.
Here you directly access the POS Workbench (SAP standard Retail transaction /POSDW/MON0) on SAP POS DM system. The POS Workbench enables you to check the processing status of POS data within the POS Inbound Processing Engine (PIPE).

Some fields at initial selection screen are pre-populated according to the set filter criteria of the data collector run which launched the corresponding alert (here the store number R310 and date 04.04.08).

Action 7:
=> Click on icon ‘Execute (F8)’ to get the results displayed.

Additional features here:
- You can subsequently adjust the pre-populated selection criteria.
Slide 8: Detailed Analysis on Retail System - Enter into Store Data

**Action 8:**

=> Drill down to the store for further information.

Slide 9: Detailed Analysis on Retail System - Enter Transaction Type
Action 9:

=> Drill down to Sales Movement transactions having a red status for further information.

Slide 10: Detailed Analysis on Retail System - Enter Message View
You now find a list of all processed Sales Movement transactions for store R310 including some Sales relevant data.

**Action 10:**

> Click on button ‘Messages’ to get all error messages displayed that occurred during the corresponding Sales Movement transactions.

**Slide 11: Detailed Analysis on Retail System - Display Message Texts**
You now find a list of all error message texts, so you tackle the error cause. In this example, the tax type 100 was obviously not maintained in the SAP POS DM system, so you have to maintain the missing tax type 100 and re-start the Sales Movement transactions. No errors should appear then.

**Action 11:**

> Click on icon ‘Exit’ to leave this transaction on SAP POS DM system and to step back to the the Operation Session of Business Process Monitoring on SAP Solution Manager.
After the problem cause on Satellite system was resolved you now can confirm the alert within the **Operation Session** of Business Process Monitoring (on SAP Solution Manager)

**Action 12:**

=> Select one alert in order to confirm it in the next step.

---

**Slide 13: SAP Solution Manager - BPMon Operation Session – Confirm Alert**
After the problem cause on Satellite system was resolved you now can confirm the alert within the **Operation Session** of Business Process Monitoring (on SAP Solution Manager)

**Action 13:**

⇒ Click on button ‘Confirm Selected’ to confirm the alert.

The alert will disappear from the list and the status of business process step and business process will turn from red to green status, because there is no other exiting red alert.

**Additional features here:**
- You can display an alert history by clicking on button ‘Display confirmed’.
After the alert was confirmed, there is no longer any red alert assigned to the business process step, or the entire business process. Hence, the overall status turns from red to green.

**Action 14:**

=> Click on button 'Exit' to leave the *Operation Session* of Business Process Monitoring and step back to the *Alert List* of work center Business Process and Interface Monitoring.

**Slide 15: SAP Solution Manager - BPMon Operation Session - After Alert Confirmation**
After the alert was confirmed, there is no longer any red alert assigned to the business process step, or the entire business process. Hence, the status turns from red to green.

**Action 15:**

=> Click on tabstrip **My Home** in navigation bar on top of the screen to leave the **Alert List** of work center **Business Process and Interface Monitoring**.
Story Line Character 1: Frank Miller (Slides 1-15)
The Purchasing Manager Frank Miller is responsible for procurement processes and their operation in the Run SAP for Retail solution. He regularly needs to get a fast overview in which state the processes and the solution is. Currently, the company is performing a rollout in the US.
Frank Miller is mainly interested whether the external replenishment from vendors works as expected. Entering his “My Home” screen, he sees that currently there seems to be no issues in the “Forecast&Replenishment” business process and no urgent action seems to be required.

In addition to the monitoring information, Purchasing Manager Frank Miller wants to get a detailed view on its most important key figures.

- No. of Processed Sales Transactions US
- No. of Processed Sales Transactions EMEA

Knowing the current sales volume, he can estimate on a daily basis how the volume in procurement will also adjust. In addition, a drop of sales transactions would indicate that something in the newly implemented store interfaces could have gone wrong.

**Action 16:**

=> Click somewhere in the box **BI Dashboard** to step into work center **Business Process and Interface Monitoring** for further information.
Here you are in the area **Reports** of work center **Business Process and Interface Monitoring**. The reporting period and all other filter criteria (here Business Process and Business Process Step) are pre-defined according to the settings in the BI dashboard in work center **My Home**. Here those are **POS Inbound** as Business Process and **Process Sales Data** as Business Process Step.

The **BI Dashboard** shows the trend analysis of the most important key figures for Frank Miller:

- **No. of Processed Sales Transactions US**
- **No. of Processed Sales Transactions EMEA**

Hence, he can compare the Throughput of Sales Transactions for the business areas in the US and EMEA.

**Additional features here:**

- You can change the pre-defined filter criteria to get other trend analysis displayed.
- In order to run trend analysis for other Solutions or with a different reporting period, click on button **Reports** to start a trend analysis from scratch.