



## SAP: Leveraging Problem Management as the Key Element of Continuous Improvement

The operations improvement business service unit for global IT at SAP AG is responsible for end-to-end service governance. Its mission is to support other units and drive continuous improvement in the organization. As part of a **lean transformation approach**, it introduced a method for continuous improvement supported by the deployment of the SAP® IT Service Management application. This turbocharged its highly specialized issue resolution processes.

# Recharging innovation with SAP® ITSM

## A technical foundation for future improvement

### Objectives

- Optimize IT costs and reduce development and maintenance costs by using standard SAP® software
- Speed up improvement cycles
- Establish a future-ready platform that supports processes advanced by the Information Technology Infrastructure Library (ITIL) – for example, incident management, service request management, and change management
- Provide an end-to-end tool that tracks and supports problem management
- Introduce a continuous improvement process

### Why SAP

- In-house expertise for the SAP IT Service Management (SAP ITSM) application used in conjunction with the SAP Customer Relationship Management (SAP CRM) 7.0 application
- Best solution available in SAP ITSM
- Fast project setup and going-live processes due to the use of the SAP IT Service Desk Operation rapid-deployment solution

### Benefits

- Increased scalability by 80%
- Standardized problem management processes based on best practices
- Due to better integration capabilities and streamlined processes, 25% more problems get surfaced and solved

### Future plans

Introduce SAP CRM and its service request, knowledge article, and change management functionality

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“Thanks to SAP Consulting, using the SAP IT Service Desk Operation rapid-deployment solution as a base, we managed to set up a problem management prototype within eight weeks.”

Roman Borvitz, Project Manager, SAP AG



### Company

SAP AG

### Headquarters

Walldorf, Germany

### Industry

High tech – software provider

### Products and Services

Business software solutions

### Employees

52,000

### Web Site

[www.sap.com](http://www.sap.com)