



BANK FÜR SOZIALWIRTSCHAFT

Thanks to SNP's coaching approach, today we can implement smaller add-ons and upgrades ourselves. In addition, we are also able to run maintenance for the SAP Solution Manager ourselves.

Willi Hackenbroch, IT Department, responsible for Quality, Change, and Test Management,
Bank für Sozialwirtschaft AG

Upgrade to SAP Solution Manager 7.1

About Bank für Sozialwirtschaft AG

The Bank für Sozialwirtschaft AG is Germany's only financial institution that offers its products and services exclusively to institutions, organizations, and companies active in the social economy and healthcare industry. Its clients include numerous NGOs, hospitals, and other similar institutions.

The universal bank, founded in 1923, places the focus of its consulting activities on banking and social economy expertise. Two subsidiaries of the bank are specialists in social management. The Bank für Sozialwirtschaft AG has twelve branches and four offices located throughout Germany.

Further information: www.sozialbank.de

The Challenge

In 2006, the Bank für Sozialwirtschaft AG launched the SAP® Solution Manager as a tool for incident and test management. In the time since then, this tool has expanded to cover additional duties such as change management, project management for launches, upgrades, system administration, and monitoring. In addition, the SAP Solution Manager also serves as an assistant for solution documentation.

Furthermore, the SAP Solution Manager was gradually expanded to include special functions. These contain features such as SNP fulltext search and the SNP screenshot add-on for incident management messages. On top of that, another feature is the ability to directly send an e-mail to the user with a link to the corresponding message. This allows one to continuously link together and process tickets.

The scope of features included in the new SAP Solution Manager Release 7.1 – which comprise a simplified user interface and expanded ITIL compliance, among other features – was the main reason why the Bank für Sozialwirtschaft's IT department decided to upgrade to SAP Solution Manager 7.1.

The Solution

The upgrade project was carried out in two stages. Between February and June of 2012, the system was upgraded to version 7.1 with Service Pack 4. Afterwards, between November 2012 and January 2013, the system was upgraded to Service Pack 7. Careful planning was the key to the project being completed successfully. That's why prior to starting the project, a sandbox was created to evaluate the update and draw up a catalog of requirements. In addition, it was necessary to ensure that employees still had access to approximately 13 000 old messages, 500 of which were still open, when using the new version.

In addition to employees from the bank's own IT department, the Bank für Sozialwirtschaft AG also relied on external support from SNP. The company selected a coaching approach, allowing the bank to carry out smaller tasks in the future on its own.

Thanks to the close collaboration between the team from the Bank für Sozialwirtschaft AG and the specialists from SNP, the upgrade was successfully carried out during the scheduled period of time, both for basis as well as incident management. The IT department can carry out future jobs and maintenance activities itself which saves the company both time and money.

The Advantages

- A smooth and error-free update thanks to careful planning by the project team and the expertise of SNP
 - Use of the SAP Solution Manager's new features
 - Access to historical data after the upgrade
 - Time and cost savings
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