

## Basis Services unique to Solution Manager

### ☐ **ChaRM**

- Design, Configure and Document Change Request Management ( ChaRM )

#### *Offerings:*

- ❖ Setup/Configure CHARM ( Solution Manager ) - New Configuration
- ❖ Modify/Update ChaRM ( Solution Manager ) - Existing Configuration

### ☐ **TMS+**

- Design, Configure and Document TMS+

#### *Offerings:*

- ❖ Setup/Configure TMS+ - New Configuration
- ❖ Modify/Update TMS+ - Existing Configuration

### ☐ **Central CTS**

- Design, Configure and Document Central CTS

#### *Offerings:*

- ❖ Setup/Configure Central CTS ( Solution Manager ) - New Configuration
- ❖ Modify/Update Central CTS ( Solution Manager ) - Existing Configuration

### ☐ **Central System Administration**

- Design, configure and manage tasks for the systems in your solutions, centrally

#### *Offerings:*

- ❖ Setup/Configure/Document Central System Administration
- ❖ Maintain/Modify/Update Central System Administration

### ☐ **System Landscape Administration**

- Capture and manage the system landscape centrally

#### *Offerings:*

- ❖ Create/Define/Manage Landscape Components ( server, databases, systems and system components )
- ❖ Create/Define/Manage non-SAP Products
- ❖ Setup/Configure/Document Automatic Data Read and Save
- ❖ Maintain/Modify/Update System Landscape Components

### ☐ **Service Data Control Center**

- Setup, configure and Documents Service Data Control Center for preparation and delivery of SAP Service Sessions

#### *Offerings:*

- ❖ Setup/Configure/Document Service Data Control Center
- ❖ Maintain/Modify/Update Service Data Control Center

### ☐ **Service Level Management**

- Setup, configure and maintain Service Level Agreements

#### *Offerings:*

To learn more about our on-demand services or to place an order contact us at 903-595-1255 or send an email to [customer.service@esapport.com](mailto:customer.service@esapport.com)

- ❖ Setup/Configure/Document Service Level Agreements
- ❖ Maintain/Modify/Update Service Level Agreements
- ❖ Implement/Analyze/Report on KPI's
- ☐ **Service Level Reporting**
  - Implement, analyze and report on Service Levels using KPI's
  - Offerings:*
    - ❖ Setup/Configure/Document KPI's
    - ❖ Maintain/Modify/Update KPI's
    - ❖ Implement/Analyze/Report on KPI's
- ☐ **System Landscape Maintenance**
  - Define systems and logical components of a landscape
  - Offerings:*
    - ❖ Setup/Configure/Document Systems and Logical Components
    - ❖ Maintain/Modify/Update Systems and Logical Components
- ☐ **Solutions**
  - Create, define and manage solutions
  - Offerings:*
    - ❖ Setup/Configure/Manage Solutions
    - ❖ Maintain/Modify/Update Solutions
- ☐ **EarlyWatch Alerts**
  - Setup, configure and document EarlyWatch Alerts
  - Offerings:*
    - ❖ Setup/Configure/Document EarlyWatch Alerts
    - ❖ Maintain/Modify/Update EarlyWatch Alerts
- ☐ **Maintenance Optimizer**
  - Setup, configure and document Maintenance Optimizer
  - Offerings:*
    - ❖ Setup/Configure/Document Maintenance Optimizer
    - ❖ Maintain/Modify/Update Maintenance Optimizer
- ☐ **Task Lists**
  - Setup, configure and document System Task Lists
  - Offerings:*
    - ❖ Setup/Configure/Document Task Lists
    - ❖ Maintain/Modify/Update Task Lists
- ☐ **Service Desk**
  - Setup, configure and document Service Desk for internal support messages
  - Offerings:*
    - ❖ Setup/Configure/Document Service Desk
    - ❖ Maintain/Modify/Update Service Desk
- ☐ **Central System Monitoring**

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- Setup, configure and document Central System Monitoring

*Offerings:*

- ❖ Setup/Configure/Document CCMS Agents and Alerts
- ❖ Maintain/Modify/Update CCMS Agents and Alerts

### ☐ **Solution Manager Diagnostics**

- Setup, configure and document End-to-End Monitoring and Alerts

*Offerings:*

- ❖ Setup/Configure/Document End-to-End Monitoring and Alerts
- ❖ Maintain/Modify/Update End-to-End Monitoring and Alerts

### ☐ **Wiley Interscope**

- Install, setup, configure and document Wiley Interscope

*Offerings:*

- ❖ Install/Setup/Configure/Document Wiley Interscope
- ❖ Maintain/Modify/Update Wiley Interscope

### ☐ **Job Schedule Management**

- Setup, configure and document Job Schedule Management

*Offerings:*

- ❖ Setup/Configure/Document Job Schedule Management
- ❖ Maintain/Modify/Update Job Schedule Management

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*Offerings:*

- ❖ Setup/Configure/Document Job Schedule Management
- ❖ Maintain/Modify/Update Job Schedule Management

### ☐ **CCMS Agents**

- Setup, configure and document CCMS Agents for Central System Monitoring

*Offerings:*

- ❖ Setup/Configure/Document CCMS Agents on a Monitored System
- ❖ Maintain/Modify/Update CCMS Agents on a Monitored System