SAP KeyUser Pro

Integrated Change and Requirements Management with SAP Cloud ALM and ServiceNow

- rightsource at a glance

Profile

- ServiceNow Platform and Premier Partner
- SAP Technology Partner
- “THE” ServiceNow Partner for SAP related topics
- 360° view on processes and technology
- Focus on business processes, SAP and ERP application

Portfolio

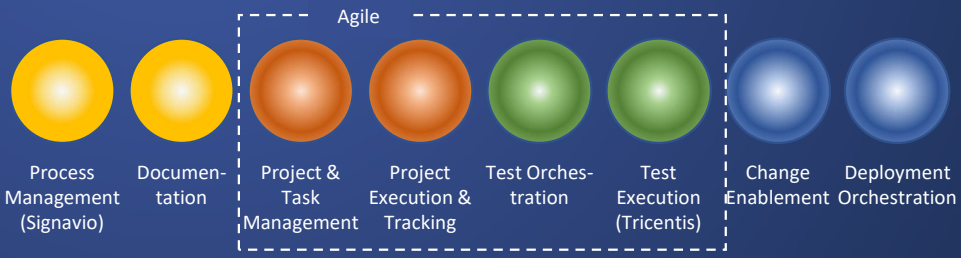
- Certified products “KeyUser Pro” and “SPM integration”
- “External Workforce Management” available in June 2023
- Consulting, product development, store products
- Special partnership with SAP related to SAP Cloud ALM

SAP Cloud ALM integration

SAP Cloud ALM helps you to implement and operate intelligent cloud and hybrid business solutions

Integrate SAP Cloud products with ServiceNow Support and Change & Project Management

- SAP Cloud ALM targets similar business functionalities like SAP Solution Manager, but is a completely new paradigm
- No future versions of SAP Solution Manager after Version 7.2
- Solution Manager will be out of mainstream support in 2027. Out of support in 2030.



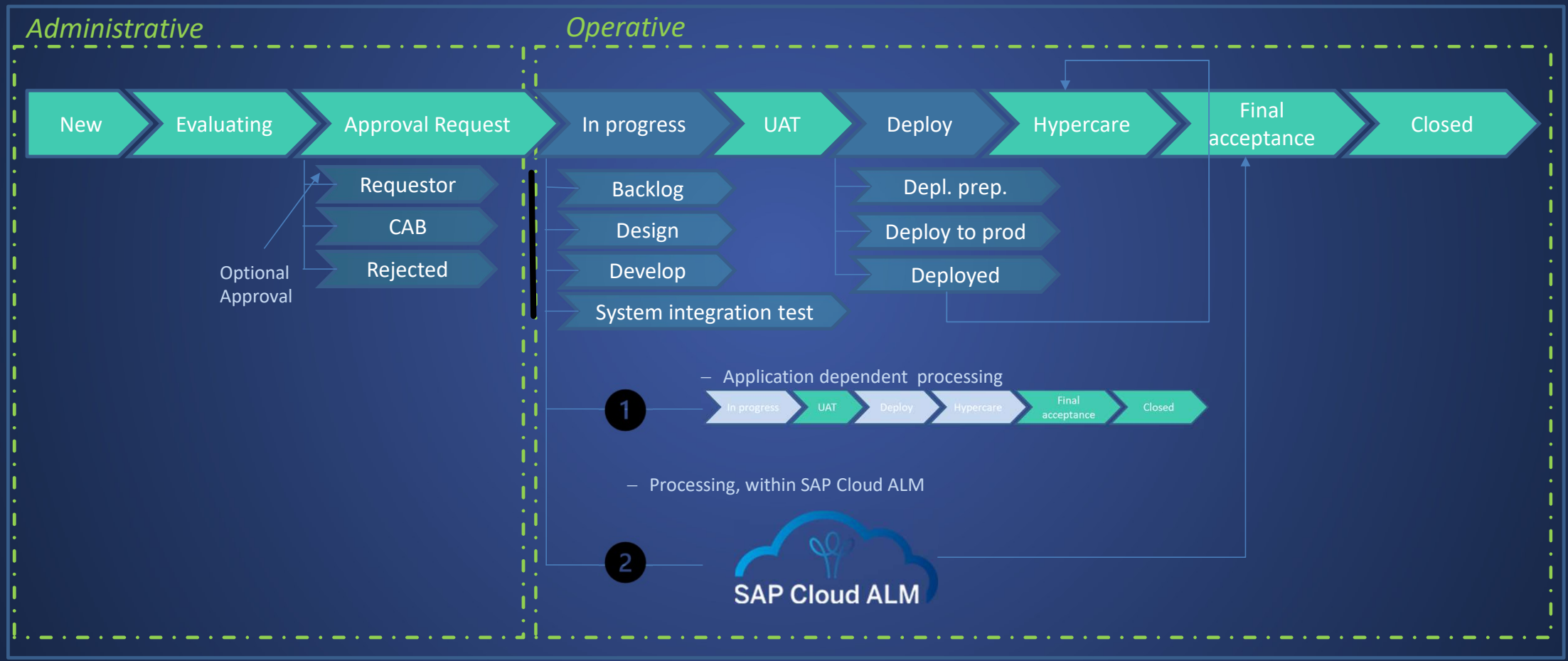
Success Story

seamless and consistent communication between business and IT departments for a perfect user experience within Change and Requirement Management

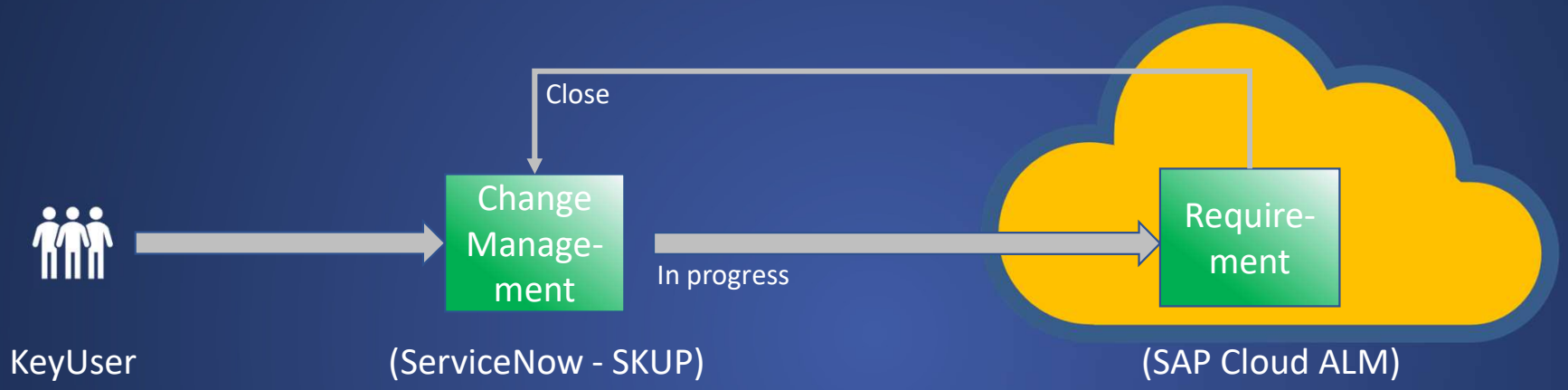
Use the best from ServiceNow (SAP KeyUser Pro) and SAP Cloud ALM

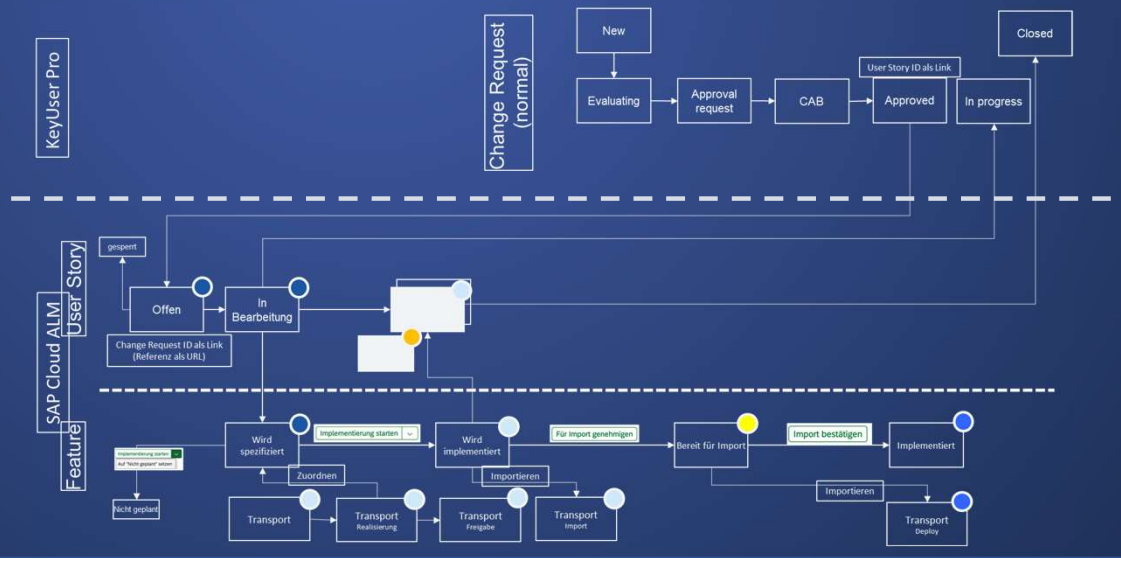
- Administrative process steps handled via SAP KeyUser Pro
  - Requirements Evaluation
  - Approvals
- Operative steps handled via SAP Cloud ALM
  - Development
  - Deployment
  - Solution Testing
- Use of the products optimized for user groups
  - Business Users work mainly with ServiceNow KeyUser Pro
  - Technical Users mainly work with SAP Cloud ALM
- Fully digitized solution across both platforms.

Requirements / Normal Change Process



ServiceNow (KeyUser Pro) Change integration with Cloud ALM





contact us:

(And ask for a live demo)

https://www.b-rightsource.com

mailto:info@b-rightsource.com

https://store.servicenow.com