

*SAP KeyUser
Pro*



Integrated Incident and Requirements Management
with SAP Cloud ALM and ServiceNow

- *rightsource* at a glance

Profile

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



Portfolio

- Certified store products “KeyUser Pro” and “SPM integration”
- SAP Cloud ALM integration to be published on SAP Store and ServiceNow Store
- Consulting, product development, additional store products
- Special partnership with SAP related to SAP Cloud ALM



Customer challenges – SAP general

Customers must upgrade to S4/HANA at some point.

Projects need efficiently and smoothly handed over to the Support Organization.

SAP Solution Manager is going out of mainstream support 2027.

- SAP Cloud ALM is the designated successor, but with gaps.

SAP S/4HANA



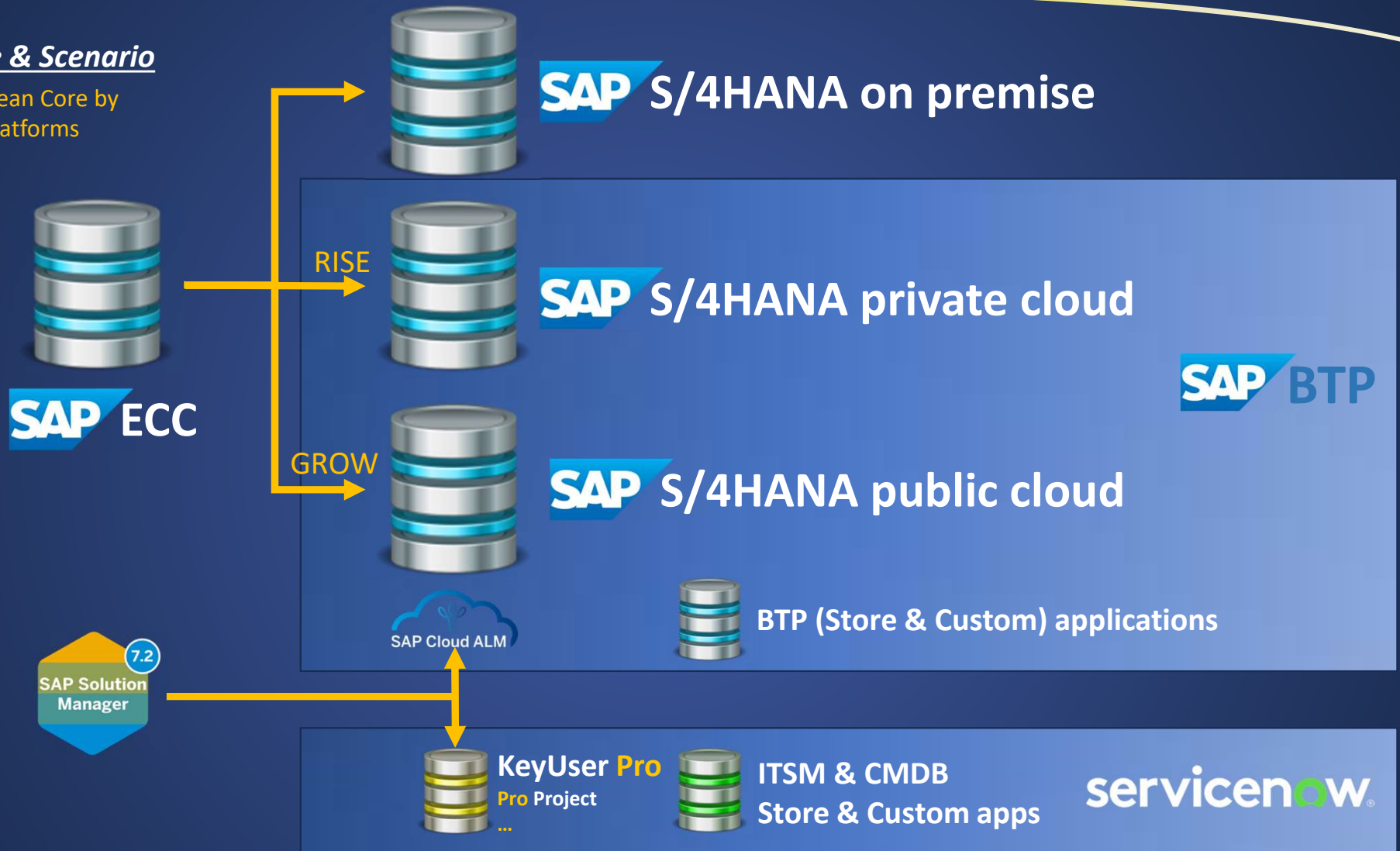
servicenow
KeyUser Pro

&

SAP Cloud ALM

Challenge & Scenario

Improving Clean Core by combining platforms



Success Story

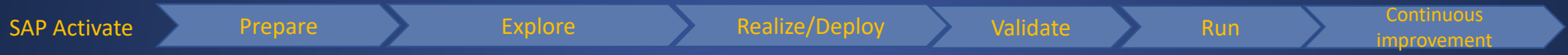
seamless and consistent communication between business and IT departments for a perfect user experience within Change and Requirement Management

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.

SAP projects playbook

based on SAP Activate methodology



Solution Scoping
System Setup

Documentation
Project Mgmt
Test Mgmt.
Feature/Transport



Fit-to-Standard
Fit-to-Gap
Functional Spec.
Technical Spec.

Project scoping
Requirements
Risk assessment
Approvals

Documentation
(Knowledge Base)

Audit
Acceptance

Smooth handover
to support
KeyUser Support



Reporting

Continuous and digitized project flow

contact us:

(And ask for a live demo)



<https://www.b-rightsource.com>

<mailto:info@b-rightsource.com>

<https://store.servicenow.com>