



Erfahrungen mit dem Solution Manager im Bereich Tires bei der Continental AG

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Solution Manager@Conti Tires

Agenda



1. The Tires CC sales, finance & distribution in the Continental AG

2. Usage of the Solution Manager at present and in the past

I. Solution Manager Usage History

II. Current Usage of the Solution Manager in the Tires CC sales, finance & distribution

3. Lessons Learned

4. Questions & Answers

Continental Divisions and Business Units



Continental Corporation

Automotive Group

Rubber Group

Chassis & Safety

- ▶ Electronic Brake Systems
- ▶ Hydraulic Brake Systems
- ▶ Sensorics
- ▶ Passive Safety & ADAS
- ▶ Chassis Components

Powertrain

- ▶ Engine Systems
- ▶ Transmissions
- ▶ Hybrid Electric Vehicle
- ▶ Sensors & Actuators

Interior

- ▶ Body & Security
- ▶ Connectivity
- ▶ Commercial Vehicles & Aftermarket
- ▶ Instrumentation & Displays
- ▶ Interior Modules
- ▶ Multimedia

Passenger and Light Truck Tires

- ▶ Original Equipment
- ▶ Replacement Europe
- ▶ Replacement The Americas
- ▶ Replacement Asia
- ▶ Two-Wheel Tires

Commercial Vehicle Tires

- ▶ Truck Tires Europe
- ▶ Truck Tires The Americas
- ▶ Truck Tires Replacement Business Asia
- ▶ Industrial Tires

ContiTech

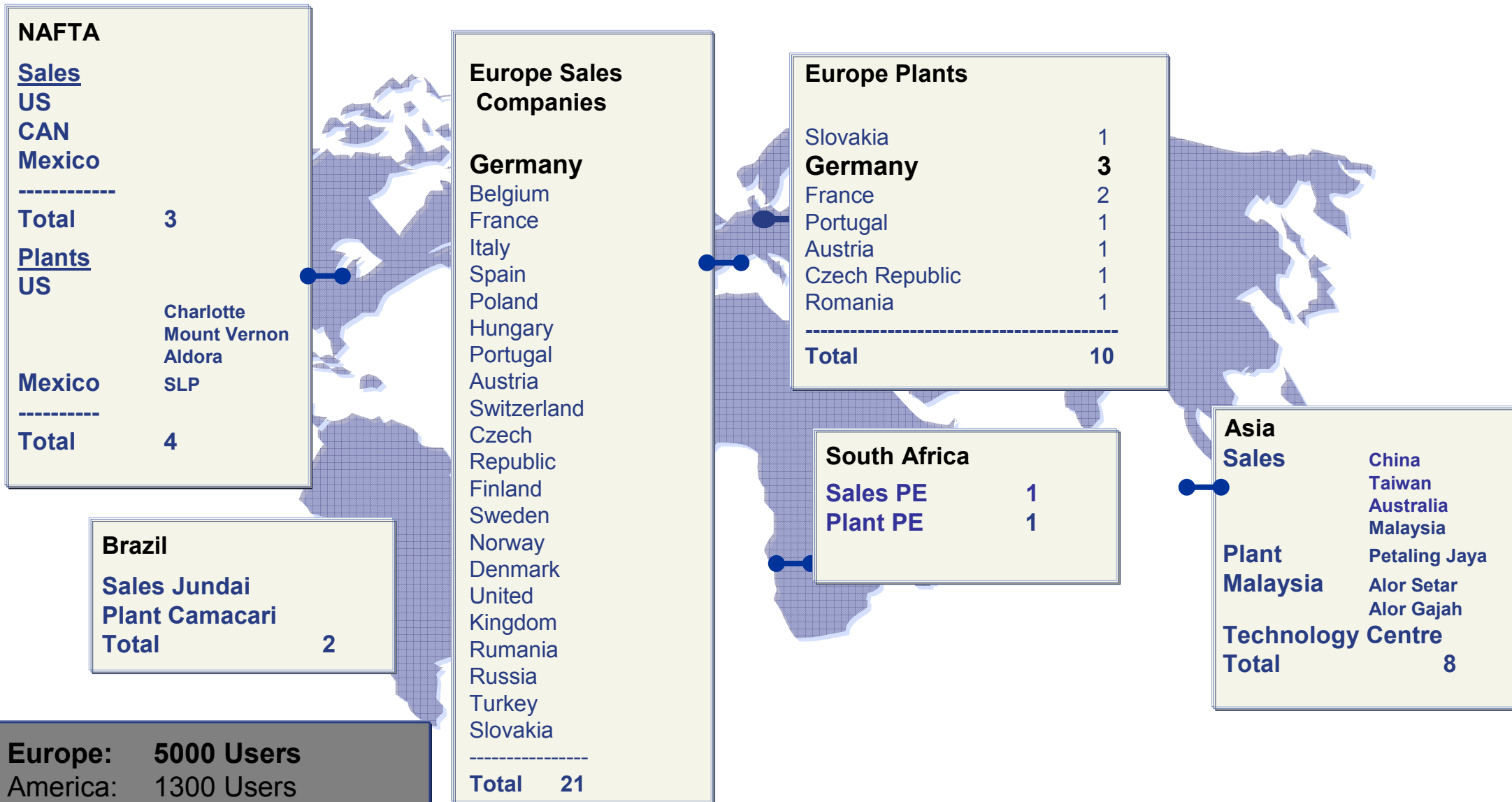
- ▶ Air Spring Systems
- ▶ Benecke-Kaliko Group
- ▶ Conveyor Belt Group
- ▶ Elastomer Coatings
- ▶ Fluid Technology
- ▶ Power Transmission Group
- ▶ Vibration Control
- ▶ Other Operations

Continental IT – Key Figures



IT Organization	Corporate	Divisonal	
	IT Infrastructure	Automotive IT	
	IT Security	Tires IT	
	Corp Funtion IT	CTech IT	
IT Cost 2008			
	MEuro	431	
	% Sales	1,80%	
Internal IT Staff			
	Headcount	1.500	
PC Workplaces			
	PC Clients	Total	86.000
		% Laptops	43%
	Messaging	Mailboxes	70.000
Enterprise Systems (SAP)			
	Prod. Instances	95	
	Capacities	HA	Std
		SAPs	490
		TB	80
			250
			150
WAN MPLS Network			
	Site Connections	440	
	Cum. Bandwidth (Gbps)	2,915	
Sep 09			

Tempo - Core system of the CC sales, finance & distribution (SAP ERP 6.0 Central Component)

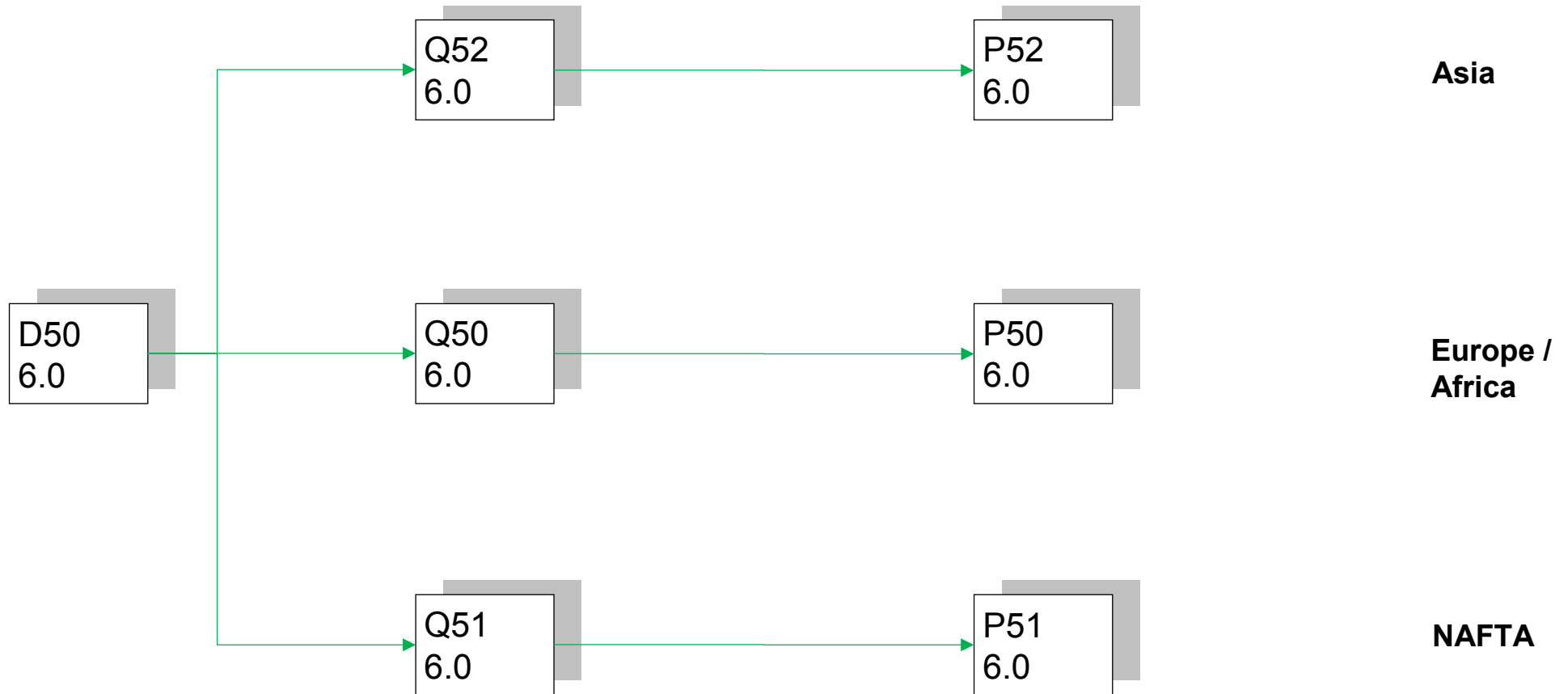


Europe:	5000 Users
America:	1300 Users
Asia:	300 Users
Africa:	100 Users

Locations:	50

TEMPO landscape

Basics



Solution Manager@Conti Tires

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SAP Solution Manager Usage History

▶ 01/2004

- ▶ **Activation of the Solution Manager for incident management Conti internal in the course of the Tempo project (Upgrade R/2 → R/3)**
- ▶ **Handling of the incident communication with SAP (OSS messages, aso.)**

▶ 03/2008

- ▶ **Replacement of the Solution Manager for Incident management Conti internal by the general concern incident management tool HP open view**
- ▶ **Also the communication with SAP is not handled with the Solution Manager anymore**
- ▶ **→ No usage of the tool within the Conti Tires IT (excluding mandatory functions)**

▶ 08/2008

- ▶ **Reactivation of the Solution Manager as the general test tool for the CC Sales finance and distribution within the Conti tires IT for the ECC 6.0 upgrade project**
- ▶ **In that first project almost 60.000 test cases had to be processed for all processes and locations which are handled in the Tempo system (and also in our decentralized SAP WM-system)**
- ▶ **The Solution Manager has been used since that time in several projects in the CC sales, finance and distribution**

Reason to use SAP Solution Manager for Testing

▶ Transparency

- ▶ Central tool to maintain and handle a large amount of test cases
- ▶ Access to all SAP users around the world
- ▶ Real time test case status available for all stakeholders (e.g. management, auditor, etc.)

▶ Link between test case and error message

- ▶ Relationship of test case and corresponding error message possible

▶ Customizable SAP tool

- ▶ Solution Manager is adaptable with the known SAP tools (Customizing, ABAP workbench, etc.)
- ▶ Support can be handled with SAP knowledge
- ▶ No separate test system needed (Cost, knowledge, etc.)

▶ Test Reporting

- ▶ Test Reporting for large scale projects possible

SAP Elements

Project

> Test Plan

> Business Scenario

> Business Process

> Test Cases



Test Phases (3)

> SD SC, SD PC (Modul/ Integration)

> Location (SC, PC, Warehouses, Central)

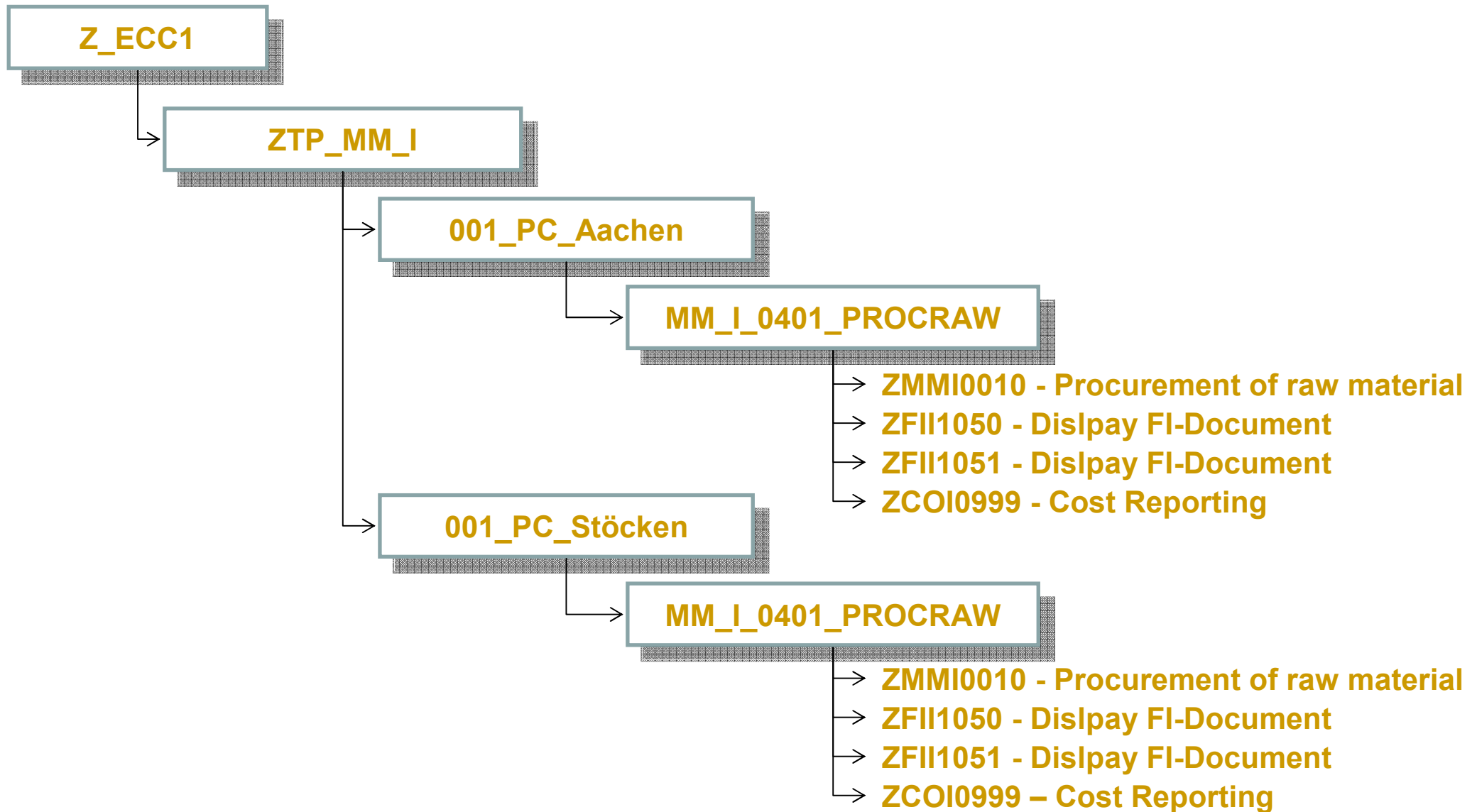
> Logical Link*

> Test Cases

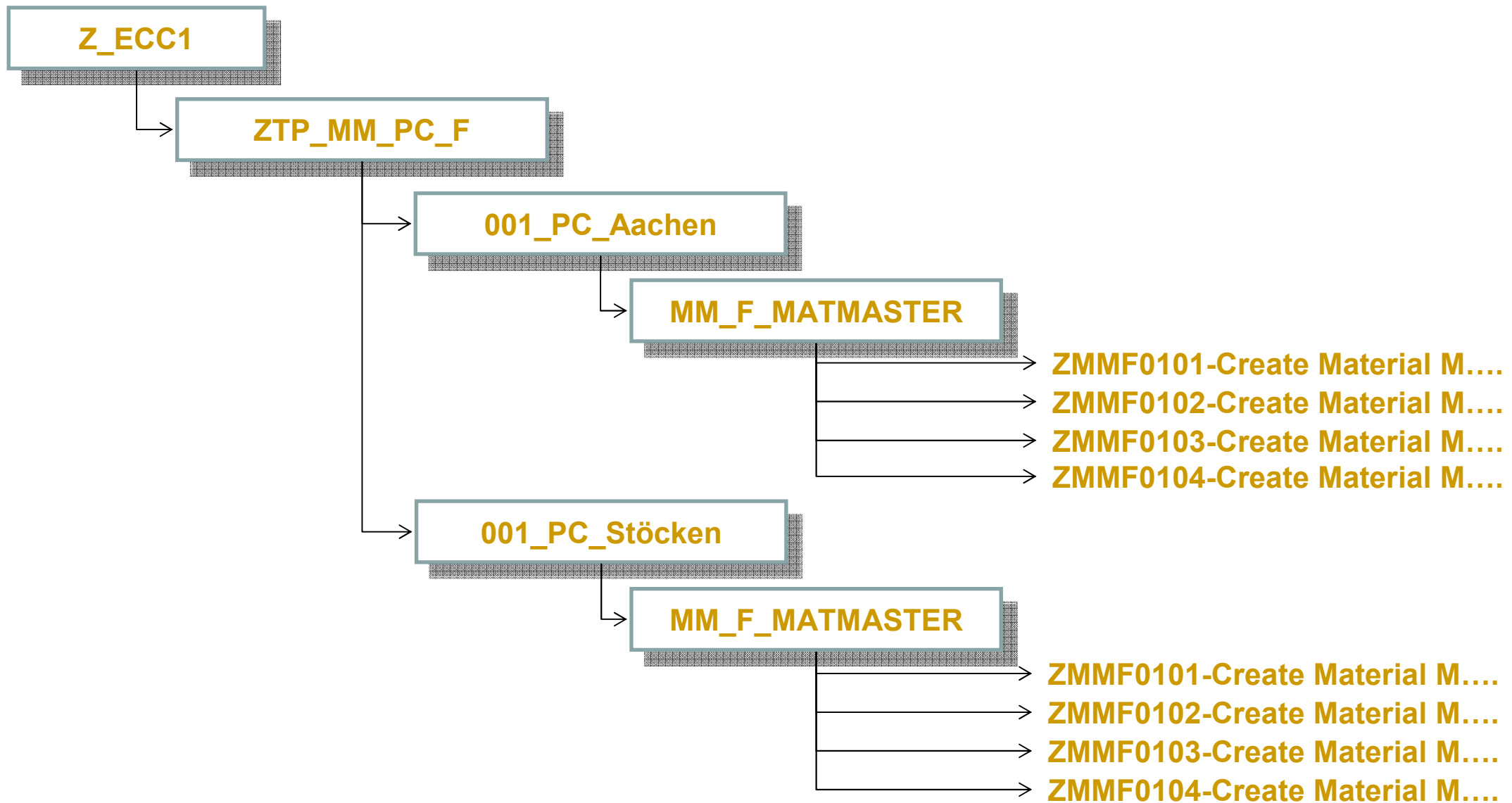
(Functional Tests,
Integration Tests,
Interface Tests, EDI, Authorizations)

* Test Case ↔ Process

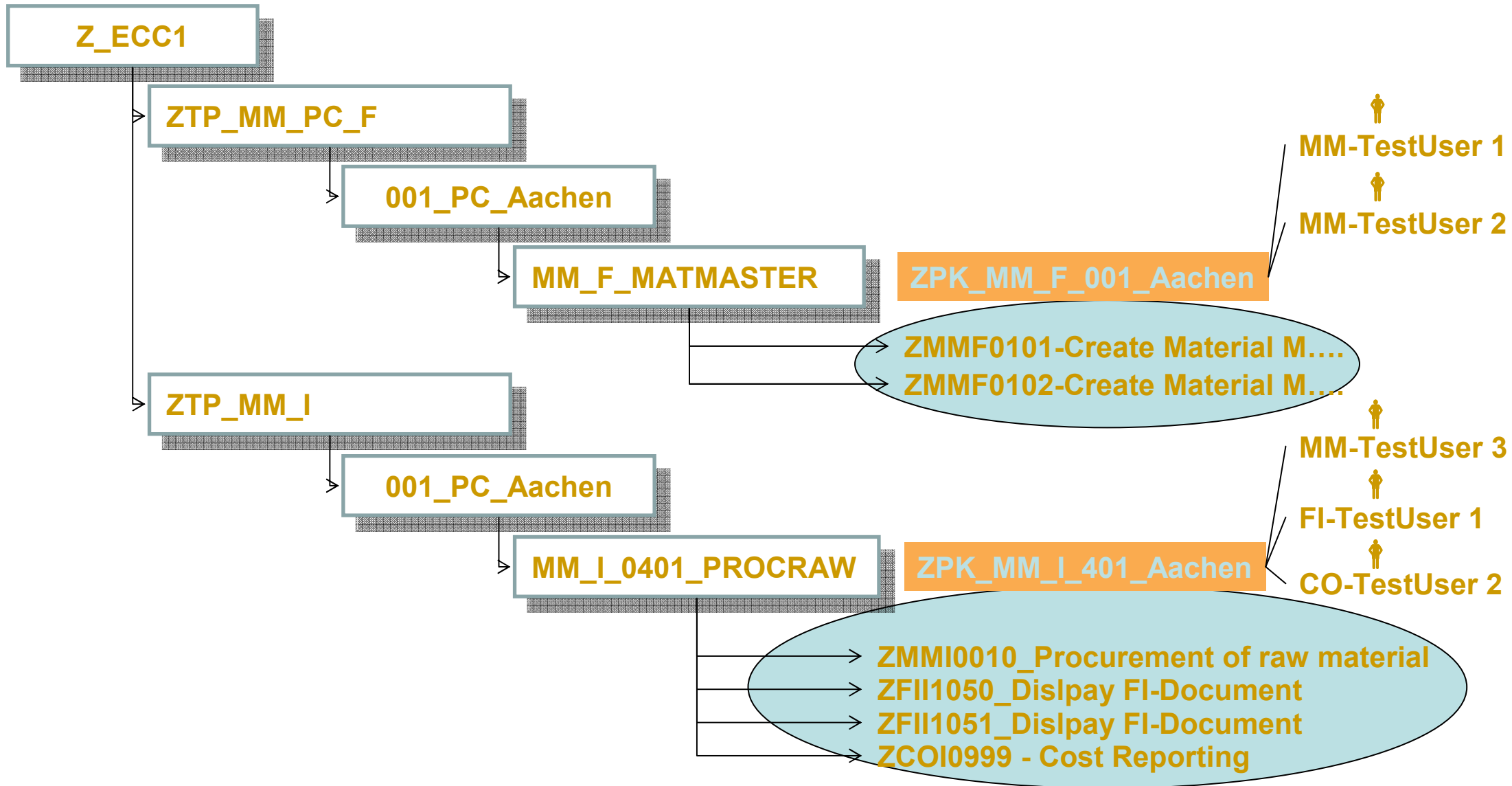
Continental SolMan: Management of Cases for Int. Test



Continental SolMan: View on Functional Test Cases



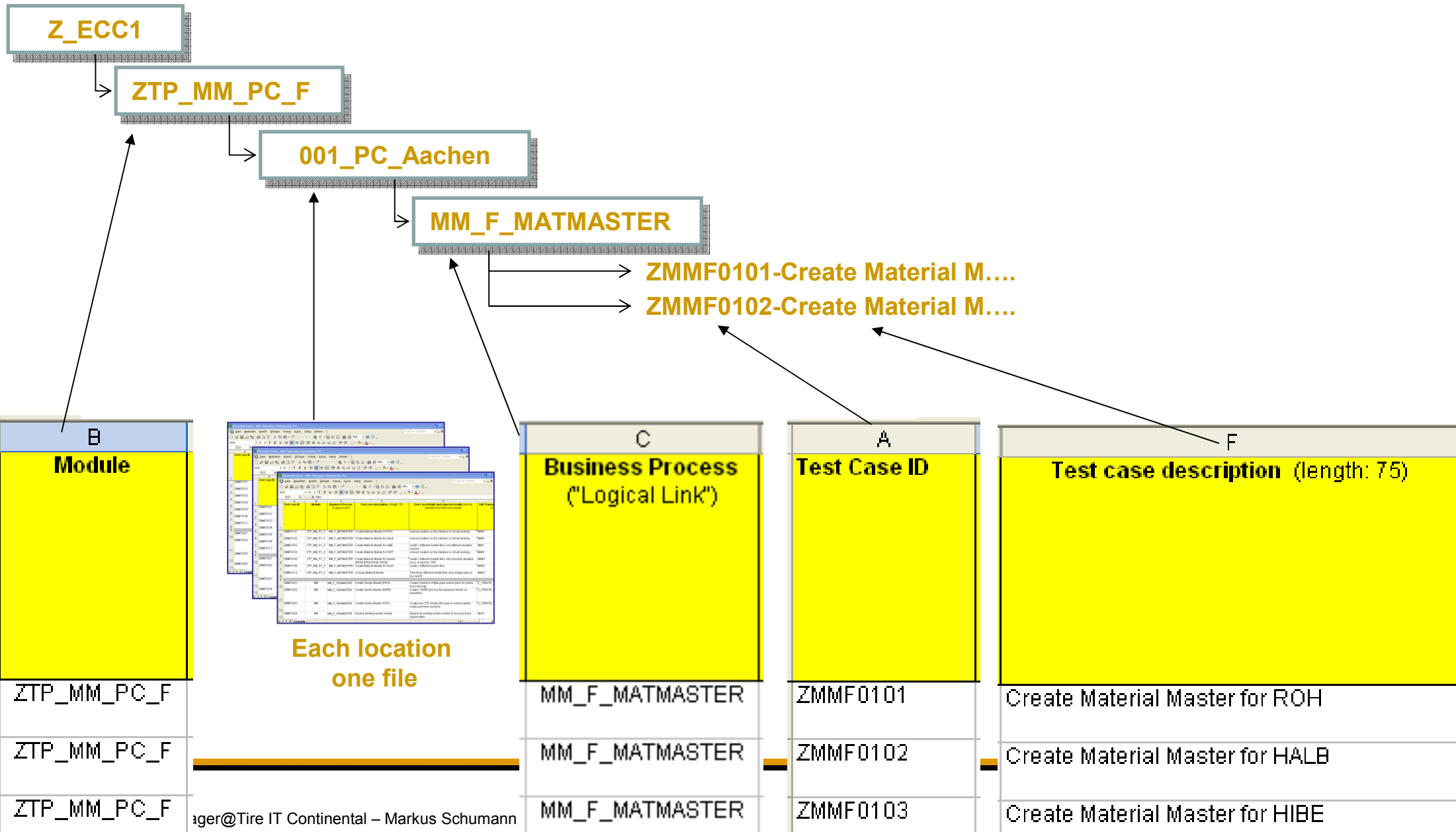
Continental SolMan: View on Test Packages



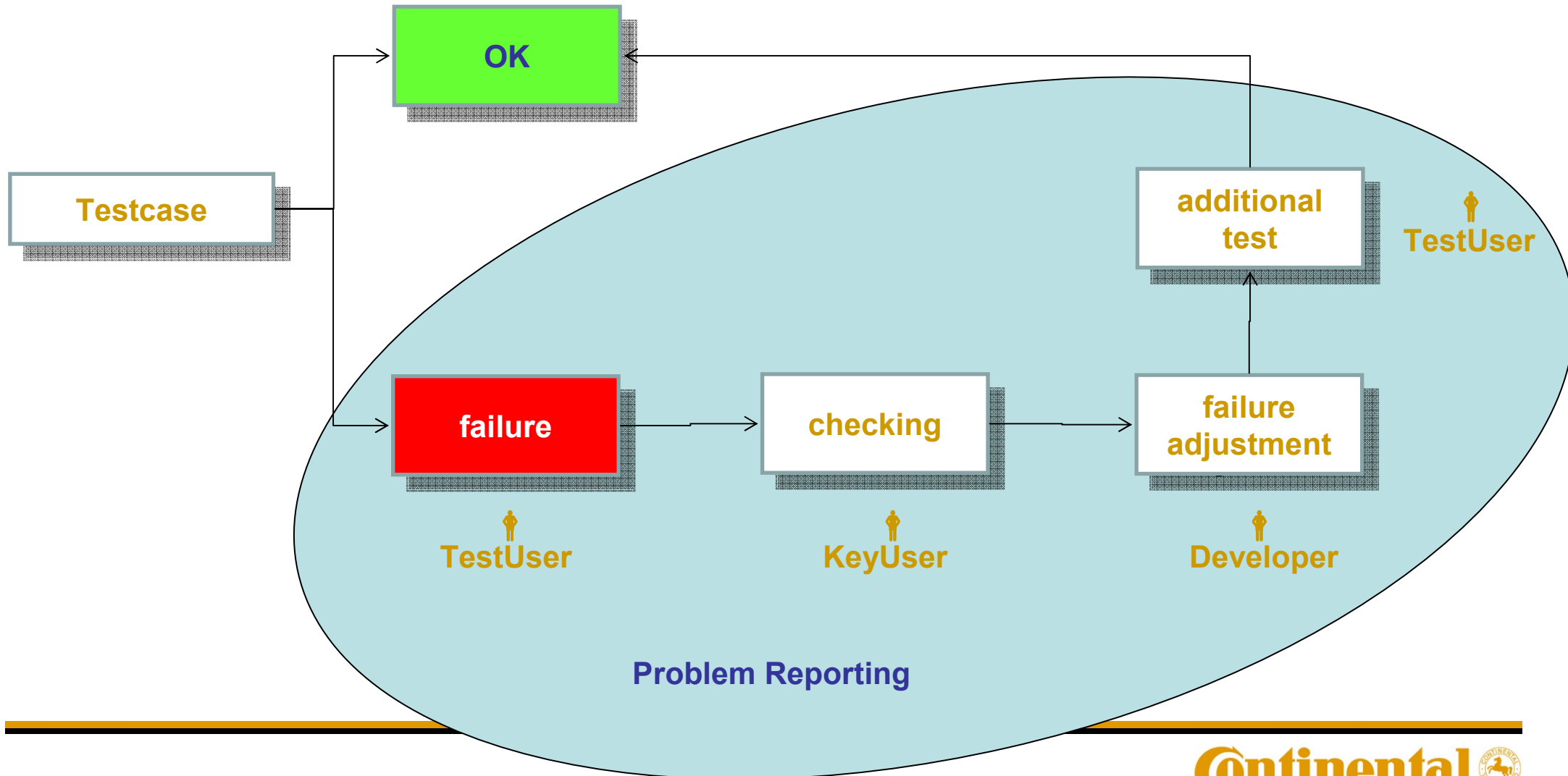
Continental SolMan: Status Report (Test Cases)

	Errors	No Result	OK
Z_ECC1			
ZTP_MM_PC_F	2	5	7
001_PC_Aachen	0	1	1
MM_F_MATMASTER	0	1	1
ZMMF0101-Create Material M....	0	1	0
ZMMF0102-Create Material M....	0	0	1
0.._PC_.....
ZTP_MM_I	8	5	9
001_PC_Aachen	1	1	2
MM_I_0401_PROCRAW	1	1	2
ZMMI0010_Procurement of raw m	0	0	1
ZFII1050_Dislpay FI-Document	0	1	0
ZFII1051_Dislpay FI-Document	0	0	1
ZCOI0999 - Cost Reporting	1	0	0
0.._PC_.....

Continental SolMan: Example






Continental SolMan: Problem Reporting



Continental SolMan: Problem Management Authorization



	 TestUser	 KeyUser	 Developer
<div data-bbox="190 593 577 715" style="border: 1px solid black; padding: 5px; width: fit-content;"> Testcase </div>	Display information, change status	create, change, delete, analyse status	...
<div data-bbox="203 991 589 1112" style="border: 1px solid black; padding: 5px; width: fit-content;"> Problem Mangmt. </div>	Create error message, change status	Create error message, change status, assign to development team	Create error message, change status, assign to development team

Status Info System



SAP

Status Info System

Status overview | Status Analysis | Message Overview

Status Info System

Date, Time 13.11.2009, 13:27:58
Caution Results Obsolete

Project name	Test Plan	Errors (%)	No Result (%)	OK (%)	Errors	No Result	OK	Total	Person Res
	Overall	0	12	88	349	10477	83060	93886	
Z_ECC1	ZTP_BW_PC_F	0	100	0	0	2	0	2	SCHNELLE
	ZTP_BW_PC_I	0	100	0	0	1	0	1	SCHNELLE
	ZTP_CL_SC_I	0	0	100	0	0	213	213	METZGERE
	ZTP_CO_CE_F	0	0	100	0	0	1	1	PASCHKES
	ZTP_CO_PC_F	0	6	94	0	15	242	257	PASCHKES
	ZTP_CO_PC_I	0	0	100	0	0	2	2	PASCHKES
	ZTP_CO_SC_F	1	31	68	1	64	135	200	PASCHKES
	ZTP_CO_SC_I	0	0	100	0	0	1	1	PASCHKES
	ZTP_CP_PC_I	0	100	0	0	5	0	5	LANGHOLZ
	ZTP_CT_CE_F	0	13	87	0	8	54	62	ENGELD
	ZTP_CT_PC_F	0	0	100	0	0	6	6	ENGELD
	ZTP_CT_SC_F	20	0	80	2	0	8	10	ENGELD
	ZTP_ED_SC_I	0	0	100	0	0	405	405	BROWNV
	ZTP_FI_CE_F	0	0	100	0	0	23	23	BOLTINGR
	ZTP_FI_PC_F	0	1	99	2	4	639	645	BOLTINGR
	ZTP_FI_PC_I	0	0	100	0	0	29	29	BOLTINGR
	ZTP_FI_SC_F	1	2	97	9	10	626	645	BOLTINGR
	ZTP_FI_SC_I	0	0	100	0	0	3	3	BOLTINGR
	ZTP_GT_WH_F	0	0	100	0	0	29	29	WEITHAEL
	ZTP_GT_WH_I	0	0	100	0	0	93	93	WEITHAEL
	ZTP_IF_CE_F	0	0	100	0	1	292	293	FEDDECKR
	ZTP_IM_PC_F	2	4	94	1	2	44	47	PIETZNER
	ZTP_MM_CE_I	0	37	63	0	3	5	8	BORCHERC

Status Analysis

SAP

Status Analysis Test Plan "ZTP_091_CZECH_VFB_F"

Status Analysis

Test Plan ZTP_091_CZECH_VFB_F
Analysis of 13.11.2009, 14:31:35

Attachments | Tabular Display | Hierarchy List | Message Overview

Test Plan	Errors	No Result	OK	Ru...	T...	T...	Test	P	W	St...	M...	N...	Status Text	Log...	Destin...	SAP S...	Client	User
MODUL FI	0	0	261															
Business Processes	0	0	261															
FI_F_AA_Document	0	0	3															
FI_F_AA_FUTBAL	0	0	3															
FI_F_AA_Master Data	0	0	9															
FI_F_AA_Periodic Closing	0	0	1															
FI_F_AA_Periodic Processes	0	0	7															
Recreation of the log for a depreciatio							ZZFIF... 2			OO			OK		SM_P...	P55	100	ANTLO...
Man. value correction - unplanned dep							ZZFIF... 2			OO			OK		SM_P...	P55	100	ANTLO...
Man. value correction - unplanned dep							ZZFIF... 2			OO			OK		SM_P...	P55	100	ANTLO...
Man. value correction - Write up							ZZFIF... 2			OO			OK		SM_P...	P55	100	ANTLO...
Execute Batch Job for Depreciation							ZZFIF... 2			OO			OK		SM_P...	P55	100	ANTLO...
Periodic asset posting							ZZFIF... 2			OO			OK		SM_P...	P55	100	ANTLO...
Depreciation run - execute							ZZFIF... 2			OO			OK		SM_P...	P55	100	ANTLO...
FI_F_AA_Posting	0	0	13															
FI_F_AA_Reports	0	0	38															
FI_F_AP_Accounts	0	0	4															
FI_F_AP_Document	0	0	30															
FI_F_AP_Masterdata	0	0	23															
FI_F_AP_Periodic Closing	0	0	4															
FI_F_AP_Periodic Processes	0	0	1															
Update External code with ba number							ZZFIF... 2			OOO			Not Relevant		SM_P...	P55	100	ANTLO...
Update check number							ZZFIF... 2			OOO			Not Relevant		SM_P...	P55	100	ANTLO...
Data Medium Administration							ZZFIF... 2			OOO			Not Relevant		SM_P...	P55	100	ANTLO...
Payments							ZZFIF... 2			OOO			Not Relevant		SM_P...	P55	100	ANTLO...
Payments							ZZFIF... 2			OOO			OK		SM_P...	P55	100	ANTLO...

Error Message 1/2

Business Transaction Edit Goto Extras System Help

Display: Support Notification 9900002185

Business Partner Cockpit Business Transaction

Fast Entry Transaction Data

Service Process

Support Notification 9900002185

Status **Result created** Further Statuses

Description No payment media created - trans. FBPM

Reference

Sold-to Party	4001	ContiTire / 30165 Hannover	Priority	1 1: Very High
Reported by	1193	Lenka Antlova (Incomplete address)	Category	
Support Team	1106	TEAM FI ECC SOLMAN / 30165 Hannover	Ext.Reference No.	000000803320
Message Processor	68	Tom Gosse / 30165 HANNOVER	Reference Date	
IBase / Component	1 / 54	Q50 - Consolidation Tempo - E	Subject	F1Z0000001Z11 Handli
Product ID				

\$U99 Description EN English

Start customer requirement	TU 28.10.2008 00:00 UTC	Today's Date
End customer requirement	FR 31.10.2008 00:00 UTC	Start + 3 Days

Error Message 2/2

Business Transaction Edit Goto Extras System Help

Display: Support Notification 9900002185

Business Partner Cockpit Business Transaction

Fast Entry Transaction Data

Overview SAP Attributes SAP Notes Solution Database Partners Actions

Description ANTLOVAL 28.10.2008 11:54:17

Technical information

Test Plan ZTP_091_CZECH_VFB_F

Test Package ZPK_091_CZECH_VFB_F_ANTLOVAL

Test Case ZZFIF0569

Test Case Short Text Payments

No Payment Media Created in Format CZSK-MT100-D

No payment media created in format CZSK_MT100-D in transaction FBPM.
This error belongs to payment prop. from 28102008 91D - trans. F110.

Without the solution the payments can not be sent to vendors.

System Data ANTLOVAL 28.10.2008 11:54:18

SY-SYSID Q50

SY-MANDT 100

Installation number 0020132495

System type Development System

SAP version

Release

Support Package Level ..

Li 1, Co 1 Ln 1 - Ln 26 of 57 lines

Business Transaction Edit Goto Extras System Help

Display: Support Notification 9900002185

Business Partner Cockpit Business Transaction

Fast Entry Transaction Data

Overview SAP Attributes SAP Notes Solution Database Partners Actions

IP address

Type

CPU type

Operating system

Message Server

Vendor

Name lhdb0524

IP address

Type

CPU type

Operating system

Software Component/Release/Support Package Level

Description GOSSET 29.10.2008 10:43:11

Hello Ms. Antlova,
the settings were ok.

I removed your proposal and then I re-started it. It worked fine and the
bank file was created. Then I run the real payment run. Also here the
bank was created. I think you forgot to mark "create payment proposal"
(see attached file).

Kind regards
Tom Gosse

Li 1, Co 1 Ln 30 - Ln 56 of 57 lines

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Solution Manager@Conti Tires Test Tool – Lessons learned



- Benefits
 - Structured and transparent test tool for large scale projects to inform all involved stakeholders
 - Link between test case and error message supported
 - Customizable with SAP standard development tools
 - Involve people from different locations (and regions) easily
 - Less training for SAP experienced users

- Points for consideration
 - Extensive overhead for small projects
 - Solution Manager is recognized as a SAP tool → convincing work in integrative projects
 - Also SAP experienced have to be introduced to the Solution Manager

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Questions?

otherwise

Thanks for your attention!