



Conigma™ CCM

Integration of SAP Software Logistics in the ITIL Processes of the IT Organization

As an integral part of the Conigma™ Suite, the Conigma™ CCM Change and Configuration Management Software administers functional requirements (also known as Change Requests) and links the SAP software logistics with external SCCM tools as and when required. This ensures close integration of all business critical tools within the IT organization (Trouble Ticketing, Issue Management, Change Order Management, etc) and assists companies to apply and adhere to ITIL processes.

Support for all SAP Technologies

Conigma™ CCM is the only tool worldwide which can administer both WebAS ABAP and also WebAS Java changes in a Change Request. This is particularly vital for requirements which extend across the SAP Process Integration (XI), ERP systems and – for example - CRM. All available SAP releases and technologies are fully supported. The SAP Netweaver certification will be concluded towards the end of August 2007.

Management of Global Changes

Conigma™ CCM is fully integrated in SAP and ensures that even functional changes across systems (for example, a request which entails changes in both the ERP and BW systems) can be effected consistently throughout the IT landscape. Open interfaces make

it possible to construct a company-wide environment in order to manage Change Requests across the entire company – not only for SAP.

Safeguarding IT Compliance Requirements

IT compliance measures, such as the four-eyes principle with electronic signature or compulsory adherence to procedures and documentation, are supported by Conigma™ CCM in tamper-proof manner. The Conigma™ Repository records all activity relevant to the configuration and supports the execution of IT performance checks.

Support for SAP Template Development

Service and offshore providers benefit from the support available in Conigma™ for the development of SAP templates. Conigma™ facilitates the setting up of software development processes which extend from the template and the resulting adaptations to the individual IT systems stored subsequently.

Support for Organizations with Offshore Development Departments

The high degree of automation in Conigma™ CCM ensures that developmental and quality control processes can be strictly adhered to. Displaying the processes in the workflow, together with the associated automation, results in significantly reduced training costs and maintains a high level of IT process quality. By means of Conigma™ both external service providers and clients can be incorporated into the process.

Support for IT Managers

- Process standardization conforms to ITIL
- Consistent treatment of change requests across technologies
- Comprehensive reporting of entire change entity together with CMDB integration
- Transparency with regard to current project progress for managers and clients
- Improvement to software quality
- Enforcement of IT processes and IT compliance

Support for SAP Development Teams

- Automation of complex changes by bundling changes according to functional requirements
- Transparency with regard to status of developmental process
- Documentation of actions and transactions
- Reproduction of system status whenever required
- Transport management at change request level (no more transport problems)
- Safeguarding of import sequence

