SAP® MaxAttention™ Enables Excellent Interface Management for SF Express

Objectives
- Realize unified Interface Management and optimize IT operation process
- Enable active alerting for interface exceptions and prompt response
- Reduce risk of interface exceptions to ensure business continuity

Why SAP
- SAP Value Optimization Service helps identify the pain points and potential improvements and get tailored solution
- Adopt SAP standard solution to avoid additional cost of customized development
- Agile deployment to ensure shorter implementation cycle and lower implementation cost

Solutions
- SAP Value Optimization Service powered by SAP Solution Manager 7.1

Benefits
- Realized monitoring on key interfaces
- Transformed the IT operation team from reactive response to proactive monitoring
- Built interface management systems and ensured data consistency
- Improved operation efficiency and reduced business impact
- Provided solid foundation for whole process automated monitoring with high configurability and scalability
- Reduced IT operation cost and error handling effort

Future plan
- Continuously improve the interface operation management

“SAP Value Optimization Service helped SF implement Interface Monitoring on core business processes, and built up the unified Data Consistency and Interface Management platform. It helped SF IT Operation team transform from reactive response to proactive monitoring and improve business satisfaction with reduced operation cost.”

Van Wang, Project Manager, SF Express