



# Possibilities

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# Optimize the Performance of Your SAP Applications

with AppDynamics

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# Agenda

- Introduction
- Current SAP Landscape
- AppDynamics for SAP
- SAP Migrations
- Next Steps

# Many mission critical applications run on SAP

77% of all worldwide business transactions touch an SAP system

- 440,000+ customers
- Over 300 applications, including:
  - Enterprise Resource Planning (ERP)
  - Customer Relationship Management (CRM)
  - Business Warehouse (BW)
- Number 1 market share: Analytics and Business Intelligence, ERP and Supply Chain Management

# Troubleshooting legacy SAP apps

For the Fortune 1000... the average cost of a critical application failure per hour is \$500,000 to \$1 million

IDC Opinion, DevOps and the Cost of Downtime: Fortune 1000 Best Practice Metrics Quantified, December 2014



## Insufficient monitoring solutions

- Inability to instrument ABAP code and discover root cause
- Legacy nature of SAP ECC platform (phase out ~2030)
- Cannot diagnose performance issues in SAPGUI apps



## Unhelpful alert storms

- Static thresholds result in noisy warnings (ex: SAP Solution Manager)
- Slow remediation results in costly war rooms



## No business context

- Inability to correlate performance problems to user experience
- Inability to prioritize issues by importance to business

# SAP Solution Manager + AppDynamics

## Many Visibility Gaps:

- Manual baselines and alerts
- No visibility into external systems
- Reactive traces to find ABAP issues

AppDynamics is complimentary to Solution Manager to fill these gaps by providing ABAP code-level visibility along with business context.

# AppDynamics for SAP

Extending our leading APM to SAP applications



## Visibility

- Real-time Flow Map
- Business Transaction with application context
- Dashboards show health of SAP components including databases (Relational or HANA)
- Easily Visualize Bottlenecks



## Troubleshooting

- Drill-down ABAP code and database performance issues
- Automatic Dynamic Baselines
- Automatic transaction snapshots
- Triage SAPGUI application performance issues
- AI/ML based Root-Cause Analysis



## Health Rules and Alerts

- Automatically set for key performance metrics
- Configurable rules to suit any business need
- Intelligent alerting policies avoid alert storms
- Ties into ITSMs (ServiceNow, PagerDuty, Slack, JIRA, etc.)

# AppDynamics for S/4HANA/Cloud Migration



## BUSINESS TRANSACTIONS

- Auto Discovery
- Proactive Alerts
- User Experience



## UNIFIED MONITORING

- Single Source of Truth
- Java, ABAP, etc.,
- Stop Blame Game



## FASTER MTTR

- Fix Issues Faster
- Rapid RCA and MTI
- Meet Deadlines



## PRE & POST COMPARISON

- Reduce Risk
- Deal In Facts
- Prove Success



# AppDynamics Datavard Insights



Reliable Monitoring



Fast Issue Resolution



Issue Prevention

- Focus on the overall health of the SAP system
- SAP System Monitoring
- SAP HANA safeguarding
- End to end business visibility with Datavard Insights + BiQ
- Fast and easy to implement
- 24 Out of the box dashboards

The background is a dark blue field filled with numerous small, semi-transparent squares and dots in various colors including light blue, teal, yellow, orange, and red. These elements are scattered across the frame, with a higher concentration of yellow and orange squares forming a diagonal band from the top right towards the bottom right. The word "Demo" is written in a light blue, sans-serif font on the left side of the image.

Demo

# Global Retailer & Top 50 Largest SAP Deployment

## Problem Statement

- 350 critical issues per month leveraging multiple tools and log analysis resulting in an average of 5 hours to resolve
- Lacked end-to-end visibility
- Diminished user experience and application response time

## Outcome

- Reduced production issues by 35% and time to remediate issues by 80%
- 80% reduction in “poor performing application minutes” resulting in improved customer experience and revenue

AppDynamics monitors SAP workloads for Cepheid

*“AppDynamics is the foundation by which we can relate system and application downtime into process downtime for an overall business impact analysis.”*

Sandeep Raikar, Director, IT Infrastructure at Cepheid

# Learn more

- Learn more about SAP Monitoring - <https://www.appdynamics.com/supported-technologies/sap-monitoring>
- Checkout on-demand webinar about SAP ABAP visibility - <https://www.appdynamics.com/webinar/drive-better-sap-performance-with-abap-visibility/>
- Find more information about Cisco solutions: <http://www.cisco.com/go/sap>

Thank you



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