



#CiscoLive

Optimize the Performance of Your SAP Applications

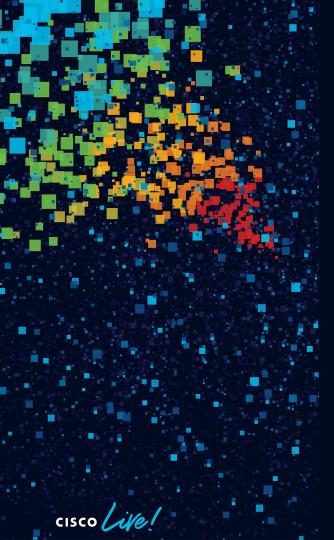
with AppDynamics

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DGTL-BRKCLD-1002







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

> 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

ABAP - Advanced Business Application Programming language

SAP Solution Manager



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



- Auto Discovery
- Proactive Alerts
- User Experience

UNIFIED MONITORING

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



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



- Reduce Risk
- Deal In Facts
- Prove Success



AppDynamics Datavard Insights



Reliable Monitoring



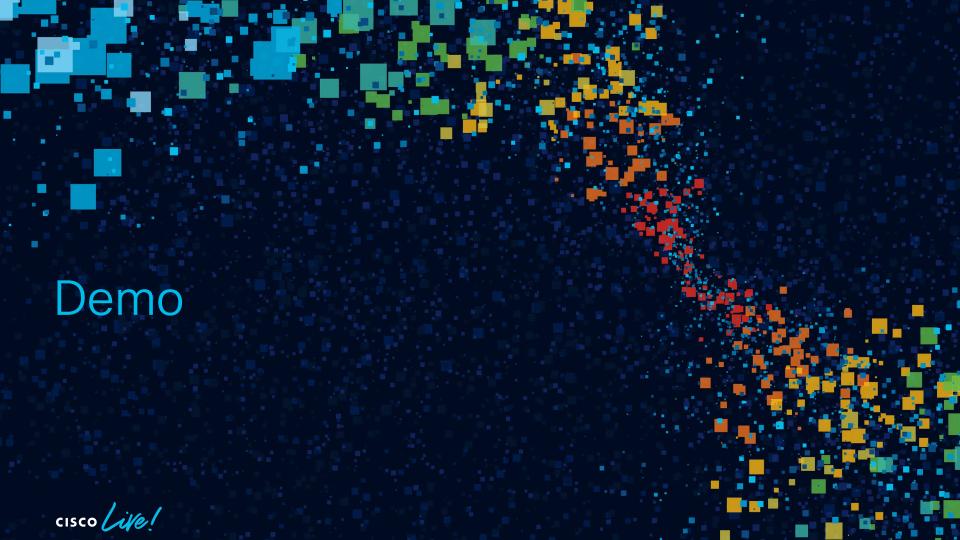
Fast Issue Resolution





- 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





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









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