

session details let you save your own context information for the sessions, assign service sessions directly to projects, and display documents, among other features.

The SAP Solution Manager system also serves as the gateway to SAP Active Global Support (SAP AGS) and the SAP Support infrastructure. In turn, SAP AGS can collaborate with many other SAP organizations (such as Development and SAP Consulting) to give customers the right assistance at the right time.

### **Application Example: Application Operations**

Application Operations in the SAP Solution Manager system includes all the functions for the central monitoring, alerting, analysis, and administration of SAP solutions.

The components for application operations offer the following functions:

- **System and application monitoring:** You can monitor the status of complex landscapes and manage alerts with the end-to-end monitoring and alerting infrastructure. An example for system monitoring is shown in the figure below.
- **Technical analyses and dashboards :** Interactive, technical analysis functions enable you to run analyses for a wide range of aspects in multiple solutions. The dashboards for application operations give you a quick overview of the availability and performance of the systems you manage.
- **Data volume management:** You can monitor the data volume in your system landscape and reduce overall operating costs by reducing the size of your databases and the monthly data growth.
- **Technical administration and guided procedures :** Technical administration enables the efficient planning, implementation, execution, and analysis of your daily operating activities.
- **Root cause analysis and exception management :** You can analyze the root cause of a message and apply a top-down approach to develop solutions for distributed, multi-technology systems.