Splunking SAP Using SoftwareONE PowerConnect and Splunk ITSI

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Forward-Looking Statements

During the course of this presentation, we may make forward-looking statements regarding future events or plans of the company. We caution you that such statements reflect our current expectations and estimates based on factors currently known to us and that actual events or results may differ materially. The forward-looking statements made in the this presentation are being made as of the time and date of its live presentation. If reviewed after its live presentation, it may not contain current or accurate information. We do not assume any obligation to update any forward-looking statements made herein.

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Agenda

1) SAP Overview & Customer Challenges

2) How Splunk & SoftwareONE can help?

3) Service Intelligence for SAP - Product Overview

4) Demo

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SAP Is a Powerful Business Solution

To manage business operations, manufacturing and customer relations

100k Companies

Use SAP for enterprise resource planning
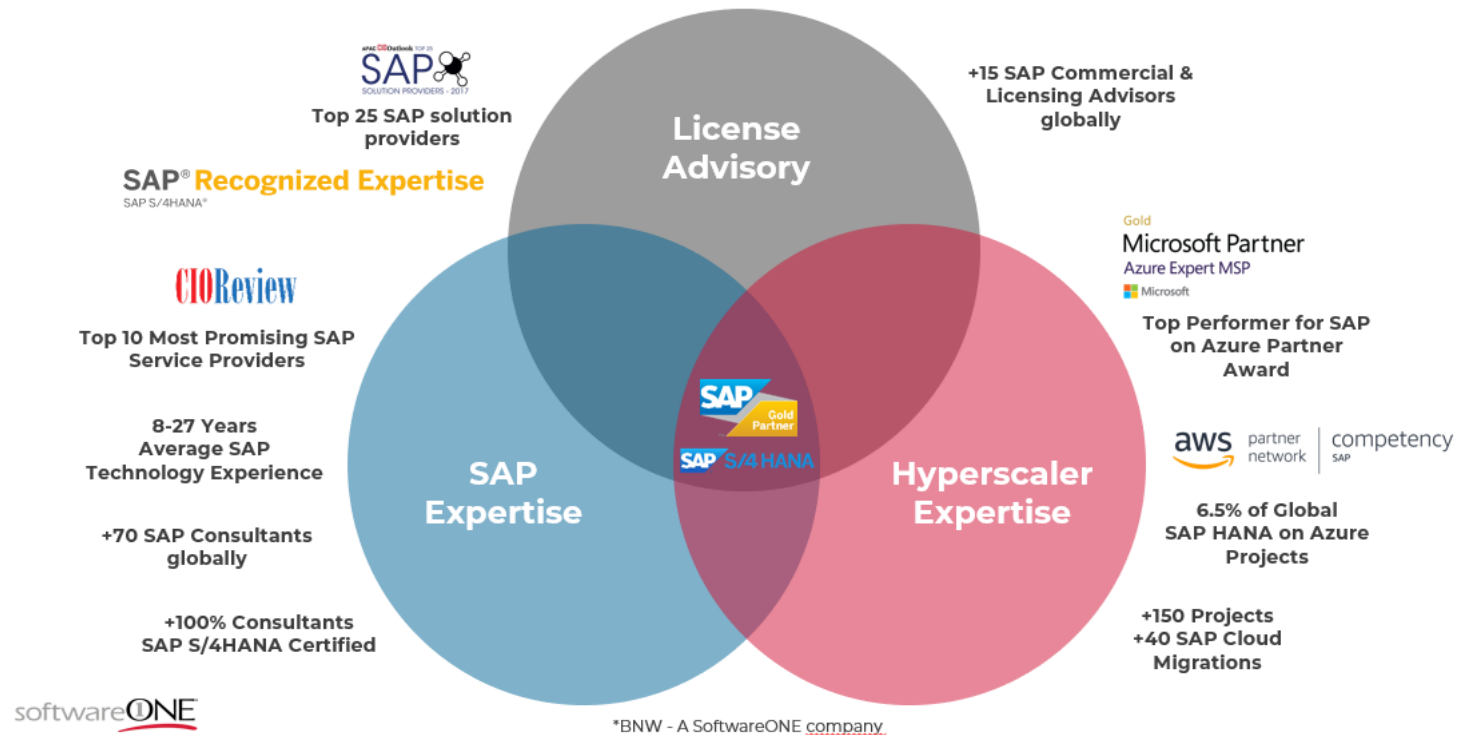
180 Countries

Around the globe use SAP

16 Trillion in Transactions

Run through SAP systems

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SoftwareONE and SAP

- 20-years delivering SAP projects
- 70+ SAP service professionals
- We know SAP
- Hundreds of successful SAP projects across the globe
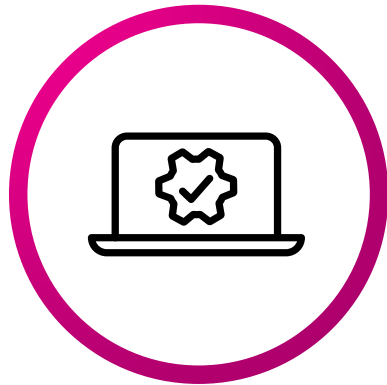- Built PowerConnect for SAP

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SAP Customer Pain Points

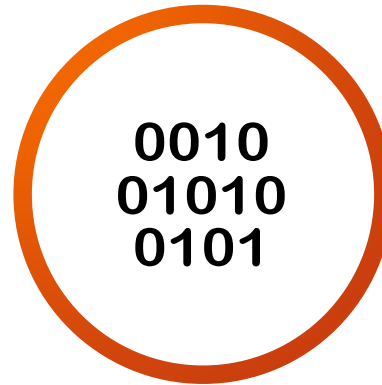# Understanding SAP Health Is Not Easy

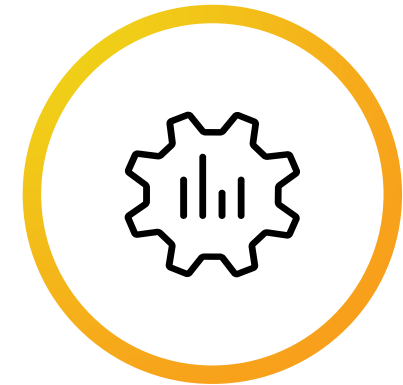Lack of visibility and insight into SAP services

Increasingly Complex Systems

No automated alerts or action. Manual health checks are slow and error-prone

Massive Amounts of Data

**0010
01010
0101**

Lack of integrations and poor data quality disrupts operations

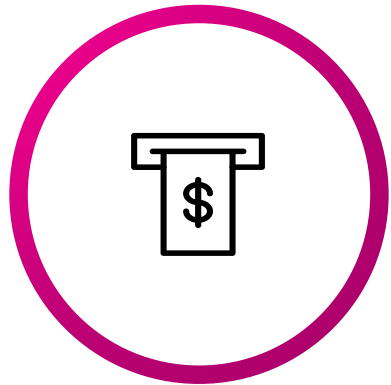### Lack of Business Analysis

Difficult to extract SAP data, no easy way to gather insights, silos

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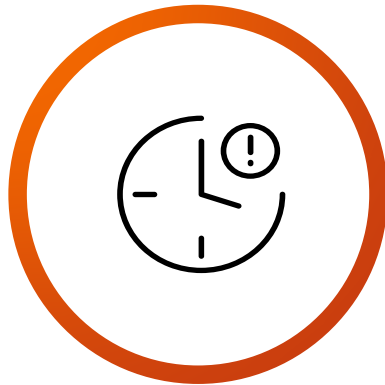
Operational Challenges

Difficult for SAP Basis Admin teams to manage and monitor SAP systems

Costly Outages

Downtime leads to significant loss in revenue
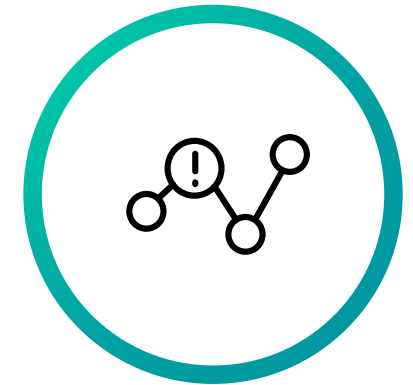
Long Times to Detect

Lack of consolidated views due to siloed tools and teams

Inefficient Incident Response

Non-productive finger pointing, costly and crowded war rooms

Frequent Fire Fighting

Takes away from meaningful work getting done

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How Can Splunk & SoftwareONE Help?

Service Intelligence for SAP provides **end-to-end views** into the **health and performance** of business services — accelerating the time it takes to detect and respond to costly outages by **80-90%**.

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Service Intelligence for SAP

Foundational blocks

Time to Value

Prescriptive OOTB Services/KPIs makes it up and working in minutes, saves a lot of time & effort.

Full-stack Monitoring

Ability to scale and monitor with unified experience across SAP & hybrid infrastructure

End-to-end Monitoring

Ecosystem with 100s of out of the box integrations to monitor SAP integrated services and applications

AI/ML

Easily monitor 100s of KPIs with Adaptive Thresholds & Predictive Analytics

Service Context

Monitor 100s of SAP instances and contextualize failures to corresponding infrastructure and impacts to business

Event Analytics

Unify monitoring, troubleshooting, investigation, and action, while reducing event noise & MTTR
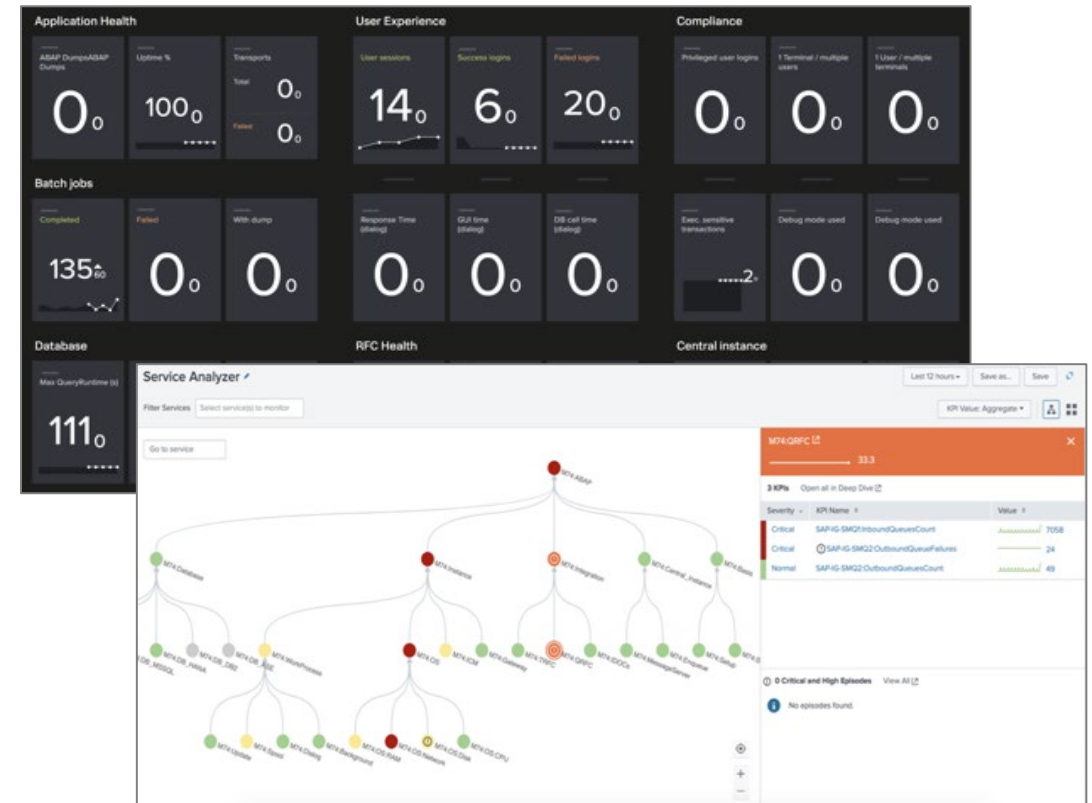
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Service Intelligence for SAP

What it Is

- Out-of-the-box ITSI content pack for SAP application and infrastructure monitoring
  - Service Analyzer Tree for SAP
  - Service Health Dashboard with 100s of SAP KPIs
  - ITSI AI/ML predictive analytics for SAP
  - Deep Dives & Drill Downs
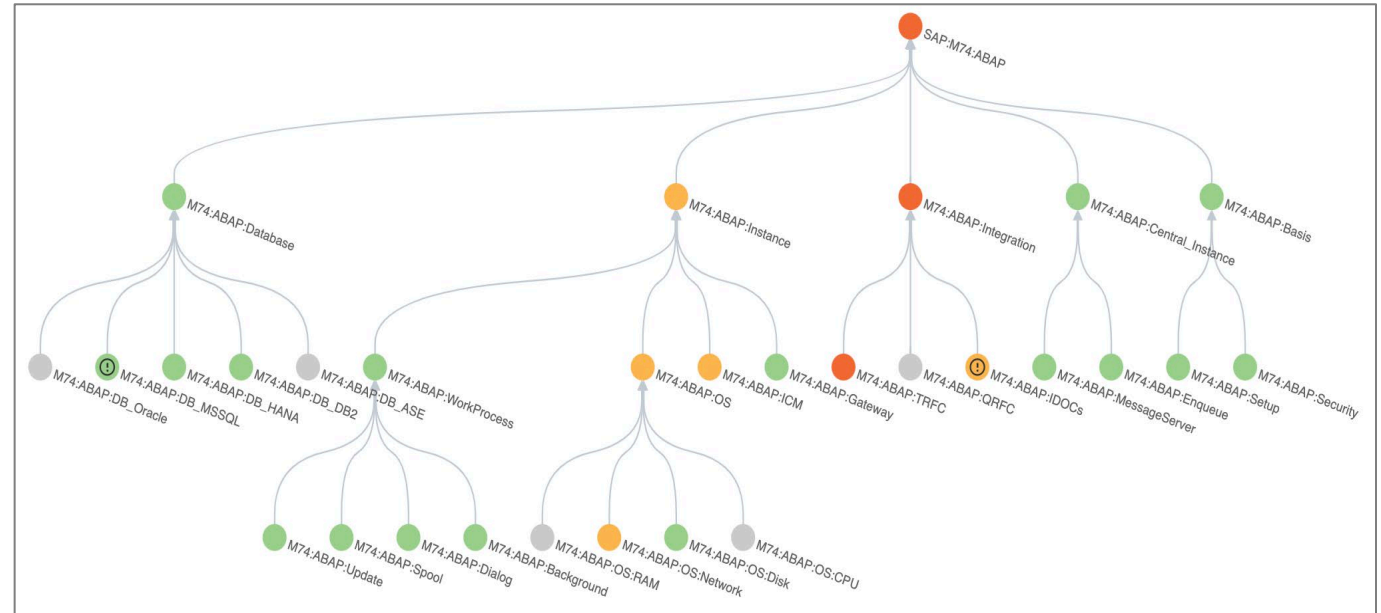 - Glass Tables for SAP health data

Why it Matters

- Bring the power of AI-driven monitoring to SAP technology stacks
- Reduces MTTD & MTTR with real-time correlated view of - SAP Applications, on-perm or cloud infrastructure
- Advanced Troubleshooting - Alert -> Deep Dives -> Drill Downs
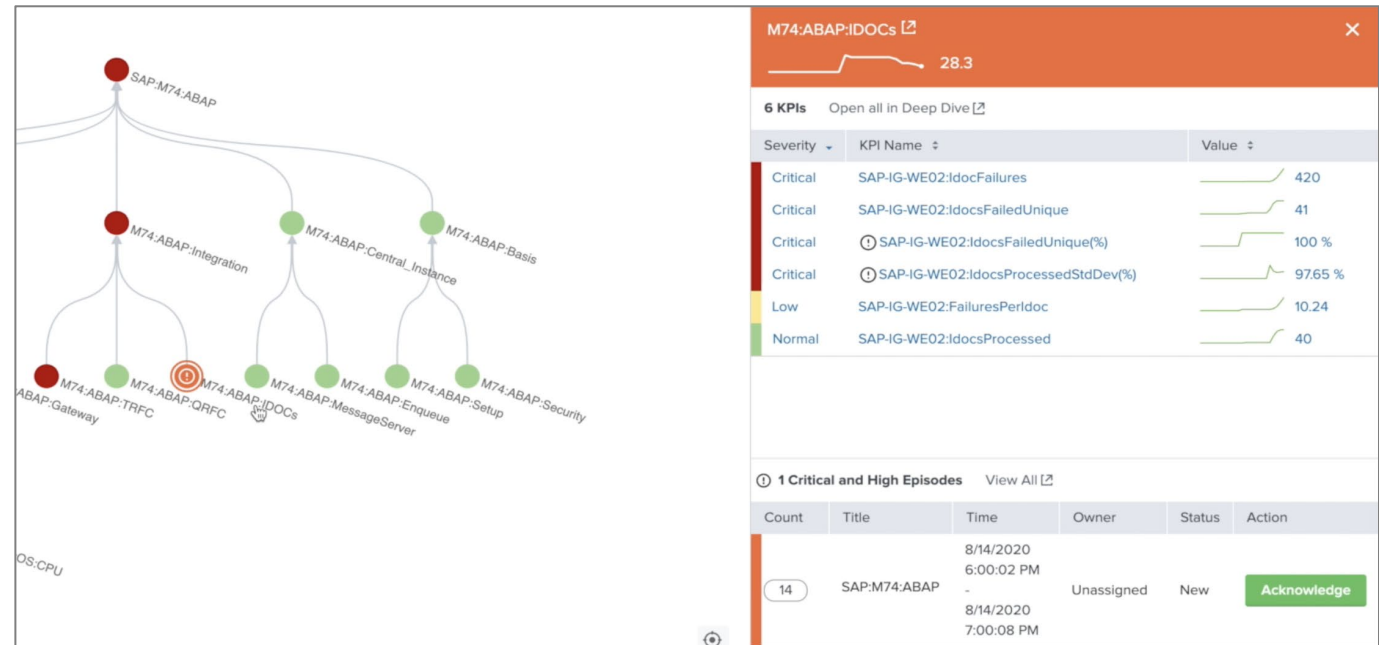- Reduce time to value with OOTB SAP content

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Service Analyzer for SAP

- **Holistic view into SAP Applications & Infrastructure**

- 40+ Services & 200+ KPIs for SAP ABAP & Java systems

- Service Profiles for all Databases – HANA (incl mini-checks), Oracle, MSSQL, DB2

- AI/ML adaptive thresholds

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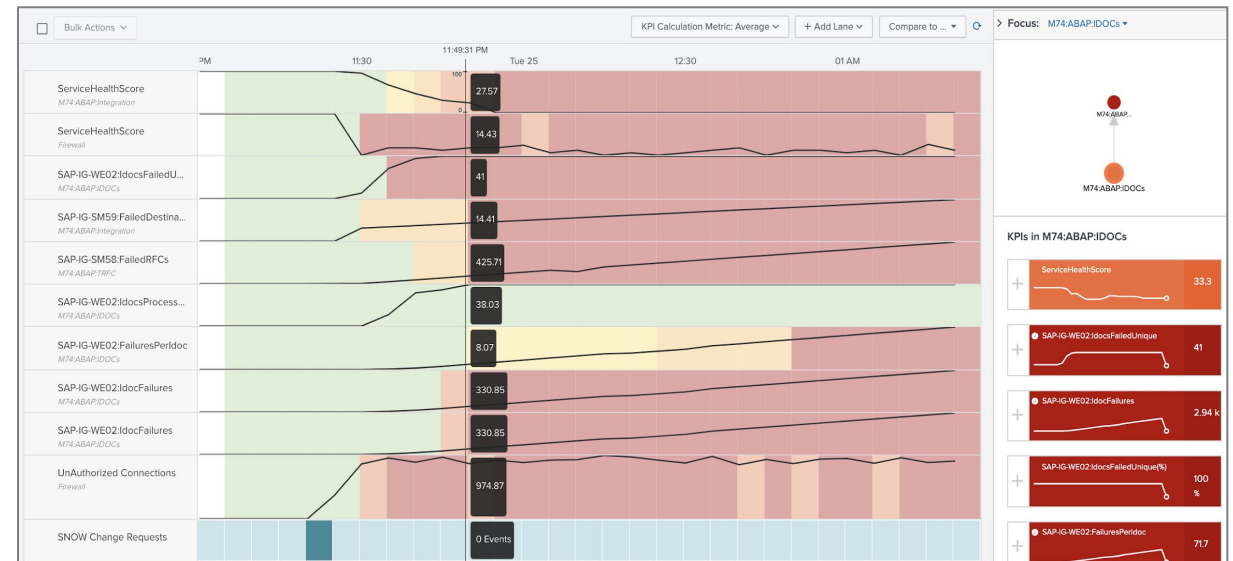- AI/ML adaptive thresholds

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- ✔ Operational Telemetry for all databases

- ✔ KPIs for HANA checks including mini checks and full checks

- ✔ Many DBACOCKPIT metrics

- ✔ Support for both ABAP & Java DB metrics

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Deep Dives for Root Cause Analysis

- Degraded SAP health score in a top swim lane, ability to identify when it begins to degrade

- Deep Dive allows multiple SAP as well as Infrastructure KPIs in parallel "swim lanes"

- Easy to spot the KPI that is a leading fault indication, i.e., what failed first

- Launch a contextual drill-down to PowerConnect dashboards for troubleshooting

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Glass Tables

Single pane of glass for business services, SAP & infrastructure health:

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- Monitor critical business performance

- SAP systems - resource utilization, availability

- Important SAP KPIs, e.g., user response times, queues and iDocs
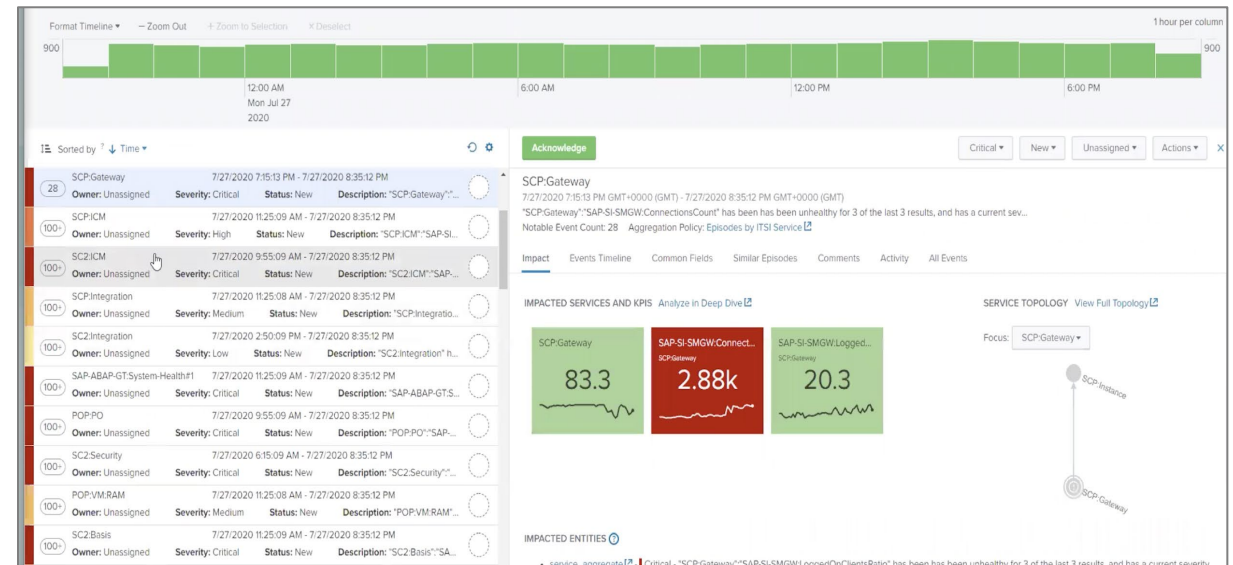
- Cloud or Data Center Infrastructure health

High level view with the ability to click and drill down

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Event Analytics

Filter out noise and prioritize alerts

- SAP KPI alerts are seamlessly integrated into Event Analytics

- Reduce event/alarm noise

- Cluster events for better management

- Service Context for prioritization

- Root Cause Analysis through Deep Dives

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Time to Value

- Install & monitor SAP health in minutes not days
- Wizard driven, many instances at a time
- Safe & reliable upgrades
- Automated build and configuration of Service Tree and Glass Tables

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SAP Products Coverage

✔ **SAP NetWeaver**

NetWeaver is the base technology that powers many SAP products. It is available in ABAP & Java and both are supported from v7.0 to 7.5.

✔ **S/4 Cloud**

SAP next generation products are all built on SAP Cloud including Integration Services.
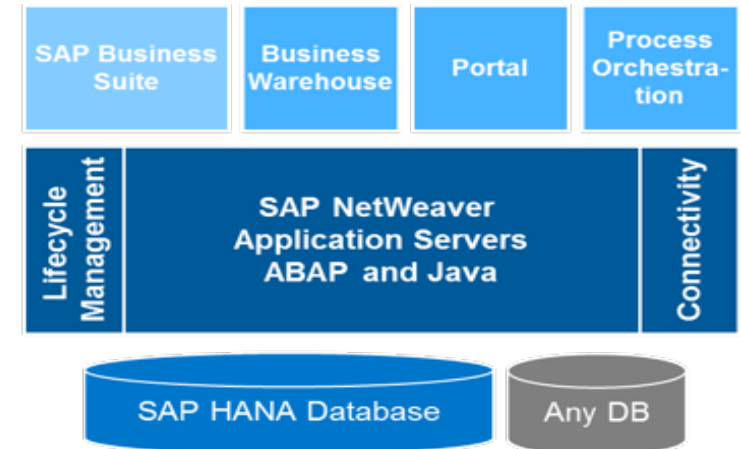
✔ **SAP Java**

Many SAP products are powered by Java (non-NetWeaver) that are also supported including BusinessObjects, Convergent Charging, Mobile Platform.

✔ **S/4 HANA**

SAP ECC rebuilt from the ground up to take advantage of HANA's performance and data models, driven by HANA technology. Supported from 1610 -> 1909.

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SAP Monitoring Journey Summary

Service Intelligence for SAP
Delivers predictive and real-time insights across diverse & large-scale environments.

Splunk & PowerConnect
Enables deep correlation across systems – technical data with business elements.

Native Tools
Basic monitoring for SAP-specific data sets with limited correlation and context..

STAGE 1

STAGE 2

STAGE 3

Reactive

Proactive

Prescriptive & Predictive

Development & Release Process

Customer Focus & Collaboration

Agile Process

Community & Feedback

Built from operational insights from customers

Regular releases
Easy & reliable upgrades

Request new features:
https://splunksap.ideas.aha.io/
Vote on other's submissions

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Thank You

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