

# ADVANCED AUTOMATION AND MONITORING WITH SAP® SOFTWARE

## EXTENDING SAP® SOLUTION MANAGER WITH PROCESS SCHEDULING

The SAP® Central Process Scheduling application by Redwood extends the benefits of the SAP Solution Manager application management solution. By adding a robust automation infrastructure, the software enables the creation of a fully controlled process-automation environment across your application landscape.



As IT landscapes become more complex, IT departments depend on an integrated platform to automate cross-application processes. To automate these business processes successfully, companies require central process-scheduling and process-automation software that can trigger applications and business processes based on business events.

The SAP® Central Process Scheduling application by Redwood enables you to schedule real-time, event-driven background tasks in response to critical business events – and to do it from a central location. The software enables full integration of IT process automation with SAP business solutions including the SAP ERP Financials solution, the SAP NetWeaver® Business Intelligence component, and the SAP Solution Manager application management solution. The combined functionality of SAP Central Process Scheduling and SAP Solution Manager helps you to streamline groups of business processes and results in powerful functionality for process management and control.

### Efficiently Manage Your Software Environment

As part of the operational infrastructure of the SAP software landscape, SAP Solution Manager offers major benefits to help you efficiently manage your software environment. It provides a centralized monitoring environment for your entire SAP software landscape, helping you manage implementations and upgrades, service levels, change requests, and application performance

analysis. It can also be used as a direct interface between your software environment and the SAP Active Global Support organization for rapid problem analysis and resolution. You can extend the benefits of these features with SAP Central Process Scheduling.

The central process-scheduling functions in SAP Central Process Scheduling can run independently or operate in conjunction with existing SAP software. They run on all platforms supported by the SAP NetWeaver technology platform. A successor to applications that provide only local process scheduling, SAP Central Process Scheduling enables centralized management across the landscape and control of processes supported by both SAP and non-SAP software.

### Automate Responses to Operational Data

SAP Solution Manager and SAP Central Process Scheduling unlock the full potential of the information collected by the SAP monitoring framework. Here's how.

SAP Solution Manager monitors your system landscape and gathers data from your software environment. SAP Central Process Scheduling can be configured to automate responses to that data so you can establish a fully controlled process-automation environment across your application landscape. This automation and integration not only helps ensure optimum end-to-end execution of critical business processes, but it also provides a means for sophisticated error recovery, centralized

management, reduced administrative overhead, and the ability to respond quickly to business events anywhere in the environment.

#### Extend Job Scheduling Functionality

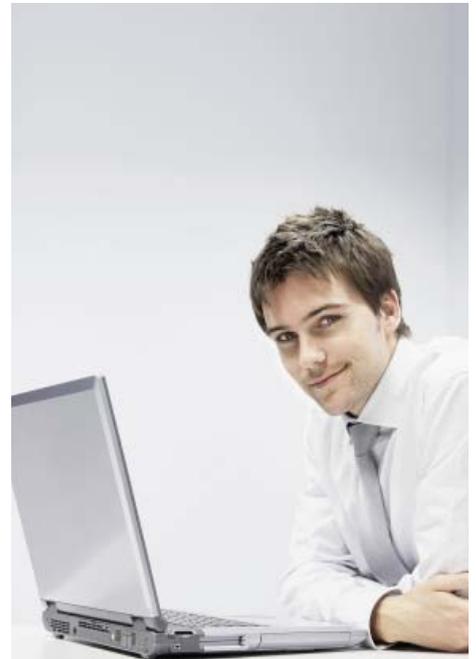
SAP Central Process Scheduling extends the functionality of the work center for job scheduling management within SAP Solution Manager. By adding a process scheduling adapter component, you gain the ability to submit and monitor SAP and non-SAP workloads through SAP Central Process Scheduling, streamlining your job scheduling and management tasks (see Figure).

Direct peer-to-peer communication between SAP Solution Manager and SAP Central Process Scheduling means that you can release any SAP jobs or job chains defined in the central process scheduling environment through the

work center. You can monitor the jobs with business process monitoring functionality, which features automatic alert notification and error handling for efficient exception handling. This functionality is not limited to scheduling SAP software workloads. You can use it to manage enterprise-wide scheduling within your organization.

#### Update Job Documentation

The functionality of SAP Central Process Scheduling enables you to streamline the process of updating job documentation to SAP Solution Manager. Up-to-date job documentation means that you have operational instructions readily available in the event of errors, thereby reducing delays through problem tracking and thus improving service delivery. Similarly, you can automate updates of job details and scripts to help ensure that you have the correct processes in place.



The combined functionality of SAP Central Process Scheduling and SAP Solution Manager helps you to streamline groups of business processes and results in powerful functionality for process management and control.

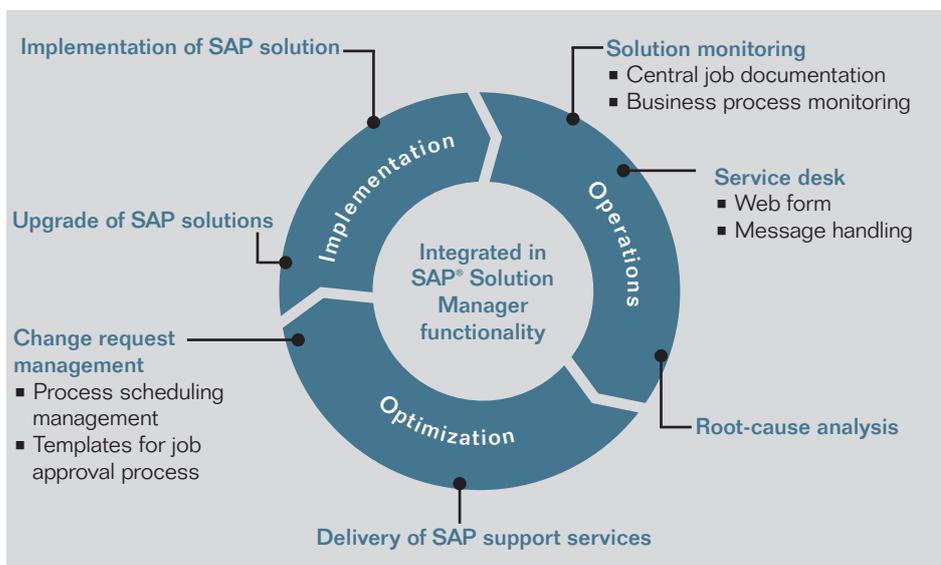


Figure: Integration of Process Scheduling Adapter into SAP Solution Manager

In conjunction with SAP Solution Manager, SAP Central Process Scheduling also enables you to manage change requests and monitor business processes throughout the life cycle of an SAP job. Starting with a request, you can define, approve, track, and centrally monitor processes from within SAP Solution Manager.

#### Enhance Monitoring and Automation

At the heart of SAP Solution Manager is its monitoring infrastructure, which provides availability and service-level reports and delivers real-time alerts based on data it gathers from your software landscape. By implementing SAP Central Process Scheduling alongside SAP Solution Manager, you gain the ability to enhance automation

for production workload, and you are able to integrate non-SAP alerts. SAP Central Process Scheduling provides a central point of control for management and monitoring of SAP and non-SAP application workloads. Enabling complex, enterprise-wide job scheduling from within the SAP NetWeaver infrastructure, SAP Central Process Scheduling is able to generate

Schedule real-time, event-driven background tasks in response to critical business events – and do it from a central location.

alerts in SAP Solution Manager based on external events. You can use this information to influence subsequent SAP processing and automation actions, so you can define recovery and restart activities if your system goes down. What's more, you can assimilate job information into the business process monitoring environment to reflect the real-time status of the currently executing workload and how it impacts the business process.

### Direct Integration Enables Maximum Control

Implementing SAP Central Process Scheduling provides direct integration with the business process monitoring and change management control. This integration enables a new dimension of management and visibility of IT operations in the context of the business pro-

cesses they support and delivers the following business benefits:

- **Reduced operational and administrative costs** through centralized management and monitoring of SAP and non-SAP workload
- **Increased visibility of process execution** and awareness of real-time status
- **Improved service-level delivery** through immediate awareness of exceptions and automated recovery and alerts
- **Reduced cost of ownership** by optimizing the use of resources based on intelligent balancing of workload across available hardware

### Effective Business-Process Automation

The SAP® Central Process Scheduling application by Redwood offers a centralized SAP-licensed and SAP-supported solution for IT process automation. It replaces internal and third-party job-scheduling and process-automation solutions. In addition, it can provide one scheduling solution for the entire landscape, including both SAP and non-SAP software. It also supports governance, mitigates risk, and helps ensure compliance through documentation and reporting of IT processes. The software adds value by coordinating the following functional areas:

- **Job repository** – The job repository stores all process and job scheduling details such as activities, events, and business rules. It also keeps a record of which jobs need to be started, in which application, under what conditions.,

### For More Information

To learn more, please call your SAP representative or visit us online at [www.sap.com/solutions/solutionextensions/centralprocessscheduling/index.epx](http://www.sap.com/solutions/solutionextensions/centralprocessscheduling/index.epx).

- **Process server** – The process server is the software that schedules, controls, and executes jobs. It hosts services that allow different types of jobs to run, and it communicates with the job repository to manage the workload dynamically across applications. If a business process needs to start an activity in the background of an SAP application, the process server uses standard SAP software interfaces to initiate this step.
- **Web user interface (UI)** – The Web UI acts as a single point of control from a Web browser, providing real-time information about the status of each step in a process.
- **Platform agent** – This agent enables SAP Central Process Scheduling to communicate with non-SAP systems or with servers on which no SAP application is running.

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## Summary

The SAP® Central Process Scheduling application by Redwood leverages the SAP Solution Manager application management solution platform to centralize process scheduling, resulting in powerful functionality for cross-application automation and process management and control.

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## Business Challenges

- Establish a controlled process-automation environment
- Help ensure optimum execution of critical business processes
- Achieve sophisticated error recovery, centralized management, and reduced administrative overhead

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## Supported Business Processes and Software Functions

- **Software environment management** – Access central process-scheduling functions for all platforms supported by the SAP NetWeaver® technology platform
- **Response automation** – Automate responses to operational data to establish a fully controlled process-automation environment across your application landscape
- **Job scheduling** – Extend the functionality of the work center for job scheduling management in SAP Solution Manager and gain the ability to submit and monitor SAP and non-SAP workloads
- **Job documentation** – Streamline the process of updating job documentation, details, and scripts to help ensure swift problem tracking and resolution
- **Change requests** – Manage change requests and monitor business processes throughout the life cycle of an SAP job
- **Monitoring and automation** – Enhance automation for production workloads and integrate non-SAP alerts

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## Business Benefits

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## For More Information

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[www.sap.com/solutions/solutionextensions/centralprocessscheduling/index.epx](http://www.sap.com/solutions/solutionextensions/centralprocessscheduling/index.epx).

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