

Optimizing Application Performance in Complex IT Environments

Quick Facts

Summary

The SAP® Extended Diagnostics application by CA Wily gives you a single platform for monitoring heterogeneous IT environments. It allows executives, line-of-business managers, operations personnel, system administrators, quality assurance personnel, and software developers to have a shared process for seeing that applications perform as designed. It helps you identify impending issues and find the right person to resolve them – and that reduces unscheduled downtime while raising user satisfaction.

Business Challenges

- Diagnose problems quickly despite the growing complexity of systems
- Maintain operational efficiency as business accelerates and technologies evolve
- Maintain high standards of support as the user base diversifies

Key Features

- **Problem resolution** – Address issues promptly with real-time triage maps, automatic alerts, and root cause analytics
- **Reporting** – Meet your unique requirements with custom dashboards and reports
- **Portal management** – Manage portal component interactions from inside portal applications
- **Transaction management** – Monitor all transactions in SAP and non-SAP software in intuitive views of the full environment

Business Benefits

- **Optimize Web-based application performance** and support strategic goals through real-time intelligence
- **Enhance capacity planning, trend analysis, and compliance** with service-level agreements through ready access to historical data
- **Foster collaboration among IT and business staff** by providing a common language for all stakeholders
- **Scale smoothly** to add applications and services

For More Information

Please contact your SAP representative and visit the SAP EcoHub solution marketplace at <http://ecohub.sap.com/catalog/#!solution:extendeddiagnostics> or our Web site at www.sap.com/solutions/solutionextensions/extended-diagnostics/index.epx.

Your IT environment is a busy place, and network traffic is on the increase across industries. The SAP® Extended Diagnostics application by CA Wily provides a **single platform to help you monitor complex IT environments** with both SAP and non-SAP software. You gain automatic 24x7 oversight to detect and resolve issues before they lower service levels and user productivity. That means you can reduce downtime, mitigate risk, improve productivity, and enhance employee and customer satisfaction.

KEEPING LITTLE ISSUES FROM ADDING UP TO BIG PROBLEMS

You're all about preventing lapses in service-level agreements (SLAs) and loss of staff time to problems that mushroom unnecessarily. And growing complexity in IT environments and burgeoning volumes of transaction and communication traffic keep you on your toes. Your top goal is to maintain the high responsiveness to customer needs that keeps business users effective and protects precious annual revenues. Ultimately, even your company's reputation and brand are at stake.

You can address these challenges head-on using SAP Extended Diagnostics to monitor your IT environment around the clock. You can detect problems proactively and resolve issues quickly – whatever their source. With the support of real-time intelligence, you can make the most of the Web-based applications and services that are critical to your business strategies and performance goals.

In a perfect world, your software developers would know exactly what they need to consistently build and hand off high-quality code. Your quality assurance department would know what to test for and be able to flag problems before releasing programs to production. Operations managers would have continuous visibility and proactively prevent problems – or at least manage them effectively right after they arise.

In most organizations, however, developers must spend time solving production issues. The quality assurance team can't always reproduce performance issues to establish the source of error. And operations managers have only limited and delayed visibility, so their teams scramble to keep up. Problems in any one of those areas can make an application unavailable to the whole enterprise. How do you make sure there is time in preproduction to test applications, so that functionality is bug-free at launch? And what if your users have diagnostic tool sets with functionalities that conflict with one another?

In your Web-based, service-oriented architecture, you need the single, integrated monitoring platform offered by SAP Extended Diagnostics to help keep the little issues from adding up to big problems. With this platform, you can monitor the IT landscape throughout the entire application lifecycle – from preproduction through all phases of production.

SUPPORTING SAP AND NON-SAP SOFTWARE ENVIRONMENTS

With SAP Extended Diagnostics, you benefit from the expertise embodied in the CA Wily Introscope application for monitoring real-time performance metrics for Java and Microsoft .NET applications. You can help your IT staff quickly

conduct root cause analysis of performance problems across all business functions, from development through production. And you empower them with insight into the performance and availability of the back-end systems that stand behind your applications. You use the same tools that SAP consulting organizations use, streamlining your support processes without compromising expertise.

With minimal impact on system performance, you can gather data from multiple applications to gain insight into overall transaction throughput and end-user experience. You have ready access to historical data for better capacity planning and trend analysis. With pre-configured functionality, you can make valuable information available for managing SLAs, planning for future technology innovations, analyzing performance trends, and complying with corporate and industry governance initiatives.

You can create custom dashboards and reports to meet your unique analytic requirements, implementing custom code on any application server. You can monitor Oracle WebLogic Server, IBM WebSphere Application Server, and JBoss Application Server. The application also provides visibility into systems such as CA SiteMinder (an SAP-endorsed business solution), IBM CICS Transaction Gateway, and IBM WebSphere MQ.

Real-time application visualization and automatic alerts help IT teams resolve even many-faceted problems as soon as they arise. Your operations or application support personnel can rapidly triage an incident across network infrastructure and application components. You can apply techniques like real-time triage mapping and dynamic instrumentation to quickly investigate the nature of an issue. And then you can locate and assign the right person to fix the underlying problem before it escalates. Root cause diagnostics help troubleshooters

facilitate timely resolution and minimize resource drain.

MONITORING PORTAL COMPONENTS FROM THE INSIDE

As investments in your portal increase, you are increasingly accountable for managing its performance effectively. SAP Extended Diagnostics helps you monitor all portal components and component interactions from inside each application. SAP Extended Diagnostics works in any Web application environment – physical or virtual; Microsoft .NET or Java 2 Platform, Enterprise Edition (J2EE). It integrates with existing solutions for systems management. You can cluster it for superior scalability in large, diverse environments, discovering systems and components automatically without additional coding. You simply maintain preconfigured, intuitive views of the environment for immediate monitoring of all transactions through end-to-end tracing. Your staff always has comprehensive, component-level views in the context of the transaction path.

SUPPORTING YOUR WHOLE ENTERPRISE

In the days when businesses ran each application on a client server, your application, system, and network logs could usually provide enough information for

troubleshooting and problem solving. But in today's multilevel arrays of mission-critical applications, you need a consistent view of what's going on – from the beginning to the end of a process or transaction.

Strong expertise in the full range of Web application dependencies is rare in a single individual, so your IT team members need tools that help them identify where problems start and route that information to the appropriate specialist. You want to help staff members communicate the needs of the organization and set proper expectations with lines of business. With customizable graphic displays, you can individually tailor user-friendly dashboards to offer detailed, intuitive views of your Web application infrastructure. For users with minimal technical skills, you can offer automatically generated views of the application environment that facilitate easy triage of subpar performance. A robust analytics engine models application behavior, providing the information each member of your team needs to manage performance proactively.

With SAP Extended Diagnostics, you give your operations staff 24x7 live views of application performance to support their various accountabilities for SLA monitoring and timely risk detection. Java and Microsoft .NET specialists can access detailed views of your Web infrastructure to establish component-level

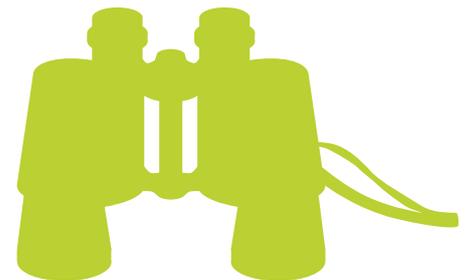
risks and pinpoint root causes of incidents. Application support teams have a consistent, end-to-end view of software performance, along with evidence collection based on hard data, to help them route problems appropriately. And owners of business-facing applications get the support they need to negotiate SLAs with business managers, evaluate customer satisfaction, optimize key business processes, and provide reports to business and operations management.

TALLYING MULTIPLE BUSINESS BENEFITS

In short, with SAP Extended Diagnostics, you can identify and remove application bottlenecks, eliminate unplanned outages, optimize your IT resources, and lower costs. Visibility into the end-user experience makes it easier to evaluate SLAs, prioritize incidents by business impact, and improve service quality. You can promote collaboration between IT teams and business stakeholders to help ensure that your crucial applications support the strategic goals of your organization. Your support personnel can rapidly evaluate the severity of an incident, gather essential data about the nature of an issue, and assign the right resources to fix an underlying problem.

Enhanced scalability helps you bring new applications and services into the fold so your company can grow and

SAP Extended Diagnostics helps keep the little issues from adding up to big problems. With this platform, you can **monitor the IT landscape** throughout the entire application lifecycle – from preproduction through all phases of production.





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diversify – while you reduce total cost of ownership. And with SAP Extended Diagnostics you introduce a common language to help executives, line-of-business managers, operations personnel, system administrators, quality assurance personnel, and software developers ensure that applications perform as expected. The trademark flexibility of SAP software lets every stakeholder use role-appropriate performance data to monitor application health and availability, compliance with quality initiatives, incident triage, trend analysis, and capacity planning.

FOR MORE INFORMATION

To learn how SAP Extended Diagnostics can help you optimize performance in complex IT environments, please contact your SAP representative and visit the SAP EcoHub solution marketplace at <http://ecohub.sap.com/catalog/#!solution:extendeddiagnostics>, or visit our Web site at www.sap.com/solutions/solutionextensions/extended-diagnostics/index.epx.



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