SAFEGUARD THE IMPLEMENTATION OF NEW TECHNOLOGY
REDUCE IMPLEMENTATION RISK AND OPTIMIZE PERFORMANCE

Managing and maintaining an information technology environment is an increasingly complex, costly, and risky proposition. SAP® Safeguarding services help to mitigate the technical risks of an implementation or upgrade, resulting in a smooth go-live and ongoing operations.

Organizations have increasingly complex software, interface, and IT landscapes. These provide support for business processes, but keeping them integrated, available, stable, and performing optimally can be challenging.

SAP can help you identify and reduce the risk of technical implementations and subsequent operations. Part of SAP® Safeguarding services, the SAP Safeguarding for Integration Validation portfolio of services offers the process, tools, and expertise you need to reduce the technical risk and cost associated with implementing new technology. Delivered by experts from the SAP Active Global Support organization, the services focus on integration, performance, and data consistency.

Poor integration testing in complex IT environments can lead to high costs and risks for implementation projects and subsequent operations. SAP Safeguarding for Integration Validation improves integration testing by using a systematic methodology and advanced root-cause analysis provided by the SAP Solution

Manager application management solution. This helps to identify, analyze, and resolve issues earlier in the testing cycle, thereby minimizing the cost impact of extended test cycles.

Safeguarding Interoperability Through All Phases

An integration validation service engagement provides technical quality management and the unique knowledge and skill of SAP experts to safeguard a successful implementation and support manageable, reliable ongoing operations of your SAP software. Service activities are delivered primarily during integration and testing phases; however, they can also be delivered throughout go-live and during productive operations.

The Process
Using the following steps, we evaluate the interoperability, data consistency, scheduling, and operations of the SAP solutions that support your core business processes across the system landscape.
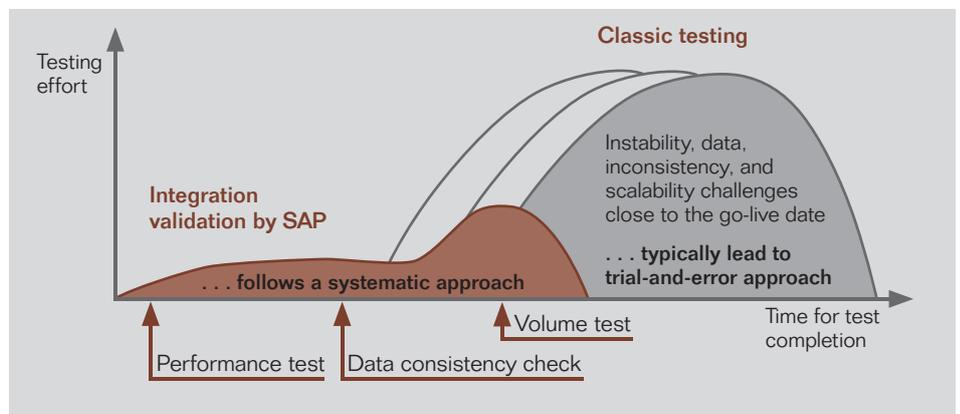

Figure 1: High-Level View of an Integration Validation Service Engagement

Analyze Business Processes: "End to End"

We examine the business processes, interfaces, and associated steps that you have documented (mapped) in SAP Solution Manager. Using this process documentation, we analyze the SAP software being implemented, map it to corresponding systems, and identify key integration points, considering time and volume requirements. This provides a thorough understanding of the designed business processes and supporting software, the technical landscape, and critical-path dependencies. If a business process is not defined currently in SAP Solution Manager, we can expand the scope of the engagement to have it documented to a level that is adequate for performing the analysis.

Measure Performance on All Technical Levels: "Browser to Disk"

We measure and analyze the performance of the process steps (see example in Figure 2). By conducting and recording an end-to-end trace, we measure overall performance, check data consistency, and verify technical correctness. We analyze and monitor the critical software components and interfaces that support core business processes. We check that integration is defined, tested, and transparent; interfaces are transactionally consistent and are monitored; and queuing and locking are controlled. We check and verify your schedule for background jobs and activities to make sure your throughput requirements can be met, based on the implemented functionality and the degree of parallel processing that is technically possible. These steps provide you with a strong foundation for the launch of your software.

Optimize: Based on Expert Knowledge

Once the end-to-end trace is complete, we analyze the results, identify key areas for improvement, and focus on the main causes of poor performance. We provide recommendations to optimize performance based on our expert knowledge gained from supporting thousands of customers. We document trace results and our recommendations in SAP Solution Manager, and we provide appropriate support as you implement our recommendations.

Verify: Implement and Test

After you have implemented the recommendations, we check software behavior and measure improvements to verify the results. If the desired results have not been reached, we repeat the measurement, optimization, and verification steps until we achieve them. As the final activity, we document the findings.

Additional Support for Testing and Go-Live

During the testing phase, we can support your volume test by reviewing and verifying your test plan and monitoring the actual testing. By analyzing and interpreting the results, we can determine if there are performance bottlenecks that require optimization. In addition, experts from SAP Active Global Support can support you during the cutover period.

The Tools

SAP Solution Manager drives the integration validation engagement. It provides the tools, content, and gateway to SAP needed to implement, support, operate, and monitor SAP software. This helps to minimize risks and to reduce total cost of operations. SAP Safeguarding for Integration Validation uses an advanced, robust set of tools (integrated into SAP Solution Manager) to perform the software trace and the analysis of the associated performance and data consistency.
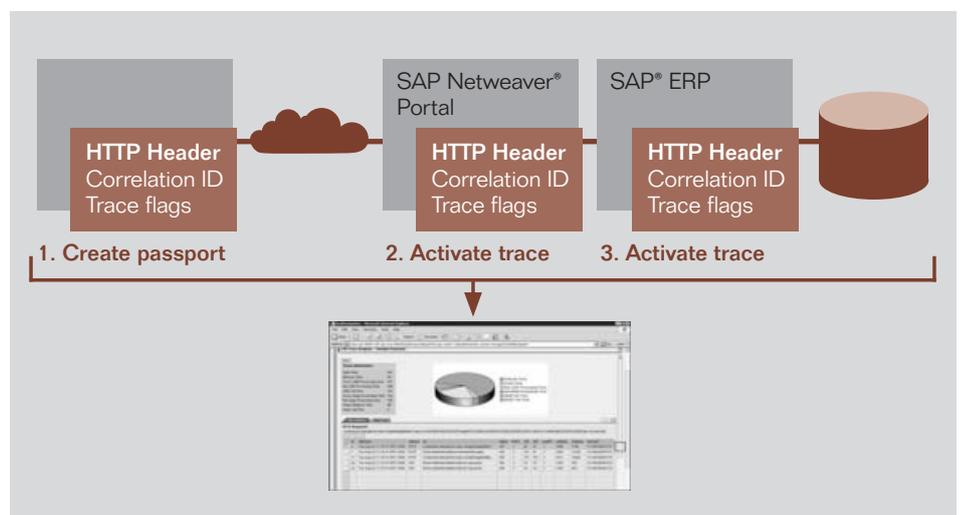

Figure 2: End-to-End Trace in SAP Solution Manager Showing Response Time by Component

SAP experts use a trace method that involves an analytical and systematic approach. They identify the critical path of business processes and consider the given time and volume constraints.

SAP Solution Manager runs in your solution landscape and facilitates the technical support of your distributed systems. It supports solutions from SAP and its partners and covers both existing and new SAP solutions, linking your business software to the underlying IT infrastructure. In addition, SAP Solution Manager enables knowledge transfer by providing access to best practices and serving as the delivery platform for services.

The Expertise
The SAP Active Global Support organization delivers integration validation service engagements. By supporting more than 43,000 customers, over 12,000,000 users, and 320,000 systems, SAP Active Global Support has acquired comprehensive knowledge about the technical risks customers face and shares this unique expertise in a custom-tailored approach for successful implementations, operations, and continuous improvement.

During the delivery of SAP Safeguarding for Integration Validation, SAP technical experts work together with your team to identify and map the core business processes to be analyzed and execute the end-to-end trace of your SAP software that supports these processes. SAP experts are responsible for identifying and analyzing issues, providing recommendations, supporting the implementation, and validating the results.

The Benefits of Optimized Operations

By engaging SAP Safeguarding for Integration Validation, you benefit from SAP's 35-plus years of experience supporting thousands of installations. SAP technical experts can help you avoid the complications and risks that occur during software implementations and operations in a complex and heterogeneous IT landscape.

The goal of SAP Safeguarding for Integration Validation is that SAP software, when configured to support your business processes, meets your technical requirements for stability, data consistency, performance, and scalability. The service engagement focuses on transaction throughput and data flow to validate the speed and quality of end-to-end business process execution.

SAP Safeguarding for Integration Validation offers the following benefits:
- Reduced technical risk – Proactive identification of potential risk based on SAP's unique knowledge, expertise, and proven results

Performance Tracing:
- ABAP™ programming language SQL trace (COMMITs)
- Aggregated and unaggregated ABAP trace
- Interface traces
- J2EE default and SQL trace
- Process and thread overviews
- Queue monitor
- Statistical records
- Data consistency and technical correctness
- Wily Introscope transaction trace

- On-time go-live – Identification and resolution of key issues prior to go-live
- Ongoing performance – A focus on core business processes and interfaces with proactive services that safeguard ongoing operations

Find Out More
To learn more, contact your SAP representative or go to the Web at service.sap.com/safeguarding (requires registration) or www.sap.com/support.

Summary

The SAP® Safeguarding for Integration Validation portfolio of services offers the process, tools, and expertise you need to reduce the technical risk and cost associated with implementing new software solutions. The service engagements are delivered by experts from the SAP Active Global Support organization who use the SAP Solution Manager application management solution to focus on optimizing data consistency, application integration, and software performance.

Challenges

- Complex business processes and IT landscapes
- Implementation risks and their subsequent impact on ongoing operations
- High costs resulting from inadequate integration testing in complex system environments

Supported Business Processes and Software Functions

- Integration testing – Use a systematic methodology and root-cause analysis to identify issues and their causes early in the testing process, thereby minimizing the time needed to complete testing
- Going live – Perform iterative testing and improvements to resolve performance issues prior to going live
- Ongoing performance – Safeguard the ongoing, smooth operation of productive systems with proactive services that focus on the performance of your SAP software and interfaces that support your core business processes

Business Benefits

- Faster testing by identifying issues and causes early in the testing cycle to minimize the resources and costs required for testing
- Safe implementation by reducing the impact of implementation on ongoing operations
- More reliable operations through proactive identification and reduction of technical risk based on SAP's unique knowledge and expertise gained in more than 35 years of proven performance and results

For More Information

To learn how SAP Safeguarding for Integration Validation and other SAP Safeguarding services can help you identify risks and reduce the impact of technical implementations on your organization, contact your SAP representative or visit us on the Web at service.sap.com/safeguarding (requires registration) or www.sap.com/support.