

Are Your IT Monitoring Tools Crippling Your SAP Apps?

Boost the performance of your
SAP apps with end-to-end service
visibility and monitoring

splunk>
turn data into doing™



For IT leaders, few issues are as challenging as trying to deliver and support innovative digital solutions and services while at the same time supporting your investment in mission-critical systems. You've invested millions of dollars and thousands of hours into the core software and solutions that power your business or organization, but you're also being tasked with meeting the aggressive demands of digital transformation.

Maybe you want the benefits of machine learning, artificial intelligence and end-to-end observability but think those advances are beyond your reach. Can you meet 21st-century expectations for agility, reliability and performance while supporting systems and applications originally developed to meet 20th-century demands?

SAP is the brain and backbone of hundreds of thousands of businesses and one of the world's best-known and most trusted software solutions. But when it comes to IT monitoring solutions that support SAP, it can be very difficult to find one that will give you the power, flexibility, scalability and visibility you need to monitor and manage your critical SAP-powered apps and services. Without the right tools, the job of keeping everything running becomes unnecessarily difficult and stressful. If the weight of that responsibility rests on your shoulders, we're here to offer you a way to ease your burden.

Splunk® Service Intelligence for SAP® Solution makes the life of the SAP IT admin easier by giving them the ability to examine their SAP infrastructure more continuously and catch problems before the field engineer is ever impacted, making the SAP IT admin's life easier, while also making the field engineers less prone to dealing with outages, etc.

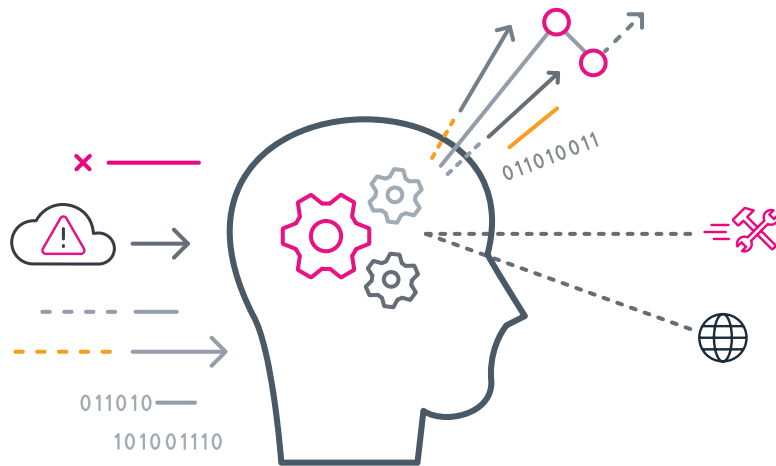
The purpose of this document is to show you how to move your IT monitoring into the future — and make your SAP environment even more powerful by giving you unprecedented insight into not only your SAP environment, but also all the third-party, non-SAP apps and infrastructure that support it.



The Cost of Doing Nothing

Because SAP is so critical to so many businesses and organizations, SAP environments are often large and complex with multiple instances built and modified over many years by many people. When faced with any of the inevitable performance issues and bottlenecks that can compromise performance, it can be very difficult to pinpoint the root cause and fix it, let alone prevent it from happening.

And don't forget that SAP systems are only a part of the services end users need. What about third-party systems, firewalls, networks, microservices, point-of-sale (POS) systems and docket printers? The impact on your business could be minor one day but catastrophic the next.



Outdated IT monitoring solutions can't give you the end-to-end visibility you need

Most SAP administrators rely on a disjointed collection of legacy tools to monitor SAP and its connected, supporting environment. This makes it even harder for an IT department to ensure the quality of service delivery. How can they get ahead of problems or resolve them quickly when they can't really see what's going on? If your goal is to deliver a highly reliable, high-performance SAP environment to your users, you won't be able to get there with legacy, generic monitoring tools.

Legacy monitoring systems create more work for you

One of the single most important advances in IT has been the integration of machine learning into monitoring. The goal of the IT department has always been to identify and fix issues before they turn into outages. The best way to do that is with an IT monitoring system that takes the raw data generated by all of your systems and turns it into actionable insights. We may never be able to eliminate IT issues completely, but with the predictive capabilities provided by modern IT monitoring solutions, you can minimize their impact on your customers, partners and end users.

To be clear, you'll never be able to accomplish everything you want without help, and you can get that help today through the power of machine learning.



Siloed, manually-intensive monitoring solutions can't handle complex SAP deployments

Most SAP deployments are large and complex, with numerous external connectors to integrate with the ecosystem of business applications. Existing SAP monitoring solutions are siloed in scope and don't offer consolidated or service-level views. Core SAP monitoring involves expensive and error-prone daily manual health checks due to the lack of automated alerting capabilities.

You're wasting priceless data

SAP is built for processing a large number of transactions. Extremely high volumes of data pass through SAP systems daily, carrying with them the potential to increase your insight and understanding and solve your problems faster — or prevent them from happening. But you won't get those insights from legacy monitoring solutions.

Legacy monitoring solutions may be preventing you from moving to the cloud

If it's your job to keep your organization's IT department moving forward, you're probably either implementing a cloud migration strategy or building one. Or perhaps you've put your cloud migration on hold because your legacy systems aren't able to come along on your journey. If that's the case, you could be putting the success of your entire enterprise at risk.

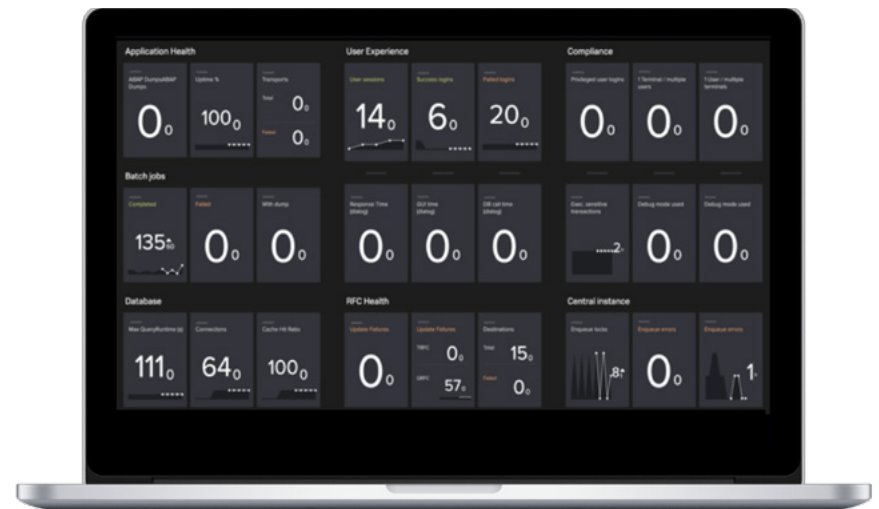


Bringing Service Intelligence to Your SAP Applications

For SAP customers who need to meet newer expectations for reliability and performance with their SAP environment, Splunk Service Intelligence for SAP® solutions is a premium, out-of-the-box content pack for Splunk® IT Service Intelligence (ITSI) that offers predictive analytics to give you end-to-end visibility over the health of your SAP environment. Splunk Service Intelligence for SAP® solutions correlates SAP data with infrastructure data — giving you a complete view into the health of services as well as the ability to quickly dive deeper into investigations, accelerating the time it takes to detect and respond to issues by 80 to 90%.

Splunk Service Intelligence for SAP® solutions is powered by PowerConnect. Available on Splunkbase and SAP Certified, PowerConnect collects both technical and business data from the SAP environment and streams it into Splunk, where it can be correlated with existing infrastructure, app and service data.

Splunk Service Intelligence for SAP® solutions offers out-of-the-box features for fast time-to-value in monitoring SAP environments through ITSI. Content includes preconfigured KPI base searches, service templates, preconfigured visualizations called glass tables and more. Once installed, the objects within the Splunk Service Intelligence for SAP® solutions content pack are completely configurable and, most important, include service templates which make it easy to link existing services to a predefined set of KPIs.



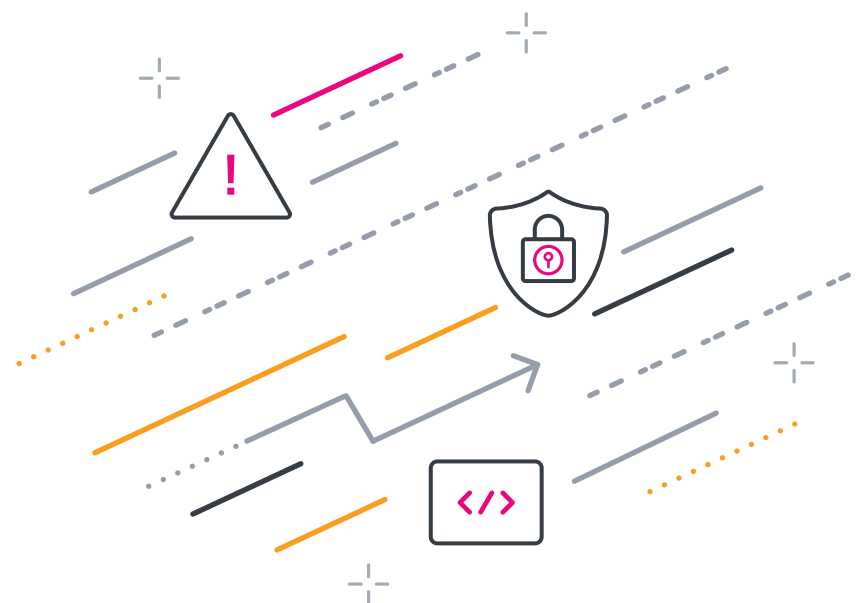
Use Cases

Splunk Service Intelligence for SAP® solutions is especially valuable for Splunk customers planning or undergoing a cloud migration, rolling out new SAP systems (sometimes with new security measures due to a major public breach) or struggling with SAP performance and downtime that's impacting critical business operations. Splunk Service Intelligence for SAP® solutions provides value across the organization, for improving operational performance and business processes.

Operational

Siloed and complex systems can be harder to troubleshoot, leading to long Mean Time To Repair (MTTR) and Mean Time to Identify (MTTI) — and more downtime. With inefficient incident response, SAP performance issues are too frequent, putting the support organizations in fire-fighting mode as the problem of the day takes precedence over strategic work.

Splunk Service Intelligence for SAP® solutions offers faster investigation and resolution of SAP-related performance issues to help eliminate downtime and service degradations as well as reduce costs. With predictive health monitoring, organizations can eliminate performance problems in business-critical applications and processes.





Use Cases by Industry

No matter what industry you're in, you have the potential to get significant benefits by bringing the power of service intelligence to your SAP environment. Let's take a look at the value for specific industries.

Manufacturing and supply chain

Many industrial organizations have digitized every step of the production process — from raw material to finished goods. They need end-to-end visibility over the health of these digital services to avoid costly delays from downtime, which can be caused by something as simple as a printer issue.

In a typical manufacturing company, trucks pass through the gate every workday, with raw materials coming in and finished goods going out. Keeping track requires a process that is simple to describe but nonetheless needs every step to work the way it should.

In many companies, for instance, a truck full of goods can't leave the warehouse without a docket usually printed at the gatehouse. Imagine the impact if the SAP system (through no fault of its own) can't connect to the printer? Trucks back up. Deliveries are delayed. Deadlines can be missed.

With an end-to-end view of the entire system provided by Splunk Service Intelligence for SAP® solutions, you can immediately detect failures and pinpoint any issue, whether it's with the network, a PC or a printer — before you get a call from the gatehouse. Splunk can give you the end-to-end view of all the systems and components necessary to keep your traffic flowing.

Retail and e-commerce

Electronic commerce is no longer a side business for retailers. For many, it's become a lifeline. Splunk aggregates data across all of the infrastructure and applications supporting e-commerce services to not only ensure service availability, but also manage end-user KPIs such as online order processing and funnel conversion rates.

Brick-and-mortar stores are changing too, with more focus on the customer and creating a personalized experience. To provide that, many retailers have introduced devices, cameras, sensors and POS systems that form an extension of the SAP retail experience. Splunk can monitor the entire process — including the in-store aspects — to make sure the customer experience lives up to the highest expectations.

Financial Services

SAP has an enormous foothold in the financial services sector. As banks and other financial institutions rely less on brick-and-mortar branch offices and offer savings, loan and payments services entirely online, the availability and performance of these digital financial services is more critical than ever. Splunk collects data across end-user-facing electronic banking systems and backend payment and transaction processing systems to provide end-to-end visibility into the health of financial services, increasing availability, uptime, customer satisfaction and confidence.



How Splunk Service Intelligence for SAP solutions Can Help You Move Your SAP Services to the Cloud

We could expend thousands of words describing the benefits of moving your IT infrastructure to the cloud. If you still need convincing, you'll find [more cloud migration resources here](#). In short, the cloud is the future of IT, bringing reality to the promise of digital transformation. Here's a quick summary of the benefits of moving to the cloud for IT:

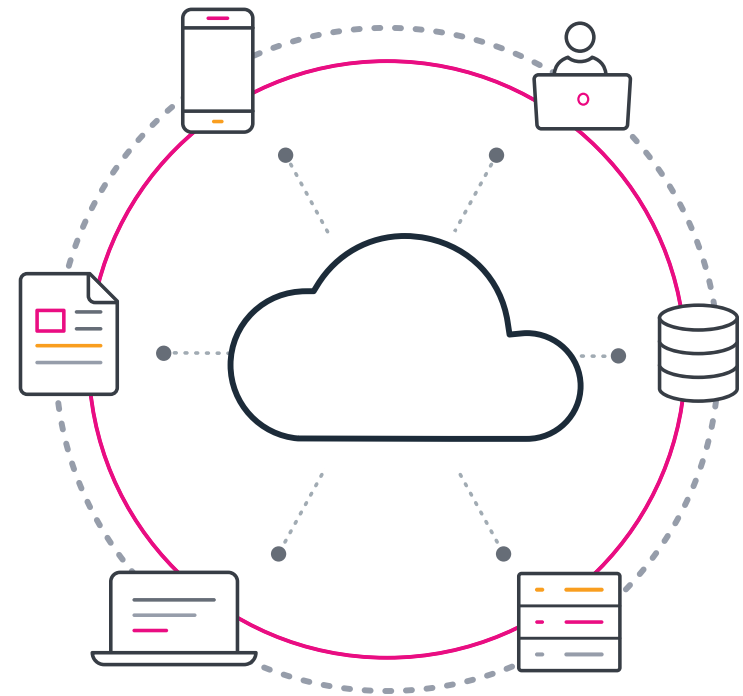
Cost: Cloud infrastructures typically require less up-front expenditure than on-premise solutions.

Scale: Cloud solutions are built to scale quickly and easily without the need to upgrade or add equipment.

Innovation: With on-premises data centers, trying something new requires hardware, which is dependent on budget. In the cloud, the ability to tap into cloud-based services accelerates innovation by letting teams focus on developing new capabilities.

Data: Cloud-based solutions generate tremendous amounts of data that can be transformative to the business if harnessed correctly.

Splunk helps organizations with their SAP cloud migration by managing and monitoring the entire migration process — before, during and after — to ensure system performance upkeep, enable scalability (up or down depending on workload), reduce cost by removing unnecessary resources, and allow for more flexibility and agility to make confident data-driven decisions to fuel growth and demand.



Conclusion

IT departments and leadership have never faced greater challenges. Change has always been a constant, but now we've added unpredictability to the mix. The idea of "business as usual" has gone out the window for the foreseeable future. But we still have to address the challenges created by an uncertain business climate combined with remote work, not to mention how the increased demand for e-commerce, telehealth and manufacturing solutions is not going away.

Now is the time for organizations to keep business fundamentals at the forefront. It's also an opportunity to make smarter decisions. Splunk Service Intelligence for SAP® solutions can help you do both, adding the benefits of modern service monitoring to the proven reliability and effectiveness of your SAP applications.

Try [Splunk Service Intelligence for SAP® solutions](#) today and learn how you can get end-to-end visibility across your SAP technology stacks to prevent downtime and outages.

In summary, Splunk Service Intelligence for SAP® solutions provides end-to-end views into the health and performance of SAP business services, helping to eliminate unplanned downtime, reduce MTTI and MTTR by 80-90%, and dramatically cut down war room costs.



Learn More.

Learn more about [SAP and Splunk's partnership](#), or start using the solution, available on [Splunkbase](#) or [SAP App Center](#).

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