

# SAP Customer Center of Excellence

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## Quick wins: Operations in a Hybrid World

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Challenges to operate hybrid landscape

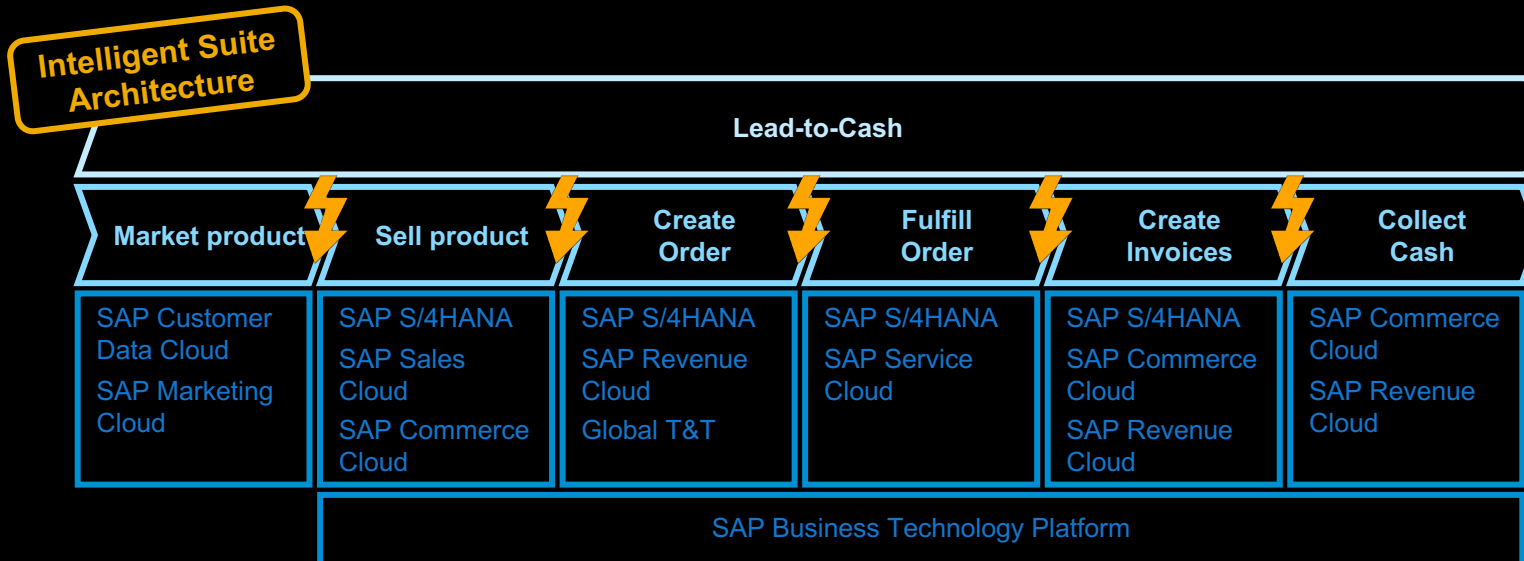
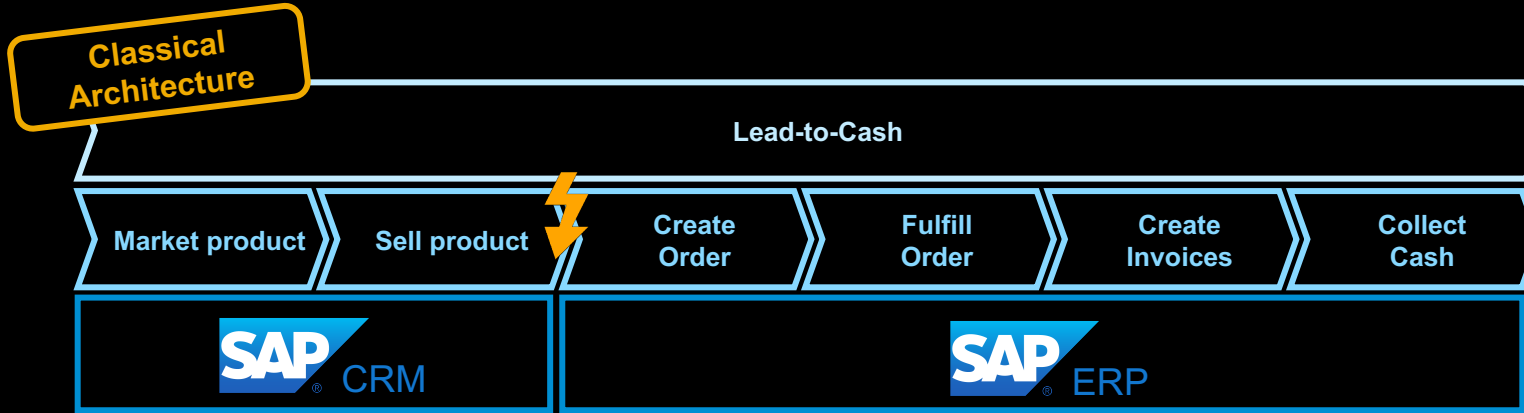
Solutions with SAP Cloud ALM

Solutions with SAP Focused Run

# Challenges to operate Hybrid Landscape



# Which challenges do we have to operate a hybrid landscape?



## Challenges:

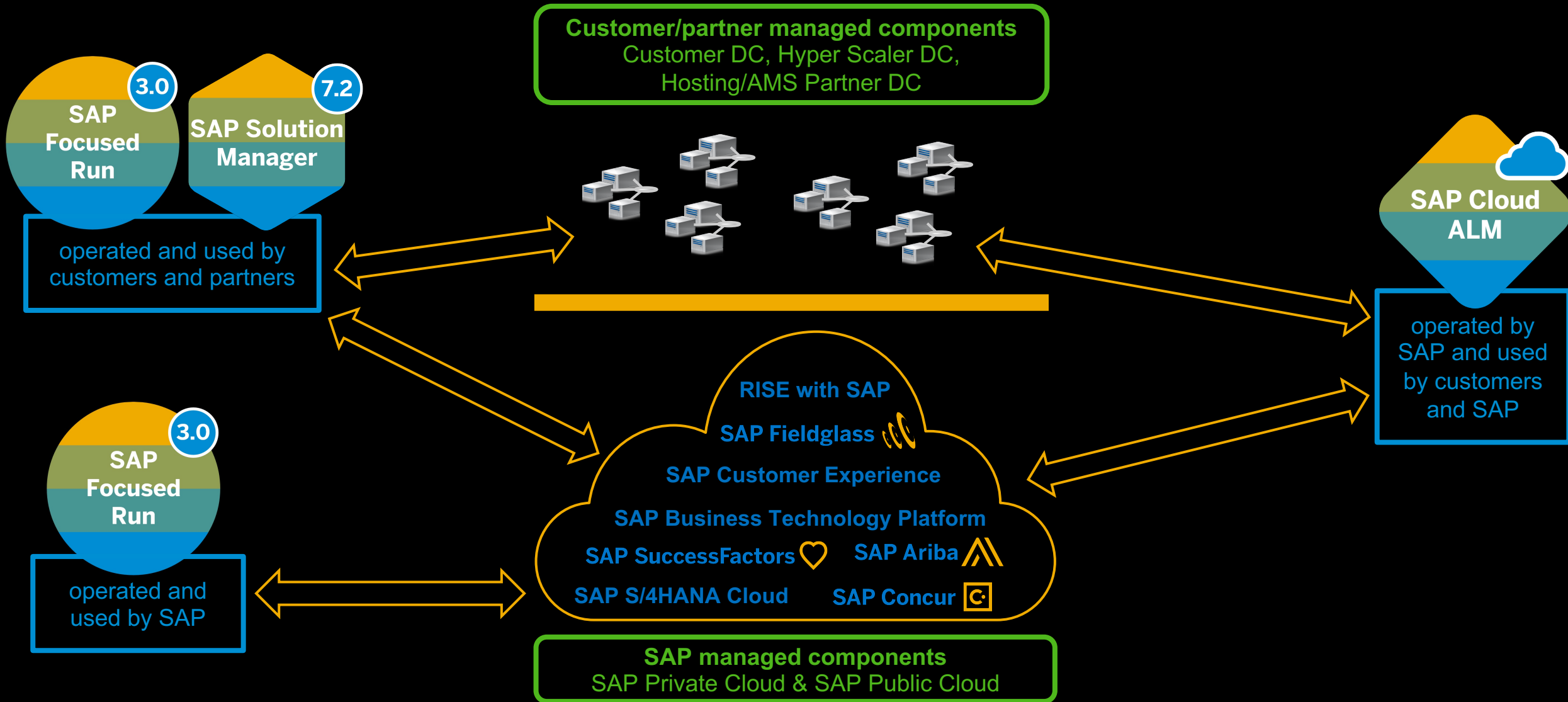
- Transformation from **a monolithic to a modular** multi-service landscape
- **Increased complexity to find and analyze issues** in a distributed environment
- Increased needs to **consider business processes end-to-end**

## Solutions:

- **Business Process Monitoring:** Find and analyze anomalies during business process execution
- **Integration & Exception Monitoring:** Identify and correct message flows and integration related exceptions
- **User & Performance Monitoring:** Diagnose performance of user scenarios
- **Application Monitoring, System & Health Monitoring:** Understand healthiness of applications, cloud services and systems



# Big picture – SAP's operations platforms for Intelligent Enterprises



# SAP Operation Platforms – Mission Statements

- Empowers customers to **understand healthiness of SAP business solutions** → **Full stack monitoring and alerting** covering business processes, integration, users, applications, and healthiness of cloud services and systems
- Enables customer to increase operation efficiency by **automating corrective actions** for calculated alerts
- Provides **transparency regarding availability of business services** including business downtimes, business events and business SLA's → Collaboration between business and IT



- Is a **powerful solution for service providers & customers** to operate their solution **centralized and highly automated with minimal TCO impact**
- **Addresses advanced customer needs** in scalability, data volumes, security, automation, openness, dashboarding & artificial intelligence
- **Offers machine learning and automated correlation** based on monitoring & alerting data (AIOPs) e.g. alert clustering and system anomaly prediction
- Provides feature rich and powerful **functionality dedicated to application operations of IT solutions**

# Solutions with **SAP Cloud ALM**





“Thanks to **Business Process Monitoring** and **Real User Monitoring** applications enabled in the SAP Cloud ALM solution, we can verify how rollout projects are being adopted, following business KPIs, and see how users are using SAP S/4HANA Cloud, checking the most-used apps. The next step in our road map with SAP Cloud ALM is to leverage **Integration Monitoring** to have a better view on ERP data exchange.”

Manuel Lozano, Business Support Systems and Business Intelligence Manager, Ezentis



Ezentis  
Seville, Spain  
[www.ezentis.com](http://www.ezentis.com)

Industry  
Telecommunications

Employees  
~9,000

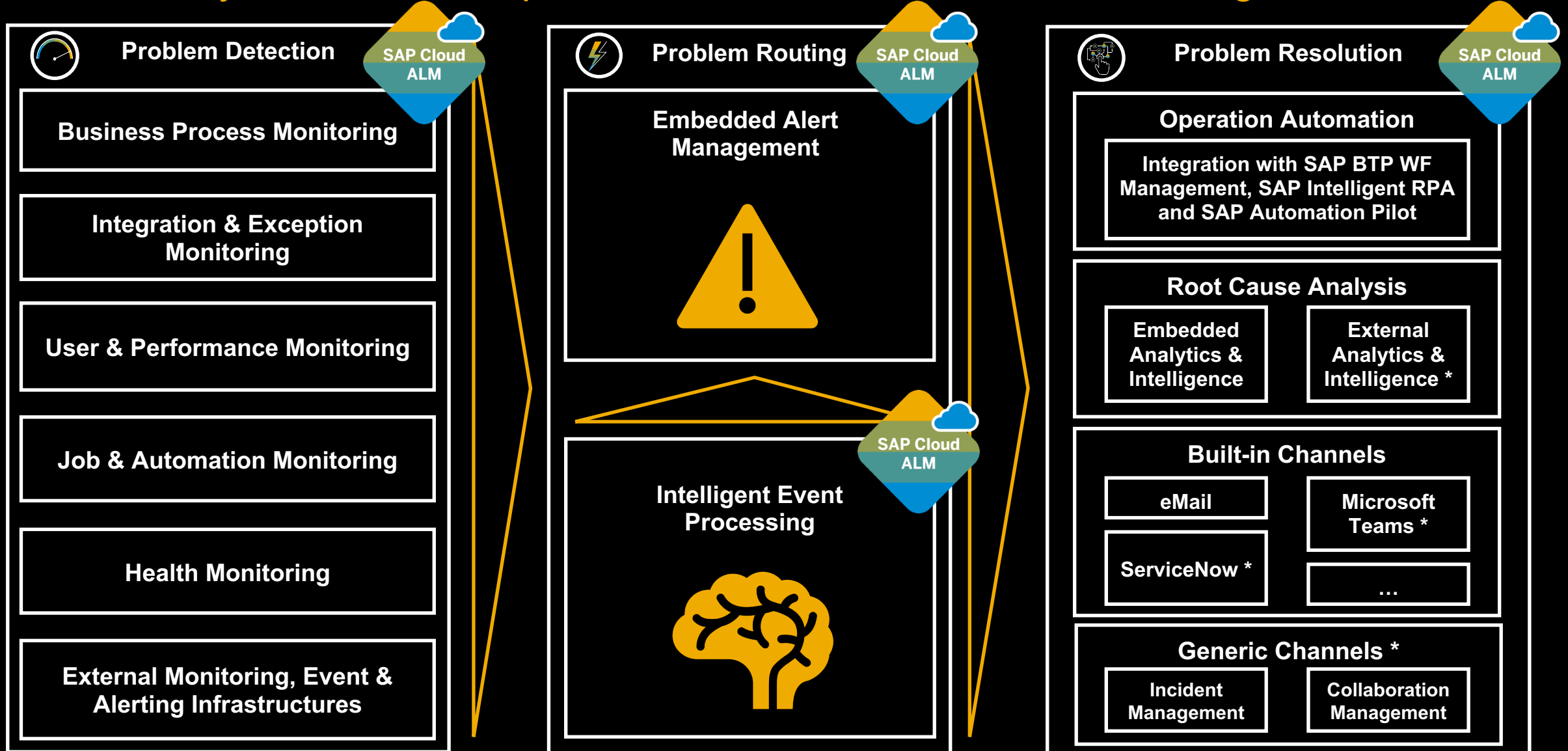
Revenue  
US\$446.8 million

Featured Solutions  
SAP® Cloud ALM and  
SAP S/4HANA® Cloud



# Problem Management powered by SAP Cloud ALM

Detect, analyze and resolve problems based on full stack monitoring



# Example: Business Process Monitoring for SAP SuccessFactors

## Recruit to Retire

- ✓ Job Requisitions Created
- ✓ Job Requisitions with Applications
- ✓ Job Requisitions Without Applications
- ✓ Job Requisitions Closed
- ✓ Job Requisition to Hiring (Time to Hire)
- ✓ Candidates Created
- ✓ Job Applications Created
- ✓ Job Applications in Status "Applied"
- ✓ Job Applications in Status "Not Applied"
- ✓ Job Offers Created
- ✓ Job Offers Pending
- ✓ Job Letters Created
- ✓ Job Letters Pending
- ✓ Send Date of Offer Letter to Candidate Response
- ✓ Contracts Created
- ✓ Contracts Created to Employee Start Date



**Geoff Hill, 39**  
**Hiring Manager**  
Production Director

Has interviewed several candidates and is now waiting for the acceptance of the offer letters.



**Amelia Ruiz, 28**  
**Recruiter**  
Responsible for the timely filling of open positions

Receives alert notification on high number of pending offer letters. Starts RCA and sends out a reminder e-mails.



**Jack Brown, 24**  
**Young Talent**  
Certified Project Manager

Reads reminder e-mail and calls Amelia to clarify some open questions. Accepts finally the offer letter.



See all available KPIs [online](#).





# **Demo:** Business Process Monitoring for SAP SuccessFactors

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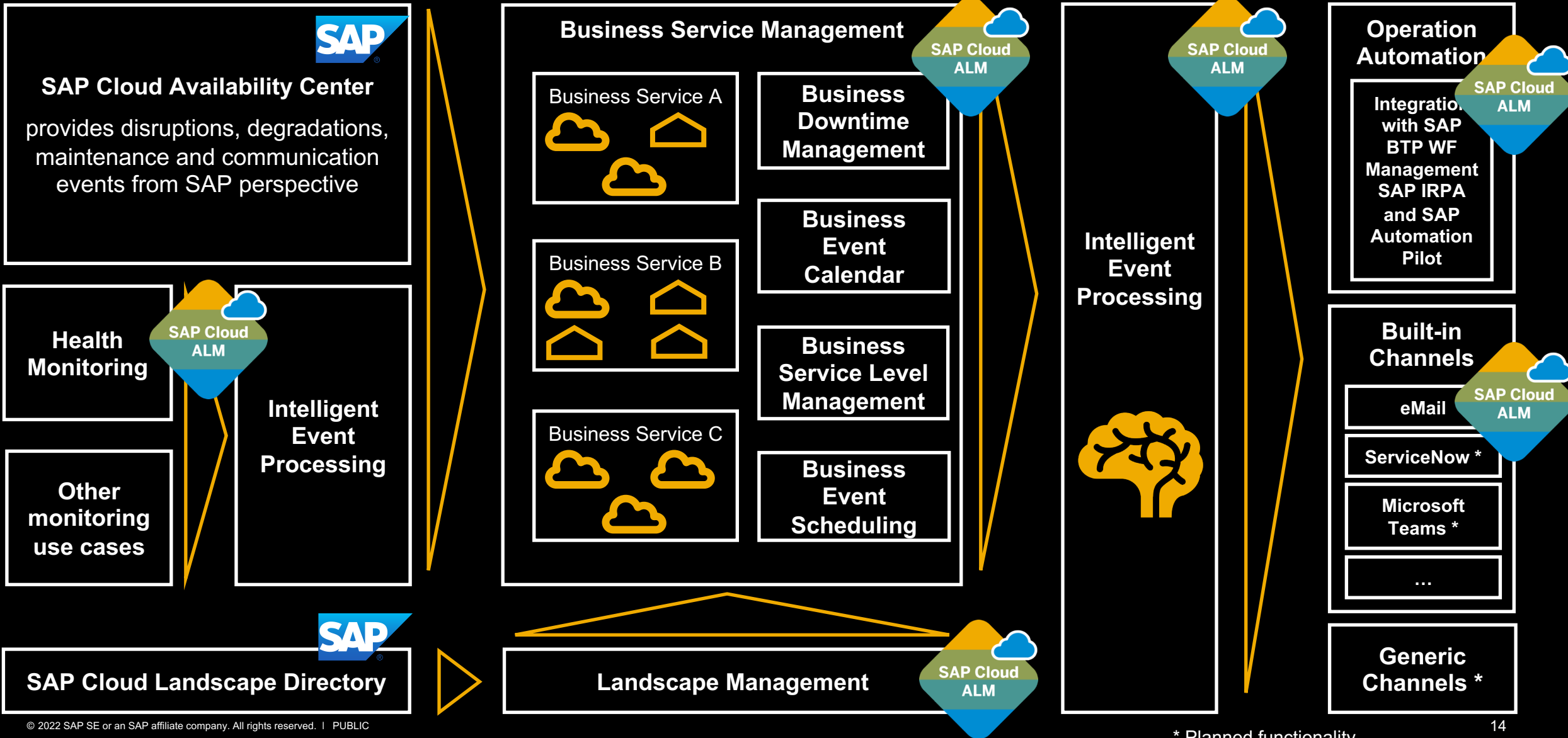


# SAP Cloud ALM for Operations – Content roadmap

Currently available			Planned for 2022	
<b>Business Process Monitoring</b>	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA	SAP Business Suite SAP SuccessFactors	SAP SuccessFactors (further KPI's)	Further KPI's for all editions of SAP S/4HANA and SAP Business Suite
<b>Integration &amp; Exception Monitoring</b>	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Sales & Service Cloud SAP Integration Suite (CI) SAP Master Data Integration SAP BTP NEO (custom) SAP BTP ABAP (custom/SAP)	SAP Event Mesh SAP Mobile Services SAP SuccessFactors SAP Ariba SAP Concur SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Order Management foundation	SAP Business ByDesign SAP SuccessFactors (Data Replication monitoring) SAP SuccessFactors Employee Central Payroll SAP Integrated Business Planning	SAP Analytics Cloud SAP Logistics Business Network SAP BTP CF (custom) SAP Data Intelligence SAP Consumers Industry Cloud
<b>User &amp; Performance Monitoring</b>	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite	SAP Marketing Cloud SAP Integrated Business Planning SAP BTP ABAP (custom/SAP)	SAP SuccessFactors Employee Central Payroll SAP BTP NEO (custom)	SAP Sales & Service Cloud SAP Analytics Cloud SAP BTP CF (custom)
<b>Job &amp; Automation Monitoring</b>	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite	SAP Marketing Cloud SAP Intelligent RPA SAP Integrated Business Planning SAP Business Warehouse	SAP BTP ABAP (custom/SAP) SAP SuccessFactors Employee Central Payroll	SAP Data Privacy Management SAP Resource Management SAP Workflow Management SAP Job Scheduler Service SAP Business Workflow (ABAP)
<b>Health Monitoring</b>	SAP Cloud ALM SAP Intelligent RPA SAP Integration Suite (CI) SAP BTP NEO/CF (custom)	SAP S/4HANA SAP S/4HANA PCE SAP Business Suite SAP BTP ABAP (custom/SAP)	SAP Integration Suite (API Mgmt.)	SAP S/4HANA Cloud SAP Marketing Cloud SAP Integrated Business Planning SAP HANA Cloud

# Business Service & Event Management powered by SAP Cloud ALM

## Manage down times, SLA's and events from business perspective



## Example: Business Service Management


**Challenge:** Business users **don't understand the impact of solution healthiness information** exposed by IT departments and/or SAP to their daily business

**Solution: Grouping of technical services** (cloud tenants or systems) to business services and **consolidation of technical healthiness information** at business service level e.g.:

- Lead-to-Cash
- Hire-to-Retire
- Marketing Organization, London
- Marketing Organization, New York
- All training tenants
- Development tenants in DC Amsterdam







# **Demo:** Business Service Management

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# Solutions with **SAP Focused Run**



“With the SAP Focused Run solution, we achieved our long-lasting wish to monitor our SAP systems with tools directly from SAP. We achieved a very positive financial business case and are now **ready for the future** with cloud and hybrid landscape customer support – which is our core business.”

Jos van der Laan, Business Application Manager, Simac IT NL

As a full-service integration partner, Simac IT NL provides flexible services and solutions to enterprises across a wide range of industries to help customers make the most out of their IT investments. Looking to replace the third-party tool, Avantra (formerly Syslink Xandria), it was using to monitor its SAP® software systems, the company worked with experts from SAP to build a business case for implementing the SAP Focused Run solution. In less than six months, Simac connected 54 customer systems to the solution. Now, it can use one central, scalable, safe, and automated environment to monitor and address customers with advanced needs regarding system management, user monitoring, integration monitoring, and configuration and security analytics.



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Simac IT NL  
Veldhoven, The Netherlands  
[www.simac.com](http://www.simac.com)

Industry  
Professional  
services

Employees  
1,390

Revenue  
€276,314

Featured Solutions and Services  
SAP Focused Run



# SAP Focused Run – Scope in detail

**Advanced Integration Monitoring** – Focused on correlation of e2e message flows and integration related exceptions

**Advanced User Monitoring** – Focused on end user performance and utilization based on real as well as synthetic user activities

**Advanced Application Management** – Focused on application aspects as monitoring of application healthiness and jobs as well as service availability, IT calendar and work mode management

**Advanced Configuration Monitoring** – Focused on monitoring of configuration & software changes including validation of security policies

**Advanced System Management** – Focused on monitoring of systems, databases, and hosts as well as EarlyWatch Alert, license management and remote service delivery

**IT Infrastructure Monitoring** – Focused on monitoring of technical infrastructure components (no own visibility in this layer)

## Advanced Alert & Event Management

Calculation of specific alerts based on pre-defined thresholds

Unified alert inbox & alert handling procedures

Correlation of alerts to alert clusters to point more efficient to the root cause of an issue

## Advanced Root Cause Analysis

Dedicated RCA capabilities as system analysis, trace analysis and file system browser

Works on real-time raw data as well as aggregated historical data

Formalizes collected analysis knowledge to guided RCA

## Operation Automation

Execution of manual or automated actions triggered by alerts to increase resolution efficiency by time reduction

Automation of regular operations tasks to increase operation efficiency and quality

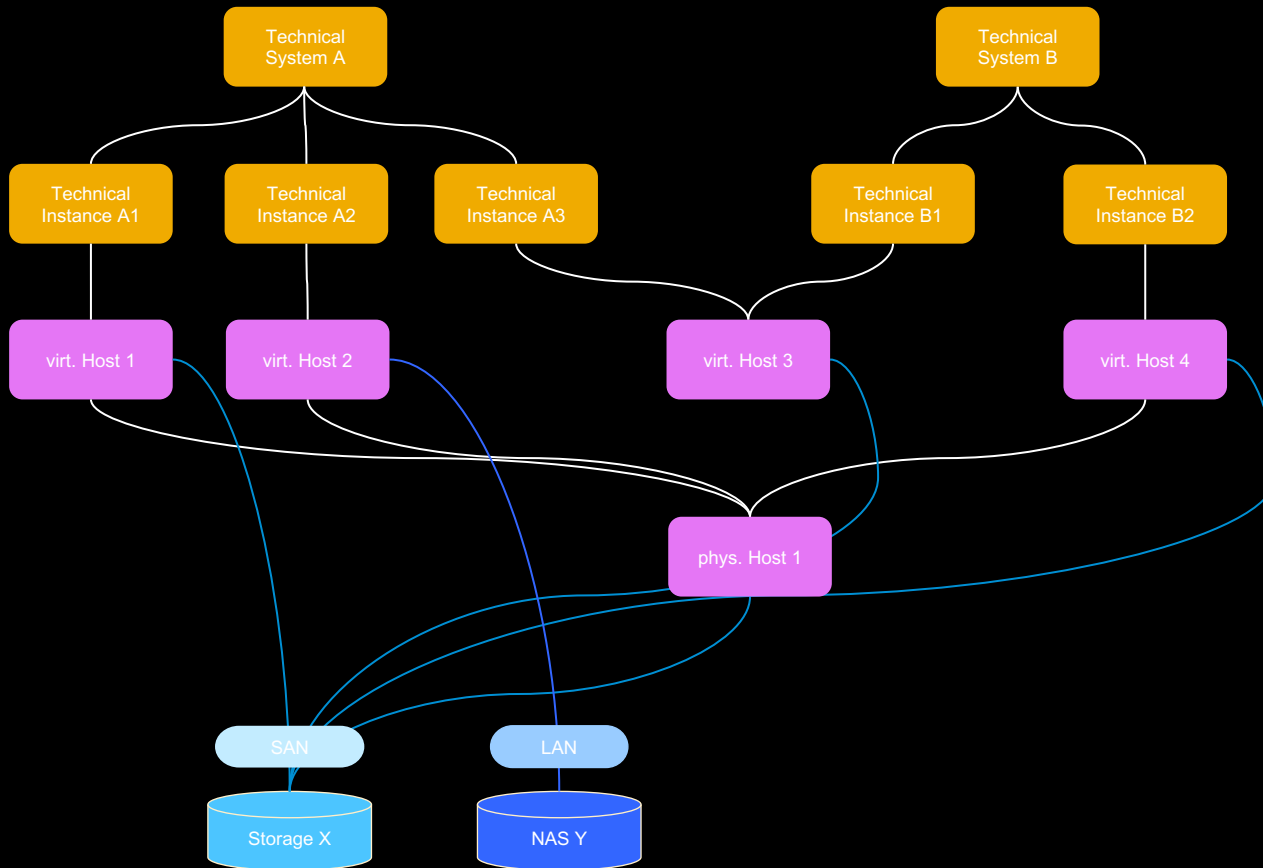
## Advanced Analytics & Intelligence

Provides flexible dashboards for data coming from different use cases (cross use case analytics)

Uses AI capabilities to derive intelligent decisions

Standardizes open API's for efficient data transfer

# Example: Alert Correlation



**Challenge:** Reduce amount of **alerts** to be handled by correlating alerts from **different sources on different levels** e.g. in case of a network issue the availability of systems can be impacted

**Solution:** Create **context families** to **correlate alerts coming from different systems sharing common components** e.g. commonly used hardware



# Thank You!

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