

Precise for SAP

AUTOMATED SAP APPLICATION PERFORMANCE MANAGEMENT

Poor SAP system performance destroys business performance. Organizations depend on SAP transactional and analytical systems to process orders in real-time, close financial books quickly and securely, and provide timely reporting to internal and external stakeholders. Inconsistent or poor performance directly and negatively impacts the bottom line. SAP deployments are complex and involve many layers to manage and support from application to database to storage. All too often these are managed by different teams using different, incompatible tools making it difficult to identify and tackle the root cause of performance problems. To thrive in this environment, IT organizations must embrace an integrated and collaborative approach with monitoring tools that can track performance throughout their entire SAP landscape.

SOLUTION HIGHLIGHTS

Precise provides end-to-end performance monitoring of all SAP transactions across tiers to quickly isolate issues and correct problems anywhere in the stack. Precise automates the manual process of collecting and correlating performance information to business transactions as they pass through the SAP landscape. With a Precise for SAP organizations can:

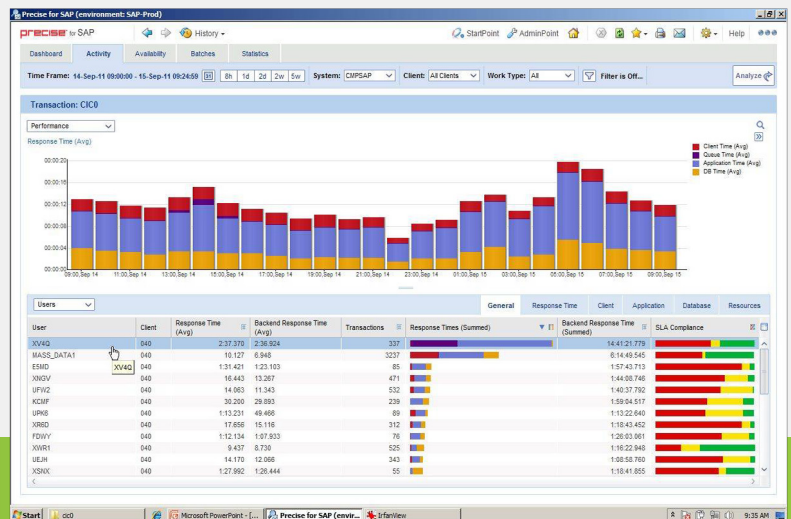
- Track SAP transactions through all tiers
- Pinpoint problems to SAP ECC, Portal, ABAP, database, or storage
- Deploy 24x7 SAP application and SLA monitoring
- Preserve detailed history to identify performance trends

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KEY BENEFITS

- Increase business efficiency by improving SAP performance and response times
- Gain end-to-end visibility into the technology supporting key SAP processes
- Quickly locate bottlenecks by automatically discovering SAP transaction paths
- Identify performance issues before end users are impacted or batch windows are exceeded
- Accelerate problem resolution with an in-context view of all application, database, and storage components
- Maximize infrastructure investments by tuning performance and capacity planning

OPTIMIZE
SAP TRANSACTION PERFORMANCE
ACROSS ALL TIERS



PERFORMANCE MONITORING

Automated APM

Precise for SAP automates the manual process of collecting and correlating performance information for business transactions as they pass through complex SAP landscapes including third-party applications, databases, and storage. This eliminates the need for invasive, error prone traces.

Simplified Problem Isolation

Precise for SAP simplifies problem isolation by clearly reporting on where business transactions spend time. By tying transactions back to the users or locations experiencing problems it helps IT managers understand the true root cause and determine the priority, impact, and scope of the resolution.

Comprehensive Dashboard

The Precise for SAP dashboard is an easy-to-use tool for visualizing the overall health and status of all monitored SAP systems. It provides support for detailed views of individual application servers, organizations, locales and other entities as well as top-level summary views of multiple SAP systems.

Performance Management Database (PMDB)

Precise works by tracking the path of transactions through all tiers of virtual and physical infrastructure and stores both the business context and performance details in a centralized repository, the Precise Management Database (PMDB). The software then correlates transactions with users, databases, devices, files, and objects being accessed to identify performance problems anywhere within the environment.

ENTERPRISE MANAGEMENT

End-to-End Transaction Visibility

Variations in SAP usage patterns, user demands, platforms, architectures, components, and customizations all play their part in undermining performance. Precise for SAP collects transaction performance information across all key SAP tiers including SAP ECC, Portal, BW, PI, Java, .NET, ABAP, and 3rd party applications, databases, and storage. This end-to-end view allows IT to have visibility across their entire SAP environment through a single application.

Broad Database Support

Precise provides capabilities to analyze various tiers in an SAP landscape (Portal, Web client and server, or ABAP application server), which can be deployed independent of the database underlying the SAP application. For DB2, Oracle and SQL, Precise provides the ability to drill into the database from the SAP ABAP t-codes. For any given t-code, a customer can identify the resources consumed in the database for that t-code, regardless of DB2, Oracle or SQL as the underlying database.

DIAGNOSTICS AND ANALYTICS

Accelerated Problem Resolution

After pinpointing the root cause of the problem, Precise for SAP provides actionable diagnostic information and references a knowledge base of best practices. This knowledge base has been fine-tuned over years to automatically provide recommended solutions to help optimize your application stack.

Detailed Historical Performance Analysis

View detailed SAP transaction performance counters, system availability, and job performance data over defined periods. Identify excessive resource consumption, slow transaction times, system downtimes and other signals for performance tuning actions.

Performance Alerts

Precise proactively monitors SAP performance by collecting the real-time status of key performance metrics and comparing them to established thresholds set by your organization. When a potential problem is detected it can send notification in the interface or via email and can even take defined corrective actions such as running a program or sending SNMP traps.

Capacity Planning

SAP systems are constantly growing and evolving. By connecting transaction performance with the infrastructure it touches, Precise for SAP makes it easier to align server and storage capacity with the growing needs of the business.

Business Oriented SLAs

Business leaders can set business oriented application SLAs to align performance management with business objectives. This visibility into SLAs and usage patterns enables more efficient budget allocation and tighter matching of system performance to business priorities.

Enhanced Collaboration

Precise eliminates monitoring complexity by providing a single solution and a common set of data for all personnel across tiers. This facilitates collaboration among disparate teams and simplifies consulting additional domain experts which in turn drives faster problem isolation and resolution.

Trusted SAP Partner

Precise works closely with SAP to certify our solutions, meeting or exceeding SAP's comprehensive quality assurance and interoperability requirements. These certifications allow customers to confidently and easily implement Precise solutions in their environment. Integration with SAP Solution Manager helps reduce the learning curve for customer adoption.