



eG Innovations Helps Samsung Run Worldwide SAP System Smoothly

The SAP Performance Challenge

In common with many global enterprises, technology giant Samsung was using siloed tools and locally customized scripts to monitor business-critical applications such as SAP, Network, WAS, and databases. The use of redundant and separate monitoring tools cost Samsung significant time and productivity when identifying and isolating the causes of performance issues. A proactive approach to issue identification and resolution was not supported by the tools and processes in place. Further, in cases where siloed monitoring tools were not configurable, system “blind spots” made root cause diagnosis impossible.

The problem was multiplied when Samsung launched a global Enterprise Resource Planning (ERP) initiative focused on merging its multiple SAP application systems around the world, comprised of over 200 servers supporting 24/7 business services. Because one error or failure could impact or even suspend the entire system, performance management was a critical success factor of the ERP consolidation.

To achieve maximum availability and zero defects, the ERP initiative performance management platform needed to support:

- Proactive problem detection;
- Identification of root causes of abnormal or problematic behaviour; and
- Cooperation and collaboration between service and infrastructure divisions.

After reviewing multiple performance management and monitoring solutions, Samsung selected eG Innovations to manage the performance of the consolidated SAP environment.

Overview

For over 70 years, Samsung has been dedicated to making a better world through diverse businesses that today span advanced technology, semiconductor skyscraper and plant construction, petrochemicals fashion, medicine, finance, hotels, and more. Revenue: \$300 billion.

Challenge

SAP performance and user experience impacted business processes.

Solution

- eG Innovations performance management solution provides performance assurance to worldwide SAP system
- Identified and resolved performance bottlenecks to restore positive user experience

Results

- Positive customer experience
- Uninterrupted SAP processes
- Fast, proactive resolution of performance issues

 **Solution**

eG Innovations ensured that the performance platform met the key success criteria above and provided mission-critical capabilities and benefits:

- **Implementation flexibility**

Samsung wanted to retain the best features of the existing siloed management tools in its transition to eG Enterprise. eG accomplished this by re-using existing custom scripts to manage SAP applications which strengthened the available depth of monitoring. These scripts were successfully incorporated into the performance management platform.

eG Enterprise is now the performance monitoring framework for Samsung's SAP system and manages all mission critical monitoring items. Through an SMS-based alert process, Samsung IT personnel can take rapid action on performance alerts before they negatively impact user experience or productivity.

- **Proactive Diagnosis & Rapid Problem Resolution**

With such a dispersed ERP infrastructure, Samsung service managers need accurate and holistic understanding of issues and symptoms. eG enables Samsung to proactively detect performance issues of mission critical systems before they rise to the level of impacting user experience. Performance alerts are sent to managers in real-time to enable fast response and resolution of issues.

Infrastructure managers need to pinpoint and proactively address abnormal system behaviour before they impact end users. The eG performance management uses automated and intelligent baselining of thresholds to establish normal system behaviour. This allows detection of unusual patterns almost immediately, which allows proactive "behind the scenes" resolution of problems before they impact user productivity.

- **Single performance monitoring console**

Siloed monitoring tools communicate with the person responsible for the application, but are not viewable system-wide by all administrators. The eG Enterprise single console allows all IT administrators to see a problem across the entire business service. This capability helps collaboration between teams which speeds problem resolution and supports fast and efficient business services.

"The SAP infrastructure is so complex that reporting an issue was a real challenge. eG's unified dashboard shows a total view of business service performance for SAP," said Samsung ERP's BC Leader. "It allows us to quickly locate the problem and resolve it without difficulty."

eG Enterprise is also accessible by other stakeholders, including situation room and board members who can now see service wide performance using the eG Dashboard. The dashboard is so popular that it quickly became a starting point of sharing work and collaborating on technical discussions and supporting services.

"The eG Enterprise platform allows us to manage performance of the SAP environment much more conveniently and reliably than before. The results have been well beyond our expectations."

BC Leader
Samsung ERP

Next Steps

➔ Watch the Demo
www.eginnovations.com/demo

➔ Take the Free Trial
www.eginnovations.com/trial

■ Reduce Time to Recovery

A single system failure impacts many business processes. With over 200 servers, Samsung's Global SAP system was vulnerable to significant downtime as the cause of an issue rises was located and resolved. All system servers and 100 network devices are now monitored by eG Enterprise to guide problem resolution and to greatly reduce repair time.

In summing up the results of eG Innovations' engagement, Samsung ERP's BC Leader said, "The eG Enterprise platform allows us to manage performance of the SAP environment much more conveniently and reliably than before. The results have been well beyond our expectations."

About eG Innovations

eG Innovations provides intelligent performance management solutions that dramatically accelerate the discovery, diagnosis, and resolution of service performance issues in virtual, cloud and physical infrastructures. The benefits include performance assurance for mission critical business services, proactive discovery of problems before they impact user productivity, and better ROI for transformational IT initiatives.

When a user calls about slow service performance, it is often difficult and very time consuming to pinpoint the root cause of the problem. Is it Citrix, VMware, VDI? Is it the Java application, database server, or storage? Is it the network or is there a problem in the cloud?

Only eG Innovations with its patent-pending virtualization and cloud-aware correlation and automated root-cause diagnosis technology can tackle the unique monitoring and performance management challenges that transformational cloud and virtualization technologies introduce. eG's solutions offer end-to-end performance visibility across every layer and every tier of dynamic service infrastructures - from desktops to applications, and from network to storage, and provide actionable insights into the true causes of cross-domain service performance issues.

eG Innovations' award-winning performance management solutions are trusted by the world's most demanding companies to enable delightful user experiences, keep mission-critical business services at peak performance, and deliver on the ROI promise of transformational IT investments. Customers include JP Morgan Chase, Citigroup, Depository Trust and Clearing Corporation, Cathay Bank, AllScripts, Honeywell, Fidelity Investments, Samsung, Xerox, Marathon Oil, McKesson, and many more.

To learn more visit <http://www.eginnovations.com>

Contact eG Innovations

sales@eginnovations.com

USA
+1 866-526-6700

UK
+44 (0)20-7935-6721

Netherlands
+31 (0)70-2055210

Singapore
+65 6423-0928

India
+91 44 4263 9553