



Achieve Flawless SAP Performance with eG Enterprise



Key Benefits:

- Ensure optimal performance for SAP end users
- Increase IT operational efficiency with automated anomaly detection, alerting, root-cause diagnostics and remediation
- Optimize performance of SAP systems based on real data at scale
- Triage and resolve SAP performance issues before they impact your business
- Ensure successful cloud migration of SAP systems and optimize performance in hybrid and multi cloud deployments
- Increase SAP ROI through infrastructure right-sizing, accurate capacity planning and optimization
- Single pane of glass to monitor the entire SAP landscape

SAP is one of the most business-critical applications in enterprises around the world. 77% of global transactional revenue goes through an SAP system daily across various applications, such as supply chain, finance, blockchain, IoT, and cloud computing. The bottom-line is SAP services cannot be slow.

SAP applications are business critical, and slow or poor performance of these applications results in significant revenue loss. Therefore, performance monitoring of SAP is important.

With embedded AIOps and domain expertise, eG Enterprise provides out-of-the-box observability for every SAP tier – S/4 HANA, ECC, Cloud Connector, Web Dispatcher, Business Objects, NetWeaver Java stack, HANA database, etc. Available to use on-premises, in cloud or as turnkey fully-managed SaaS

SAP® Certified
Integration with RISE with SAP S/4HANA Cloud

SAP Performance Management Simplified

eG Enterprise is an end-to-end AIOps-powered SAP observability solution that delivers comprehensive observability to track the health, availability and performance of your entire SAP environment. eG Enterprise for SAP helps IT managers assure the performance of their SAP applications. By monitoring, analyzing, and correlating the performance of all the tiers that support SAP access, it helps administrators proactively detect, diagnose, and fix SAP performance problems quickly, before users notice.

Features at a glance:

- Measure all aspects of SAP user experience via both Synthetic and Real User Monitoring
- Monitor every SAP transaction, analyze response time breakup of T-Code transactions, and isolate the cause of slowness
- Metric thresholds and alerting configured out-of-the-box for proactive anomaly detection
- Get code-level diagnostics for Java-based web transactions
- Leverage AIOps-powered auto-discovery for observability into the SAP dependencies on the supporting infrastructure, to automatically pinpoint the root cause of issues
- Leverage historical data insights for intelligent capacity planning and scaling
- Auto-baseline the SAP environment to efficiently plan cloud migrations and digital transformation projects

Available for use via on-premises, in cloud or turnkey SaaS deployment models, eG Enterprise is a flexible and scalable solution that can be easily integrated with your existing infrastructure without needing any configuration or code changes in SAP systems. Using universal monitoring agent technology, eG Enterprise provides in-depth visibility of SAP user access over the web, via thick or thin client, and through Citrix/DaaS/VDI streaming, and delivers data-driven performance insight and unparalleled business value, maximizing ROI from SAP implementations.

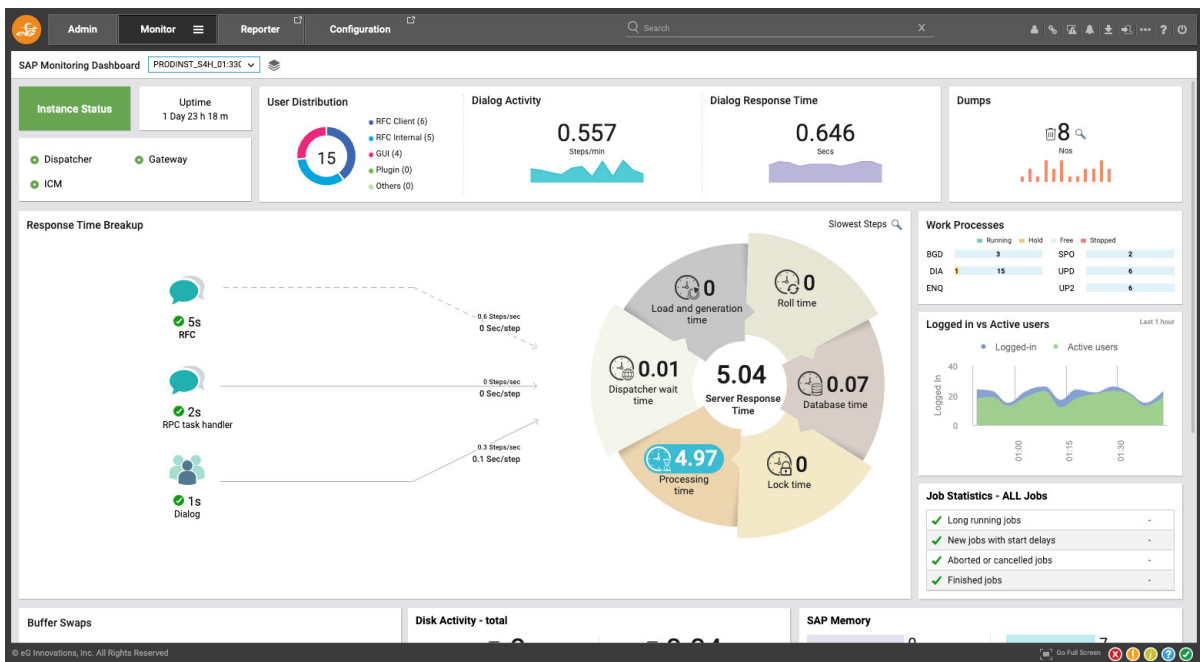
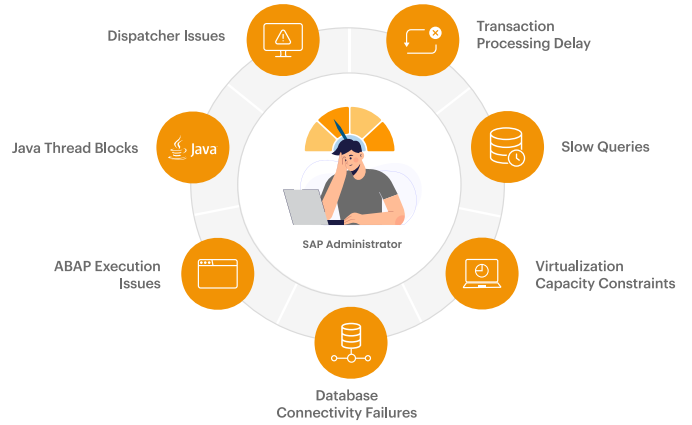


Figure 1: Purpose-built dashboards, metrics and analytics for SAP implementations

Key Capabilities of eG Enterprise for Monitoring SAP Applications and Infrastructure

Deep insights into SAP performance

- Visibility into Java Virtual Machine (JVM) performance: thread activity, locking, garbage collection, heap and non-heap memory usage, class loading, etc.
- S/4 HANA, ECC performance: User logon and performance tracking, transaction performance drill down, Syslog errors and dumps, Background Job tracking, Work process distribution, buffers and memory usage, RFC request tracking, Gateway & oData tracking, email errors, spool, enqueue and update request tracking etc.,
- SAP BTP, Cloud Connector, Web Dispatcher, Router monitoring etc.,
- Cross-tier visibility including network, database, virtualization platform, and storage
- Time-based correlation of performance across the different tiers for easy analysis



Why is SAP slow?

Auto-baselines the performance of each tier for pre-emptive alerting

- Establish time-of-day baselines for each metric based on history
- Multi-level baselines for problem escalation
- Ability for administrators to specify baselines
- Proactive, multi-modal alerting via email, web, mobile, SMS, ITSM systems, Slack, MS Teams, etc..
- Automatic AIOps-powered alerting with metric thresholds and alerting configured out-of-the-box removes the need to set alerts manually

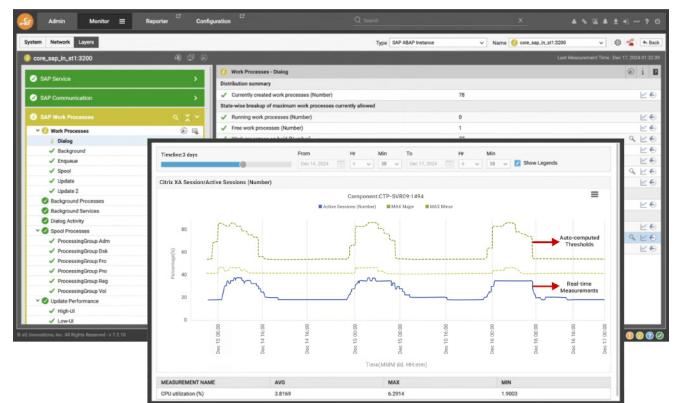


Figure 2: AI-powered auto-baselining provides proactive real-time anomaly detection and alerting

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Only eG Enterprise can monitor all of our SAP ERP infrastructure, SAP transaction monitoring and user experience.

IT Operations Manager
KT&G



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Identify the root-cause of SAP performance problems with one click

- Models each tier with a unique hierarchical layer representation (supported out of the box for 500+ applications and platforms)
- Service topology maps highlight inter-application dependencies and increase efficiency
- Auto-discovers hypervisor to VM, VM to application, and inter-application dependencies
- Patented correlative intelligence technology analyzes performance across tiers and identifies where the root-cause of the problem lies

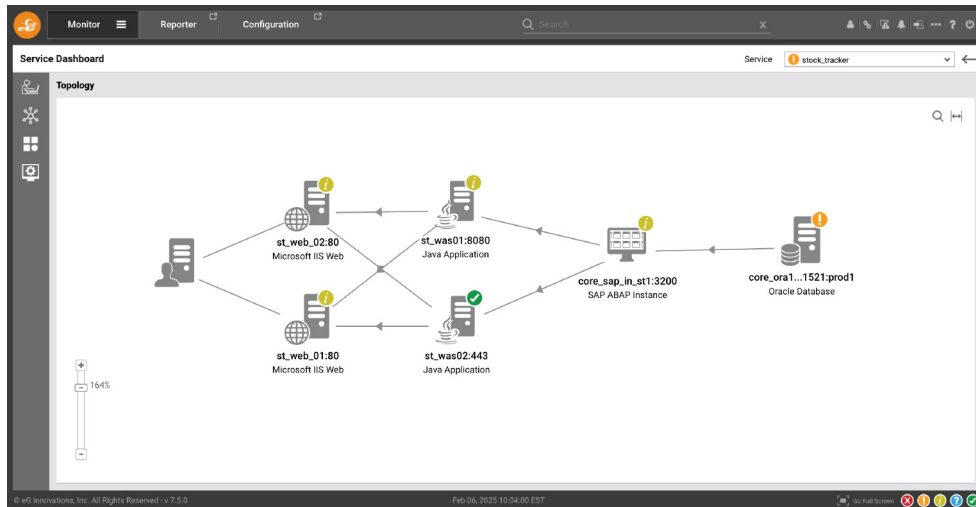


Figure 3: Topology maps provide IT Ops, management and Helpdesk with rich visualizations of SAP dependencies

SAP Transaction Profiling and Code-Level Diagnostics

- Monitor business transactions executed on the SAP web application server in real time - 24x7
- Automatically isolate transactions that are slow, stalled or having errors and affecting SAP end users
- Drill down to get Java method-level and SQL query-level visibility, and identify the exact line of code having a problem

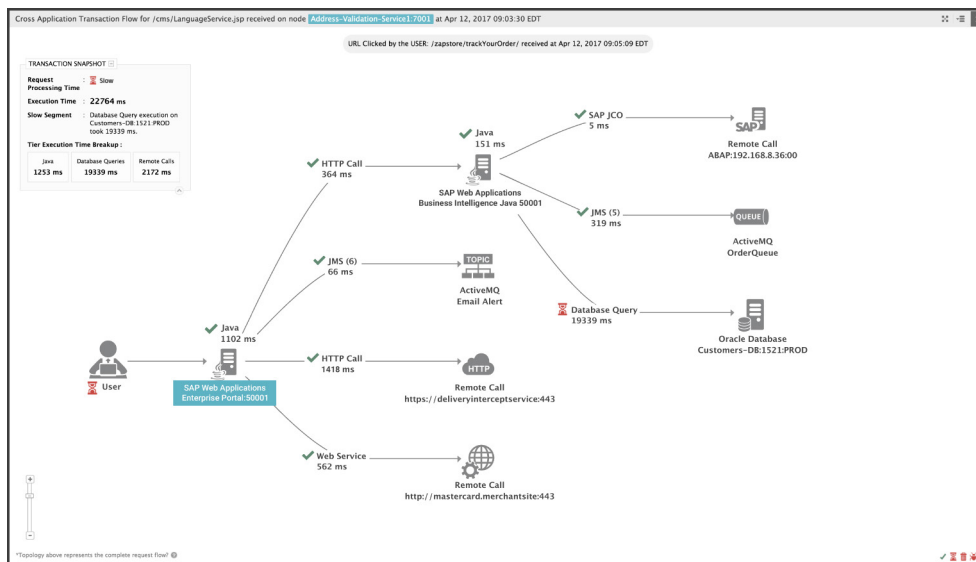
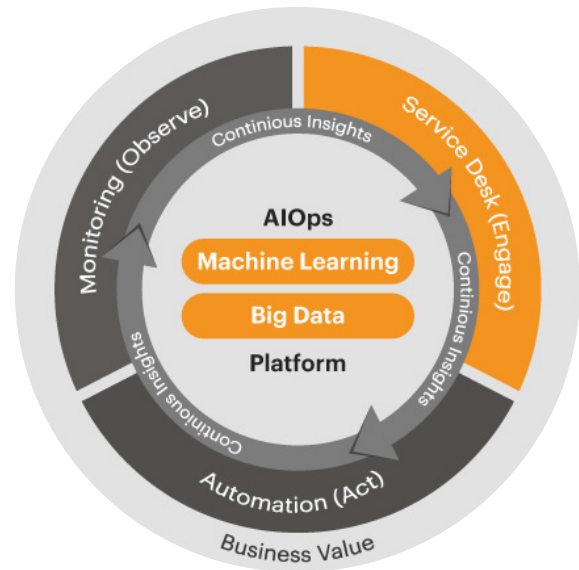


Figure 4: Transaction tracing allows the root-causes of slowness to be pinpointed, even down to a single database query or a line of code

Performance Correlation and Root Cause Diagnosis

- Auto-correlate SAP performance with the supporting infrastructure: virtual servers, cloud, network, etc.
- Uses built-in machine learning and AIOps to isolate the root cause of issues for faster troubleshooting and shorter MTTR
- Get single-pane-of-glass observability to visualize the entire SAP landscape topology from one console



In-depth SAP® performance visibility

User Experience

- Real user traffic by device
- Page load time, Apdex score
- JavaScript errors
- Response time breakup for ABAP transaction execution: Time taken for waiting, LoadGen rolling, database, SAP locks, processing etc.,
- ABAP user session duration, most executed T-codes etc.,

ABAP Stack

- Top T-codes by CPU, memory activity, Invocations
- Work processes utilization, long running processes
- Background jobs: state, duration, delay and logs
- Slow dialog step details
- Syslog errors, ABAP dumps
- Idocs/RFC throughput
- Buffer swap rates

BI/Java stack

- Slow business transactions
- Java code-level visibility
- JVM monitoring
- SAP web application server- Web sessions, access point status, thread overflow
- BEx query, template performance analysis
- Process chain tracking
- Web intelligence drill down

Cloud

- Business Technology Platform (BTP) - New and cloud Foundary environment monitoring
- BTP application load and status
- Cloud Platform Integration
- Private Cloud Edition (PCE) and Hana Enterprise Cloud (HEC) monitoring

SAP HANA

- Long-running queries
- Query response & wait time
- CPU, memory by each service
- Blocked transactions
- Transaction rollback rate
- Active/idle connections
- Cache inserts, invalidates, hits, misses

Supporting Infrastructure

- Oracle, SQL Server, MySQL, DB2, Sybase ASE, etc.
- Virtualizations platform: VMware, Hyper-V, Nutanix, Red Hat, etc.
- Cloud platform: AWS, Azure
- Storage (SAN/NAS)
- Network performance
- Disk, CPU, Memory usage

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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