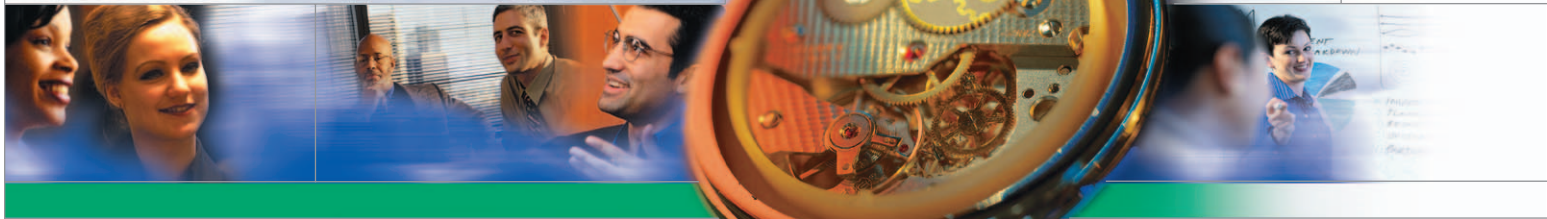




SAP system monitoring in combination with SAP Solution Manager

For a better REAL·IT·y : REALTECH



Efficient SAP-Environment Monitoring

Today, companies strongly rely on a smooth-running IT-landscape. SAP solutions play a central role because more and more critical business processes are based on SAP software. To monitor these systems, companies typically use the standard SAP Solution Manager. This tool, together with the Computer Center Management System (CCMS), centrally monitors all of the connected SAP systems.

System Management instead of Monitoring

Proactive comprehensive system management, however, requires the ability to see additional infrastructure components that are not part of the SAP system landscape. Networks, operating systems, databases, and applications must be monitored at the same level of detail in order to make targeted statements about performance losses and the optimization of the IT landscape.



SAP system monitoring in combination with SAP Solution Manager

With theGuard! System Management Suite, REALTECH provides a powerful comprehensive solution to monitor complex IT infrastructures. One of the solution's components, theGuard! ApplicationManager, enables SAP solutions to be run with remarkable efficiency. theGuard! ApplicationManager uses a special ABAP suite that extends the SAP-internal Computer Center Management System (CCMS) to provide very detailed information about important system statuses.

More SAP-Status Details

In addition to the CCMS information, theGuard! ApplicationManager generates in-depth system management information that clearly extends beyond the monitoring breadth of the SAP Solution Manager. The monitoring functions include the general status of the SAP system, job scheduling, SAP locks, logged on users, waiting or faulty process tasks, and even backup processes. theGuard! ApplicationManager uses preconfigured agents to control, for example, status, event, or configuration data. User-defined rules identify deviations from default settings and automatically start the escalation process.

theGuard! ApplicationManager evaluates, for example, IDOC status messages. A disruption in the IDOC-based exchange of data between SAP systems indicates a slight interruption in the company's core processes. With theGuard!, IT responsables keep downtimes to a minimum.

In most cases, only the status of a transaction is taken into account; its queue is ignored. theGuard! ApplicationManager's ability to monitor transaction queues provides administrators with deeper insight into the actual system load. A permanently high number of queued jobs, for example, indicates a possible performance loss in the SAP system.

When processing batch jobs, the SAP system creates a number of status messages, which can, for example, indicate that the system is idle, preventing orders or payroll runs from being processed. theGuard! ApplicationManager makes the R/3 batch system transparent, enabling administrators to react to errors more quickly.

The number of temporary sequential files (TEMSE) plays an important role in the performance of an SAP solution. theGuard! ApplicationManager determines the total number of TEMSE files and controls them for possible inconsistencies. The number of available work processes can also be controlled with theGuard! ApplicationManager. Blocked work processes generally slow down the SAP system. Finally, theGuard! monitors the individual records' lock entries to determine possible performance losses.

Database Optimization

theGuard! ApplicationManager provides administrators with valuable information about the performance of SAP applications. This data is also used to optimize SAP systems. Together with performance data from the additional IT infrastructure, accurate predictions can be made about potential bottlenecks. These analyses enable system specialists to see, for example, if a network connection is undersized or a database is running at low capacity even in peak periods.

In an SAP system, the processing speed of database accesses can only be controlled manually. theGuard! ApplicationManager, however, makes the database performance transparent and automates this process, enabling administrators to detect badly programmed SQL statements.

Business Process Monitoring

To monitor business processes and service level agreements, individual transactions and transaction buckets can be defined in theGuard! ApplicationManager. These buckets contain the SAP transactions that are most frequently used by departments or users. With theGuard!, administrators can monitor a transaction bucket's response time, thereby taking all of the involved infrastructure components such as network, operating system and database into account. Because the actual usage of the SAP system is accurately logged, the performance can be offset according to the SAP accounting groups.

Well-organized System Landscape Overview

theGuard! ApplicationManager and theGuard! NetworkManager alarm statuses can be directly displayed in the familiar SAP Solution Manager environment. theGuard! ApplicationManager does not require the installation of SAP Solution Manager. Administrators can also use theGuard! as a central monitoring component for all SAP solutions. The representation of all of the system parameters through theGuard! System Management Portal provides more details and is easier to use.

This is what theGuard! ApplicationManager can do for your SAP solution:

- Enable performance losses to be recognized early
- Ensure uninterrupted system availability
- Reduce operating costs
- Increase cost transparency
- Reduce the administrative effort
- Centrally manage all of the important system parameters