SAP Solution in Detail
SAP NetWeaver

SAP Extended Diagnostics by CA Wily

Improving Application Performance for Your SAP® and Non-SAP IT Environment

The Best-Run Businesses Run SAP™

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Quick Facts

Summary
By upgrading to the SAP® Extended Diagnostics application by CA Wily, you get a single platform for monitoring the performance and availability of SAP and non-SAP applications in your IT environment. This lets you proactively spot issues and resolve them before they impact users. And by providing both technical and non-technical views into performance metrics, this application helps IT demonstrate its value to the business by communicating in a language that business understands.

Business Challenges
- Diagnose problems quickly despite system complexity
- Maintain operational efficiency as business accelerates
- Maintain high support standards

Key Features
- **Business-centric performance views –** Present performance and availability information in a way that makes sense to all stakeholders
- **Comprehensive performance visibility –** Enable teams to immediately detect service-level problems and get to their root cause
- **Context-relevant information –** Empower teams with the information they need to fix problems and drive continuous improvement across the application lifecycle
- **Extensible value –** Monitor a variety of application architectures and configurations that support your SAP business processes
- **Application lifecycle management –** Go beyond monitoring to orient development and operations toward ensuring optimal performance for your SAP software environment

Business Benefits
- **Faster resolution times** with real-time visibility into performance metrics
- **Improved application performance** with proactive monitoring and support through the application lifecycle
- **Lower IT costs** through higher staff productivity
- **Higher revenues** by avoiding downtime
- **Better relationship between IT and the business** through improved communication

For More Information
Call your SAP representative today, or visit us at www.sap.com/solutions/solutionextensions/extended-diagnostics/index.epx.

The Importance of Applications

The promise of enterprise computing has always been the ability to do more things faster and better. But as processing speed and computing power have grown by leaps and bounds, so has landscape complexity. The company that can master that complexity is the company that can improve performance and outpace the competition. This is why organizations all over the world are turning to the SAP® Extended Diagnostics application by CA Wily.

As an IT pro working on the front lines of enterprise computing, you know the importance of business applications. They support your company's workers, facilitate communication with partners, and manage interactions with customers. Ensuring availability and performance for these critical applications is one of your top priorities.

But over the years application complexity has increased substantially. This is a good thing. More complex applications deliver a broader range of functionality that helps your company meet evolving market needs better and more efficiently. For IT, however, it represents a host of challenges – which, if met effectively, can dramatically improve application performance as well as the value of IT for the business.

A BUSINESS-CENTRIC APPROACH TO MANAGING APPLICATION PERFORMANCE

The fact is, it's difficult today to find a stand-alone application that doesn't interact with other applications or leverage some otherwise unrelated component – either in your IT infrastructure or someone else's. Composite applications are the norm, and business services are supported by multiple applications at different times throughout the service delivery cycle.

This complexity has led to skyrocketing issue resolution times – the kind of key performance indicator that keeps CIOs up at night. Consider the fact that approximately 80% of the time-to-resolution metric is taken up with detecting problems and diagnosing root causes. In complex environments, IT is typically tipped off about a problem by end users calling into a help desk. By then, of course, much time has passed and IT is playing a game of catch-up.

The resolution process kicks off by assigning the issue to one of several technical teams in charge of specific domains – such as a network, applications, or servers. If one group cannot find the technical component at the root of the problem, the issue gets moved to another. Eventually the problem is solved, but at what cost?

Actually, the cost of downtime has been studied in some detail. According to *Information Management*,[1] for example, the cost of a single hour of downtime can run anywhere between $90,000 for the media sector to more than $6 million for large online brokerages. The average company, moreover, experiences approximately 11 hours of downtime per year. Doing the math, that puts potential revenue losses within an approximate range of nearly $1 million at the low end to more than $66 million at the high end.

In this context, speeding resolution times must be a top priority for IT. And while you can't reduce the complexity of applications and environments in which they live, you can take a more proactive, business-centric approach that helps you overcome it. In a nutshell, instead of focusing on supporting individual IT assets, you need to update IT policies and processes to support and manage business processes across the enterprise.

Such an approach requires improved visibility and deep diagnostics to identify and head off problems before customers, business users, and partners are impacted. At the same time, this approach needs to go beyond monitoring – starting well before an application goes live. Whether it's during design, development, testing, or production, the goal is to incorporate the performance management agenda throughout the entire application lifecycle.

This is where SAP Extended Diagnostics can help.

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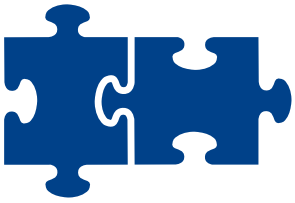

End-to-End Application Performance Management

As an existing SAP customer, you already have access to Interscope, an application performance management offering from CA Wily that comes bundled with the SAP Solution Manager application management solution. While this offering allows you to monitor the SAP applications in your environment, you can also choose to upgrade to SAP Extended Diagnostics.

Much more robust, SAP Extended Diagnostics gives you detailed performance and availability metrics for SAP applications in your environment – as well as for non-SAP applications, back-end systems, and services that are connected to your environment. This enables you to overcome complexity and serve your organization more effectively with faster resolution times and higher rates of availability.

SAP Extended Diagnostics is built on the following pillars:

- **Business centricity,** so that performance and availability information is presented in clear terms that make business sense to all stakeholders, not just IT
- **Comprehensive performance visibility,** enabling teams to immediately detect service-level problems and get to the root cause of the problem
- **Context and clarity,** so that teams always have the right information to fix problems and drive continuous improvement across the application lifecycle
- **Extensible value** with sophisticated functionality that allows you to monitor the diversity of application architectures and configurations that support your business processes
- **Application lifecycle management** that goes beyond monitoring to orient development and operations toward the goal of ensuring optimal performance for your SAP applications and environment

BUSINESS CENTRICITY

IT organizations that communicate their value in business rather than technical terms are more likely to get a seat at the table as a full partner participating in the development and execution of business strategy. This means that your IT group should refrain, as much as possible, from speaking to the business in terms of "speeds and feeds." What the business cares about is business outcomes.

To help you communicate in business terms, we provide preconfigured dashboards that translate technical metrics into business meaning. Delivering immediate payback and value, these dashboards are based on years of experience with customers who have used SAP Extended Diagnostics to manage business-critical applications in their SAP environments. In addition, you can customize each dashboard to meet your requirements as a unique organization.

For your IT group, we also deliver more technically oriented application triage maps that make it easier to quickly find and fix problems without creating customized views or reports. These maps present high-level transaction and application health metrics according to the relevant business service – which makes them also useful for a business audience. For more information, IT professionals can then drill down to expose details related to the underlying IT infrastructure. This helps bridge the gap between IT and the business in important ways that drive improved communication and collaboration.

COMPREHENSIVE PERFORMANCE VISIBILITY

Supporting real-time visibility into Java and Microsoft .NET application performance, SAP Extended Diagnostics enables rapid root cause analysis so that you can pinpoint the source of a problem as quickly as possible. This helps you minimize downtime and ensure higher rates of availability to better support the business and its customers.

To enable a proactive approach to application performance management, SAP Extended Diagnostics also maintains a rich store of historical performance data. You can use this data for capacity planning and trend analysis purposes – the end result being better development, testing, and deployment decisions.

Whether it's real-time monitoring or proactive development, SAP Extended Diagnostics reaches deep into the components connected to your SAP applications. For organizations that run in the context of an enterprise portal, this is good news. You'll be able to monitor all portal components and component interactions from inside each application. SAP Extended Diagnostics works in any Web application

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environment – physical or virtual – for example, Microsoft .NET or Java 2 Platform, Enterprise Edition (J2EE). It also integrates with existing solutions for systems management. You can cluster it for superior scalability in large, diverse environments – discovering systems and components automatically without additional coding. You simply maintain preconfigured, intuitive views of the environment for immediate monitoring of all transactions through end-to-end tracing. Your staff always has comprehensive, component-level views in the context of the transaction path. This helps you ensure that your entire environment runs at peak performance at all times.

CONTEXT AND CLARITY

To ensure performance and availability in complex environments, different teams need different information regarding their domain or area of expertise. Staff members on your application support team, for example, need a consistent, end-to-end view of overall performance. Even if they don't possess the deep technical skills to resolve problems on their own, they do need to see where the problem exists so that they can route it to the appropriate specialist.

Members of your operations team, on the other hand, need 24x7 live views of application performance and availability. They also need service-level agreement (SLA) alerts and proactive ways to detect problems before they impact the business and its customers.

And what about your subject-matter experts for specific applications and technical areas? They require deep and extensive views into application components – along with clear information to pinpoint root causes.

Fortunately, SAP Extended Diagnostics supports all of these needs in a single tool – providing clear, contextually relevant information when and where your people need it. Your IT operations group, for example, gets service-oriented dashboards, or "flight decks," that monitor critical SAP services and display SLAs in real time. Meanwhile, application triage maps – already mentioned – give your application support team immediate insight into problem components that can be quickly passed to relevant specialists. These experts, in turn, can use detailed transaction trace functionality and cross-process visualization to pinpoint the exact cause of the problems across the entire application infrastructure.

EXTENSIBLE VALUE

To help you better manage both SAP and non-SAP components in your environment, we designed SAP Extended Diagnostics to integrate both with third-party service and system management tools and with your internal or outsourced support processes.

For example, you can implement custom code on any application server to create custom dashboards and reports to meet your unique analytic requirements. You can monitor Oracle WebLogic Server, IBM WebSphere Application Server, and JBoss Application Server. The application also provides visibility into systems such as CA SiteMinder (an SAP-endorsed business solution), IBM CICS Transaction Gateway, and IBM WebSphere MQ.

Visibility into this substantial range of market offerings helps improve the effectiveness of your support group. We also build this visibility directly into the workflow used by your support engineers. We know it works too, because when customers call us for technical support, the SAP Active Global Support organization uses SAP Extended Diagnostics to analyze performance and resolve the issue as quickly as possible.

SUPPORT THROUGHOUT THE APPLICATION LIFECYCLE

SAP Extended Diagnostics is more than a means of helping ensure application availability and performance. More broadly, it helps you manage the entire application lifecycle. For example, by enabling you to quickly discover and map application elements and dependencies, it can serve as your primary infrastructure documentation tool. You can use this documentation not only to help resolve issues as they arise but also to analyze your environment to improve performance moving forward.

SAP Extended Diagnostics also helps during the quality assurance phase of application development. You can detect code problems proactively, validate your architecture, and baseline performance requirements – all before your applications reach production. When problems arise during the production phase, the application empowers your support staff members with incident management functionality that helps them pinpoint the problem area in no time.

For your operations team, the application is indispensable as well. Your IT staff can use it to monitor the end-user experience, receive alerts for early issue detection, and resolve issues quickly. And when it comes to upgrading existing applications in your environment, SAP Extended Diagnostics helps you better understand performance and capacity requirements so that you can plan more effectively.

A Better, More Responsive IT Group

Ultimately, SAP Extended Diagnostics helps the business perform better by helping IT perform better. With visibility into real-time application performance metrics, you'll be able to respond more quickly to issues that arise. And with root-cause-analysis functionality, you'll be able to get the problem to the right group for a faster resolution. This helps reduce IT cost by making staff more productive. It also helps preserve revenues by enabling you to detect issues before users feel the impact – which reduces revenue-eating application downtime.

What's more, you can use SAP Extended Diagnostics not only for operations but also for design, development, and testing. This helps you avoid more of the issues that adversely impact performance during production. Whether they're employees, customers, or partners, your end users will feel less frustrated by performance issues – and this can dramatically improve satisfaction.

All of this enhances the value of IT in the eyes of the business. And with dashboards and reports that help explain technical metrics in terms that all stakeholders can understand, SAP Extended Diagnostics actually can improve communication and collaboration between IT and the business. Instead of a back-office support function that provides little if any strategic input, IT shows itself to be actively engaged in the pursuit of better business outcomes. In the end, this is simply good for business.

LEARN MORE

To find out more about how SAP Extended Diagnostics can help you improve application performance, call your SAP representative today or visit us online at www.sap.com/solutions/solutionextensions/extended-diagnostics/index.epx.

COMPATIBILITY GUIDE

The SAP® Extended Diagnostics application by CA Wily is compatible with a wide range of application servers and other common computing systems available on the market today. Below is a detailed list.

Monitored application servers:
- IBM WebSphere Application Server
- JBoss
- Microsoft .NET Framework
- Oracle WebLogic
- Oracle Application Server
- SAP NetWeaver® technology platform
- Sun Java System Application Server
- Oracle GlassFish Server (formerly Sun)
- Tomcat

Monitored Web servers:
- Apache
- IBM HTTP Server (IHS)
- Microsoft IIS
- Oracle HTTP Server
- Oracle iPlanet Web Server (formerly Sun)
- Sun ONE Web Server

Monitored databases:
- IBM DB2
- Microsoft SQL Server
- Oracle Database

Monitored service-oriented architecture platforms:
- IBM WebSphere Process Server
- IBM WebSphere MQ
- Oracle Service Bus
- TIBCO BusinessWorks
- webMethods Integration Server

With dashboards and reports that help explain technical metrics in terms that all stakeholders can understand, SAP Extended Diagnostics actually can improve communication and collaboration between IT and the business.

FOOTNOTE

1. Henry Martinez, "How Much Does Downtime Really Cost?" *Information Management*, August 6, 2009, www.information-management.com/infodirect/2009_133/downtime_cost-10015855-1.html.

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