

SAP Solution Brief

Solution Extensions

SAP Extended Diagnostics by CA

Objectives

Solution

Benefits

Quick Facts

Optimize Application Performance and Enhance the Customer Experience



The Best-Run Businesses Run SAP®

Understanding the impact of application performance

Understanding the impact of application performance

Rising demand for IT services is increasing the pressure on technology organizations. Customers want more services delivered at a faster rate. Management expects applications to operate at peak efficiency, with less unplanned downtime, while respecting today's lean budgets. How can IT leaders like you [manage these pressures while delivering a flawless user experience?](#)

Thanks to the exploding popularity of mobile devices and the consumerization of technology, customers, employees, and partners expect you to deliver rapid, intuitive access to information. To meet this need, your IT organization must ensure that increasingly complex applications operate at peak efficiency and provide an enjoyable user experience.

Many of these applications were built on legacy mainframe environments and are layered with newer components that address physical servers, virtualized systems, and

cloud-based solutions. To help these applications run efficiently, prevent performance bottlenecks, and meet increasingly demanding service-level requirements, you need visibility into application performance and its impact on the business.

With the SAP® Extended Diagnostics application by CA, you can proactively measure application performance, detect and diagnose problems and root causes, and quickly resolve performance issues before there is any impact on the business.



Measure application performance across the enterprise

Measure application performance across the enterprise

Identify and correct performance problems at the root cause

Refine and optimize application performance

SAP Extended Diagnostics provides a single platform for managing heterogeneous IT environments, assessing application service delivery, and understanding the actual end-user transaction experience. This solution helps you ensure that revenue-driving applications run at peak performance, protecting revenues and further strengthening your brand reputation.

By offering intuitive views of the complete IT environment, the software helps you monitor all transactions in both SAP and third-party applications. You can also review end-user response times and activity at both the business process and transaction level.

Identify and resolve performance problems before they impact your users. SAP Extended Diagnostics offers the tools you need.

The application identifies users by name and priority, helping you link transactions to business priority and value.

With a clearer view of end-user transaction performance, you can determine whether IT is meeting service-level agreements, business objectives, and software-as-a-service vendor commitments. The insight enabled by this solution can help you ensure high performance and a positive user experience.



Identify and correct performance problems at the root cause

Measure application performance across the enterprise

Identify and correct performance problems at the root cause

Refine and optimize application performance

The software helps you proactively maintain the health of your applications, including SAP solutions powered by SAP HANA®. Real-time triage maps and automatic alerts help you identify, diagnose, and resolve performance problems before they affect users. The software maps all transactions to the technology infrastructure in real time. Root-cause analytics features help you diagnose problems occurring deep within the application and infrastructure so you can avoid any unplanned downtime.

Analysts can quickly gain a single view of application health, business process flow, and the complete transaction path. This information helps eliminate guesswork, accelerate mean time to repair, and avoid disrupting revenue-generating services.

SAP Extended Diagnostics groups similar defective transactions, so the responsible IT team member can analyze them. This feature helps eliminate finger pointing and the need for group reviews of performance issues.



With SAP Extended Diagnostics, you can rapidly identify and resolve problems – before they impact users or your business.



Refine and optimize application performance

Measure application performance across the enterprise

Identify and correct performance problems at the root cause

Refine and optimize application performance

Using the software, you can define baselines for transaction performance and receive alerts when performance exceeds these thresholds. Detailed reports and analysis, including custom dashboards, summarize performance data and help ensure it is distributed to the people who can solve and resolve problems quickly and anticipate future issues.

The software also correlates performance issues with the critical business transactions at risk. With this information, your IT team can prioritize problem resolution efforts, dispatching the right resources to address the problems before they affect revenue or key users.

Because the software presents all performance and availability information in business language, nontechnical personnel can understand application health metrics and take appropriate action. By implementing the same automation features for both SAP and third-party applications in your IT landscape, the solution helps you optimize performance, meet service-level agreements, and maximize the overall value of your applications.



SAP Extended Diagnostics offers application performance information that helps you turn insight into action.



Precise, prioritized control over application performance

Precise, prioritized control over application performance

SAP Extended Diagnostics helps you optimize people's experience with your applications, increasing customer satisfaction and loyalty. Enhanced reporting and trend analysis offers new insight into performance, which helps IT comply with service-level agreements. Because the software summarizes information in the language of the business, it helps improve IT productivity and increase collaboration among diverse IT and business teams.

The application can be deployed rapidly, reducing time to value. Adding applications and services to the software is straightforward.

It is designed to meet the performance requirements of the most demanding environments, scaling to manage billions of transactions. And because SAP Extended Diagnostics is integrated with the SAP Solution Manager application management solution, which the SAP Active Global Support organization uses, the solution is familiar to many users.

SAP Extended Diagnostics works with your existing technology, helping you protect your investment and support business continuity.

Take control of the user experience. SAP Extended Diagnostics can show you how.





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Summary

The SAP Extended Diagnostics application by CA helps IT organizations meet users' demand for more services, delivered with high performance and an exceptional customer experience. By providing a single platform for managing heterogeneous IT environments, the software helps you measure application performance, detect and diagnose problems, and resolve performance issues according to business priority.

Objectives

- Understand and improve customers' experience using software
- Prevent performance bottlenecks
- Reduce unplanned downtime
- Increase process adoption by business users
- Improve visibility into the impact of application performance on the business
- Meet service-level agreements

Solution

- Single platform for monitoring heterogeneous IT environments
- Real-time triage maps and automatic alerts to diagnose performance problems
- Detailed reports and analysis to summarize performance data
- Linkage of performance issues with business transactions to prioritize resolution

Benefits

- Optimized user experience through higher service levels
- Enhanced insight into application performance thanks to reporting and trend analysis
- Increased protection of business revenues and reputation by rapidly addressing performance issues before they impact users

Learn more

To find out more, call your SAP representative today or visit us online at www.sap.com/extended-diagnostics.



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