

MANAGING COMPLEX SOFTWARE ENVIRONMENTS ON A SINGLE PLATFORM

SAP® EXTENDED DIAGNOSTICS BY CA WILY OFFERS UNIVERSAL SUPPORT

The SAP® Extended Diagnostics application by CA Wily provides a single, complete platform for monitoring SAP and non-SAP software environments – no matter how complex. It can help your business reduce downtime, mitigate risk, improve productivity, and enhance employee and customer satisfaction.

The greater complexity of today's IT environments, along with a dramatic increase in network traffic, has made it much more difficult for most organizations to manage their software applications. Testing application performance in preproduction stages is essential to identify problems before they affect application users and to evaluate application service-level agreements (SLAs) properly. Otherwise, you risk a decline in employee satisfaction, lost revenue opportunities, reduced responsiveness to customer needs, a decrease in the effectiveness of IT staff, and, ultimately, damage to your reputation and brand.

The SAP® Extended Diagnostics application by CA Wily monitors complex IT environments 24x7 to detect problems proactively and resolve issues quickly – whatever their source. Such real-time intelligence can help you make the most of the Web-based applications and services that are mission critical to your business and performance goals.

Little Issues Add Up to Big Problems

In a perfect world, your software developers would know exactly what they need to build and consistently hand off high-quality code. Your quality assurance department would know what to test for and flag problems before going into production. Operations managers would have continuous visibility and proactively prevent problems – or, at least, manage problems effectively as they arise.

In most organizations, however, developers must spend time solving production issues. The quality assurance team can't always reproduce performance issues to establish the source of the error – thereby losing credibility. Because operations managers don't have the visibility they need, their teams scramble to keep up, and the business can't meet its strategic targets. At the same time, users don't have the tools to troubleshoot problems themselves, or the tools they have conflict with one another.

In IT environments that are heterogeneous and complex, such as those in today's Web-based, service-oriented architecture, even little issues can add up to big problems. Individual divisions within your organization might claim better than 95% uptime for the technology they manage. Overall availability for a vendor or customer can be much lower, however; problems in any single area can make an application unavailable to the organization as a whole.

Support for SAP and Non-SAP Software Environments

SAP Extended Diagnostics optimizes CA Wily Introscope performance-monitoring solution for use by SAP customers, while also supporting non-SAP software environments. CA Wily Introscope provides real-time performance metrics for Java and Microsoft .NET applications, from development to production, to help your IT staff quickly conduct root cause analysis of performance problems. CA Wily Introscope also provides visibility into the performance and availability of the back-end systems that stand behind your applications.



SAP has leveraged CA Wily Introscope technology since May 2004 in the SAP Solution Manager application management solution. SAP Extended Diagnostics addresses requests from SAP customers to extend this functionality to their non-SAP software environments. In response to that demand, SAP and CA worked jointly to deliver a solution optimized for SAP environments, yet extends beyond the SAP landscape; in fact you use the same tools for root cause analysis used by the SAP Active Global Support organization. With this approach, SAP streamlines your support process without compromising expertise.

You can use SAP Extended Diagnostics to monitor both SAP software and the non-SAP applications that are connected through the SAP NetWeaver® technology platform – with minimal impact on overall system performance. With this support, you can gather data from multiple applications across business processes to gain greater insight into overall transaction performance and end-user experience. Historical data is readily available for better capacity planning and trend analysis. Lines of business can use this data to manage SLAs, plan for future technology needs, analyze performance trends, and comply with corporate governance initiatives.

SAP Extended Diagnostics lets you create custom dashboards and reports to meet your unique requirements. Implementation of custom code is possible on any application server. 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 Web Access Manager, IBM CICS Transaction Gateway, and IBM WebSphere MQSeries.

SAP Extended Diagnostics monitors complex IT environments 24x7 to help you make the most of the Web-based applications and services that are mission critical to your business and performance goals.

Automatic alerts help IT teams resolve software problems immediately. Your operations or application support personnel can rapidly triage an incident, gather essential data about the nature of an issue, and assign the right person to fix the underlying problem. Root cause diagnostics further facilitate rapid problem resolution and minimize the drain on your IT resources.

Monitor Portal Components from the Inside

As investments in your portal increase, it becomes increasingly important to manage performance effectively. You must be able to monitor all of the portal's components and component interactions from inside each application.

SAP Extended Diagnostics helps you manage performance within heterogeneous environments more effectively.

SAP Extended Diagnostics is platform independent and works in any Web application environment – whether Java 2 Platform, Enterprise Edition (J2EE) or Microsoft .NET, distributed or mainframe, physical or virtual. It integrates easily with existing solutions for systems management. The application can be clustered for superior scalability in environments that are large and complex. It discovers systems and components automatically without additional coding. It provides preconfigured, intuitive views of the managed environment and immediately monitors 100% of all transactions. Your staff has comprehensive, component-level views in the context of the transaction path.

Support Throughout Your Organization

In the days when businesses ran applications on client servers, it was usually obvious that a problem was linked to the network or a given technology silo. Today, however, you must stay on top of a complicated array of interconnected technologies that can make it difficult to identify the source of a problem. Standard application, system, and network logs are usually no longer enough. Your staff needs a consistent view of what's going on from beginning to end.

With strong expertise in the full range of Web application dependencies next to impossible to find – and very

expensive – your IT team needs tools that help them identify where problems start and route that information to the appropriate specialists. Business-facing staff members need to be able to communicate the needs of the organization to different lines of business and set proper expectations. They need a consistent, comprehensive view of your technology infrastructure that they can trust when reporting to business and operations managers.

SAP Extended Diagnostics helps your IT organization create an effective process for detecting and resolving Web application performance issues. With customizable graphic displays, you can individually tailor its user-friendly dashboards to offer detailed, intuitive views of your application infrastructure.

You can use SAP Extended Diagnostics to monitor both SAP software and the non-SAP applications that are connected through the SAP NetWeaver technology platform – with minimal impact on overall system performance.

For users who are less technically skilled, there are autogenerated views of the application environment that facilitate easy triage of subpar performance. A robust analytics engine

models application behavior, providing the information your team needs to manage applications proactively:

Operations staff get 24x7 live views of application performance and accountability for SLA monitoring and proactive incident detection.

Java and Microsoft .NET specialists can access detailed views of your Web infrastructure to establish component-level blame and pinpoint root cause.

Application support teams receive a consistent, end-to-end view of software performance, along with evidence collection based on hard data, to help them route problems appropriately.

Business-facing application owners get the support they need to negotiate SLAs with business managers, evaluate customer satisfaction and key business processes, and provide reports to business and operations management.

Multiple Business Benefits

SAP Extended Diagnostics can help you identify and remove application bottlenecks, eliminate unplanned outages, optimize your IT resources, and lower costs. Visibility into the end-user experience makes it easier to evaluate SLAs, prioritize incidents by business impact, and improve service quality.

The application fosters collaboration between IT teams and business stakeholders to help ensure that your mission-critical Web applications perform effectively and support the strategic goals of your organization. Enhanced

Your operations or application support personnel can rapidly triage an incident, gather essential data about the nature of an issue, and assign the right person to fix the underlying problem.

scalability enables you to support the new applications and services your business needs to grow, while reducing total cost of ownership.

In addition, SAP Extended Diagnostics provides a common language to help senior management, line-of-business managers, operations personnel, system administrators, quality assurance personnel, and development teams ensure that applications perform as expected. The application's flexibility lets every stakeholder use performance data collectively for application health and availability monitoring, incident triage, compliance with quality initiatives, trend analysis, and capacity planning.

Find Out More

For more information, please contact your SAP representative and visit the SAP EcoHub solution marketplace at ecohub.sap.com or our Web site at www.sap.com/solutions/solutionextensions/index.epx.

Summary

The SAP® Extended Diagnostics application by CA Wily provides a single, complete platform for monitoring complex IT environments involving SAP or non-SAP software. By increasing visibility down to individual software components, the application can help users and application specialists alike identify the source of software problems and find the right person to resolve those problems. Such support can help you reduce unscheduled downtime, mitigate risk, improve productivity, and enhance employee and customer satisfaction.

Business Challenges

- Manage software performance effectively in large, heterogeneous IT environments
- Properly test performance in preproduction stages
- Identify potential problems, and the proper people to address them, before users are affected
- Increase visibility throughout the organization

Key Features

- **Problem resolution** – Address issues quickly with automatic alerts and root cause analytics
- **Reporting** – Meet your unique requirements with custom dashboards and reports
- **Portal management** – Manage portal components and component interactions from inside your portal applications
- **Transaction management** – Immediately monitor 100% of all transactions through intuitive, preconfigured views of the managed environment

Business Benefits

- Maximize Web-based applications throughout their life cycles, and support strategic goals through enhanced visibility and real-time intelligence
- Enhance capacity planning, trend analysis, and service-level agreements through ready access to historical data
- Foster collaboration among IT and business staff by providing a common language for senior managers, line-of-business managers, operations personnel, system administrators, quality assurance staff, and development teams
- Support new applications and services through enhanced scalability

For More Information

Call your SAP representative and visit the SAP EcoHub solution marketplace at ecohub.sap.com or our Web site at www.sap.com/solutions/solutionextensions/index.epx.

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