

SAP Extended Diagnostics by CA

A SAP Standard

Club utilisateurs CA APM

November 20, 2014

Olivier Sanchez

CA Technologies SAP EMEA Global Account Director

Exclusive Partnership – 14 Years!

Level 3
Solution Extension
Partnership

No Other APM Vendor
has a Reseller Agreement with SAP

SAP Internal Use/ OEM Partnership

- SAP AGS standard for all root cause analysis and diagnostics
- 300 AGS technicians trained
- SAP bundles scaled down Introscope within SAP Solution Manager called “Right to View”
- 1000’s of RTV Users globally
- 100’s of dashboards built by SAP

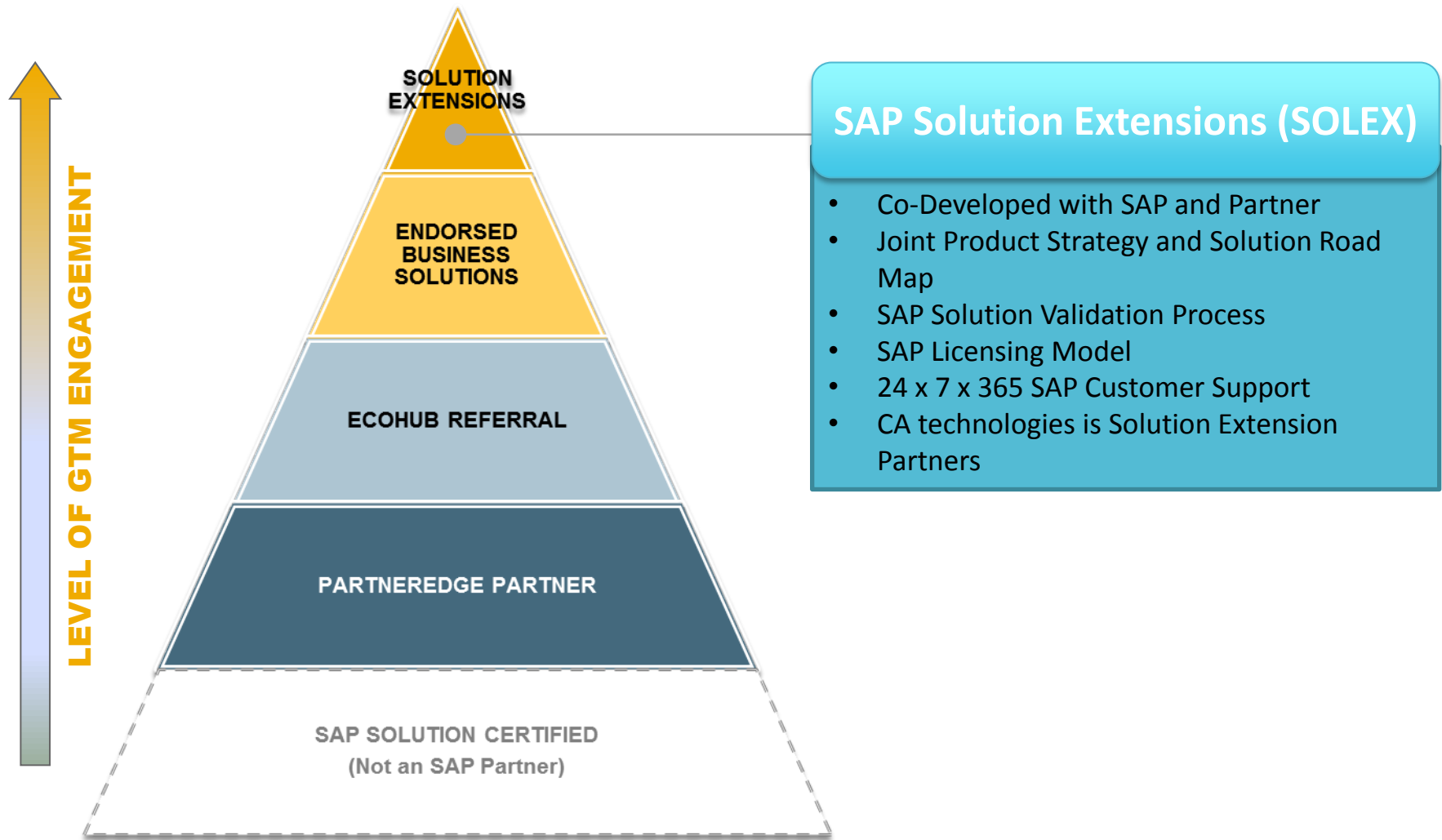
SAP Reseller Agreement

- SAP resells CA Introscope as “SAP Extended Diagnostics”
- Enterprise-wide offering for SAP and non-SAP

SAP HANA

- #1 SAP initiative
- SED assures the applications feeding HANA are running at peak performance

SAP's Partnership Approach



Application performance management

Business challenges in a SAP world

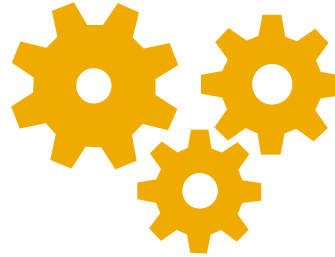
Why SAP choose CA APM



— Complexity

- Composite services, apps and infrastructure

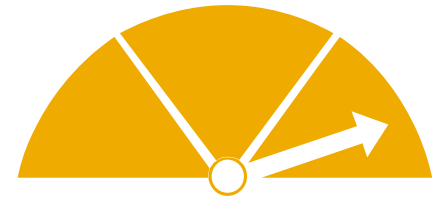
Many potential points of failure



Change

Mobility, consumerization, cloud

More things to monitor



Speed

Increased business agility requires rapid projects with minimum downtime across development and operations

**Stakes are much higher
— stakeholders more diverse**

Composite services, apps and infrastructure

Application performance management

Failure is not an option



40%

Time lost before detection



**\$100,000 to
\$6 Million**

Hourly cost of downtime



40%

Time lost diagnosing after detection



50%

Outages caused by human error

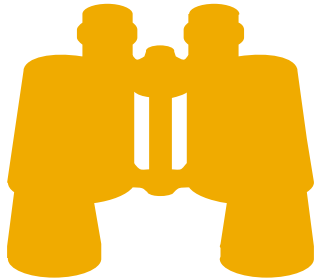


11

Average downtime per year (hours)

Application performance management

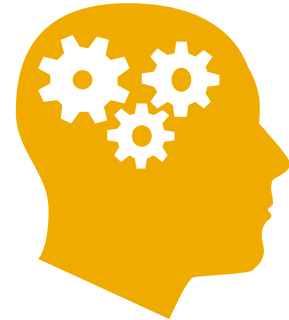
New strategies are needed – today!



Deep Visibility



Enterprise Scale



Intelligent Analytics

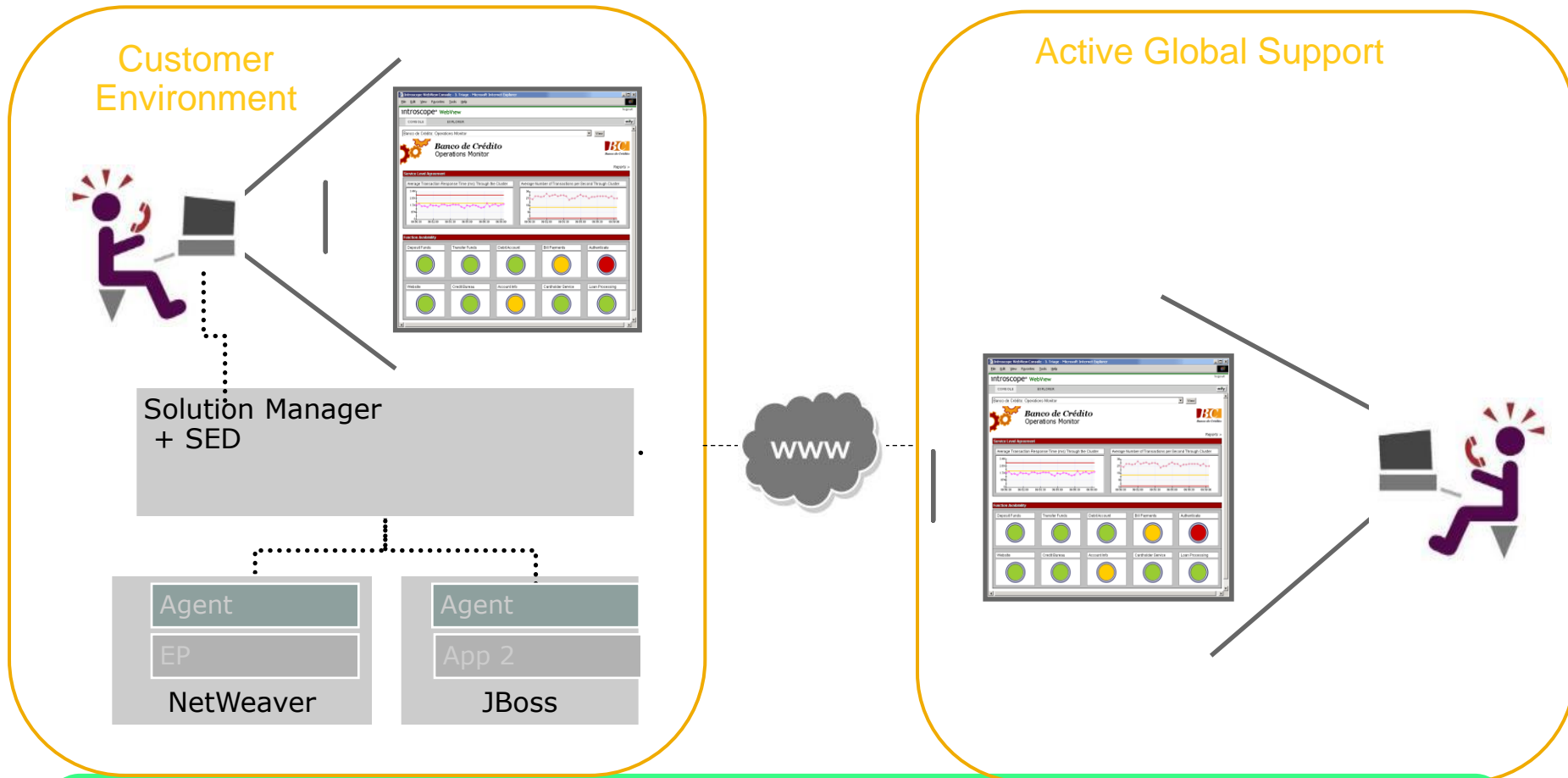
**Build, deploy and manage applications
that strengthen your business and reputation**

What is SAP Extended Diagnostics by CA?

An SAP product powered by CA APM solutions

- Monitors end-user response times and activity at the business process and transaction level in heterogeneous environments to ensure a positive performance experience
- Monitors all web-based transactions in SAP applications and third-party software with intuitive views of the full environment
- Proactively maintains the health of all applications, including those powered by SAP HANA
- Groups similar defective transactions for further analysis by the responsible party
- Addresses issues promptly with real-time triage maps, automatic alerts and root cause analytics
- Provides detailed performance reporting and analysis
- Enables custom dashboard creation

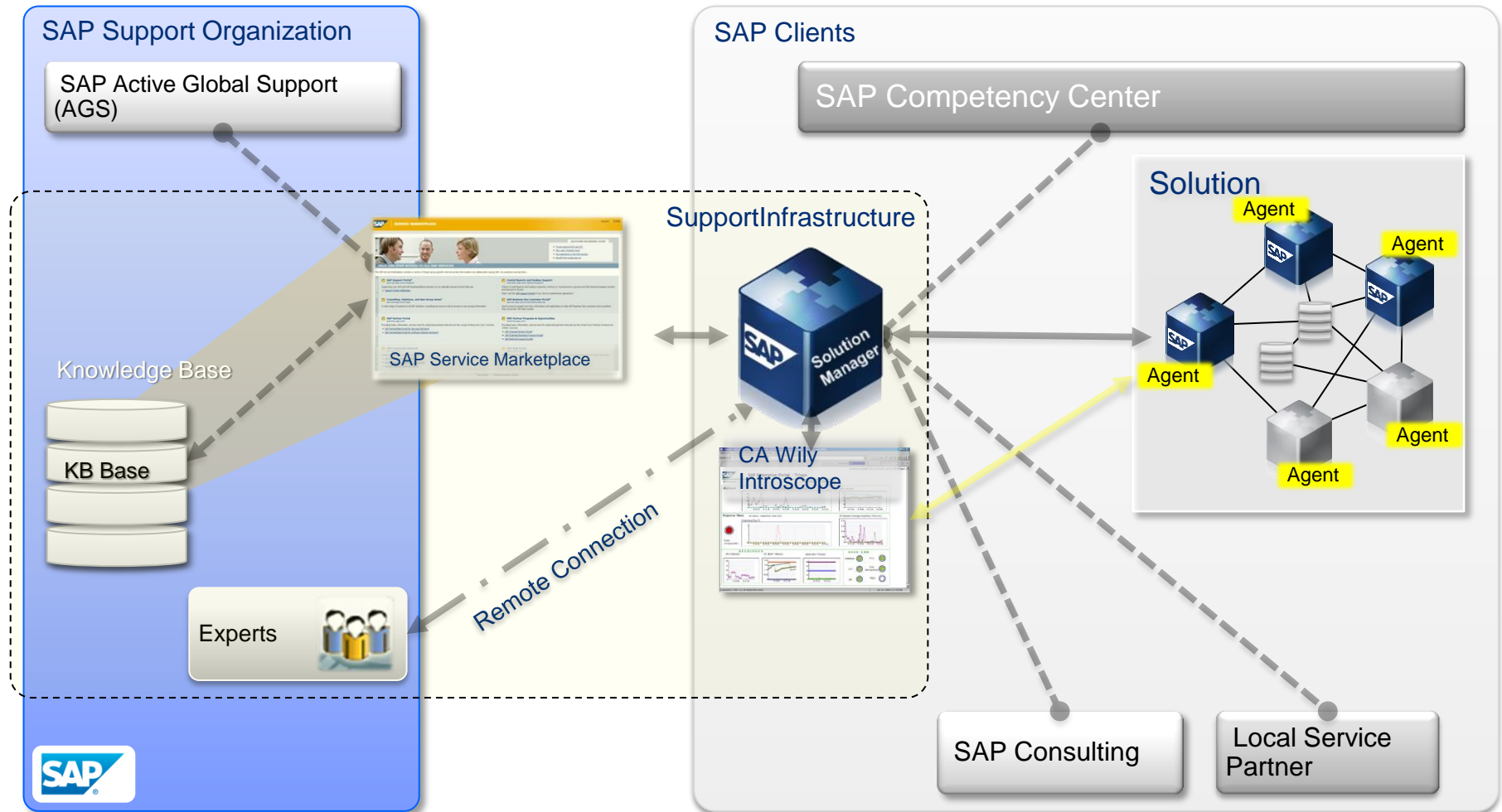
SED is an SAP Active Global Support standard



When there's a problem, Customers and Active Global Support work together to diagnose performance problems

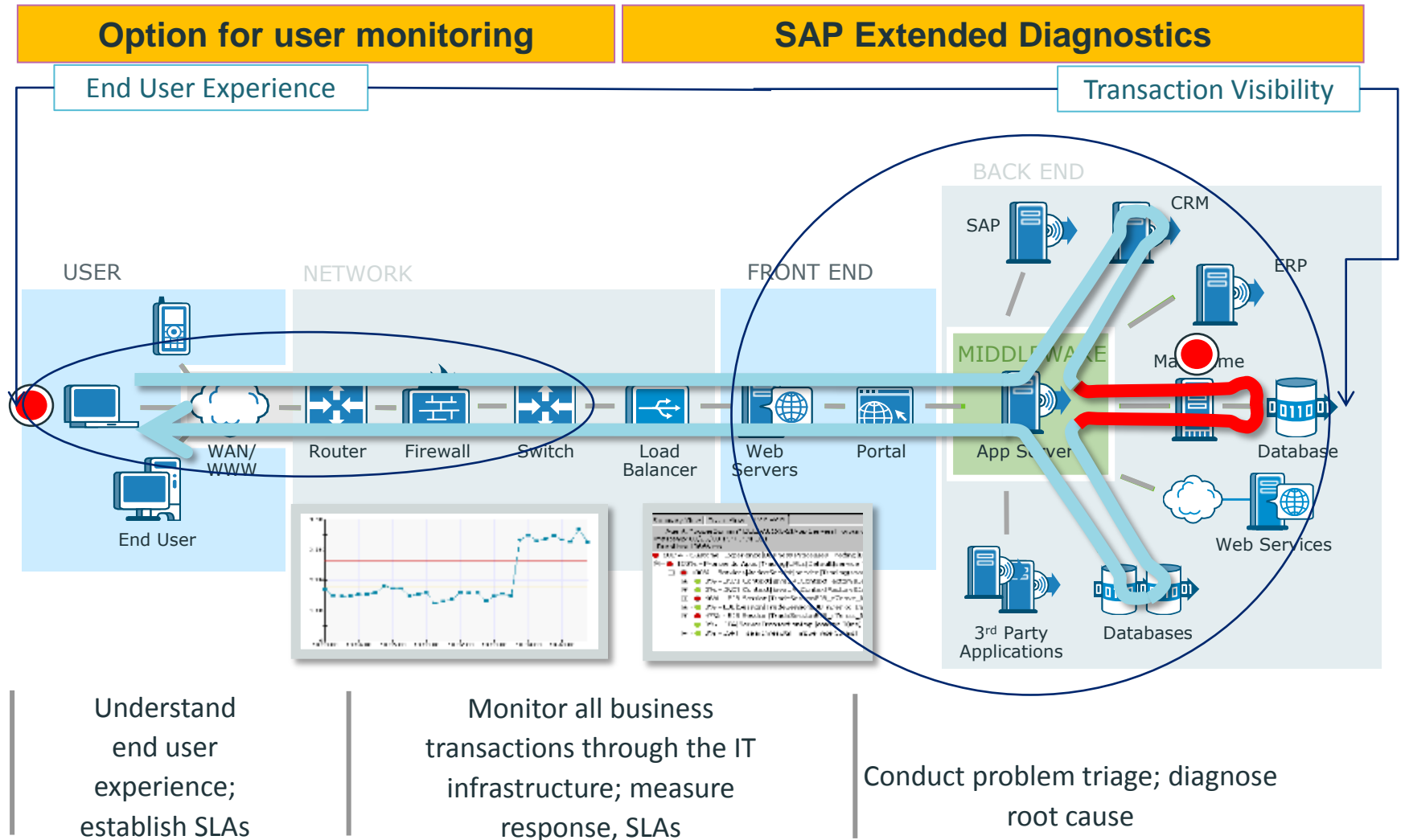
SAP Endorsed and actively used SED

The SAP Active Global Support Standard for Root Cause Analysis (RCA)



SAP Extended Diagnostics

Solution context



CA Technologies and SAP - Successes SED Customers Worldwide

Energy



Industrial



Entertainment Retail



IT Services TelCo



Vodafone



kct data
authorized SAP professionals

softes



PepsiCo, Inc. is an American multinational food and beverage corporation headquartered in Purchase, New York, with interests in the manufacturing, marketing and distribution of grain-based snack foods, beverages, and other products. PepsiCo was formed in 1965 with the merger of the Pepsi-Cola Company and Frito-Lay, Inc. PepsiCo has since expanded from its namesake product Pepsi to a broader range of food and beverage brands, the largest of which includes an acquisition of Tropicana in 1998 and a merger with Quaker Oats in 2001—which added the Gatorade brand to its portfolio.

Challenge

- Basic tools for infrastructure and software monitoring existed
- No solution for proactive monitoring of web application performance in real time
- Affected End Users first to report issues
- During incidents triage and diagnosis carried out based on trial and error
- Problem resolution process long and frustrating involving manual review of performance data

Solution

- Evaluated vendors through technology review and POC's
- Decision of SAP Extended Diagnostics by CA based on low overhead on application and system resources, ease of use, and real-time monitoring capability
- SAP Extended Diagnostics by CA selected to monitor application performance across application lifecycle
- PepsiCo able to deploy the solution in space of two weeks

Results

- KPI's defined based on requirements by different stakeholders
- Specific dashboards created for both ABAP and Java systems including own alarms and alert systems
- Time spent for problem analysis and error assignment clearly reduced
- Quality and stability of SAP Portal components and applications increased
- No more “blame game” due to quick and precise root cause analysis



Q&A and next steps



Appendix

© 2014 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.