Full-Stack Observability for SAP

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In This Session

- What is Full Stack Observability and why it matters for you
- How you can break down operational silos with comprehensive visibility across your entire SAP landscape.
- How business impact can be measured and prioritize issue resolution (re-active AND pro-active)
- How you can achieve operational excellence by maximizing the performance of your critical SAP business processes

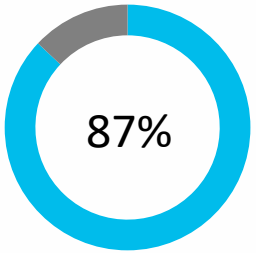
What we will cover:

- The complexity of an SAP Landscape
- The Digital Transformation
- Breaking down Silos
- Operational efficiency with FSO
- Wrap-Up

The complexity of an SAP Landscape

SAP, one of the most mission-critical applications

SAP customers generate



of total global commerce ($46 trillion)

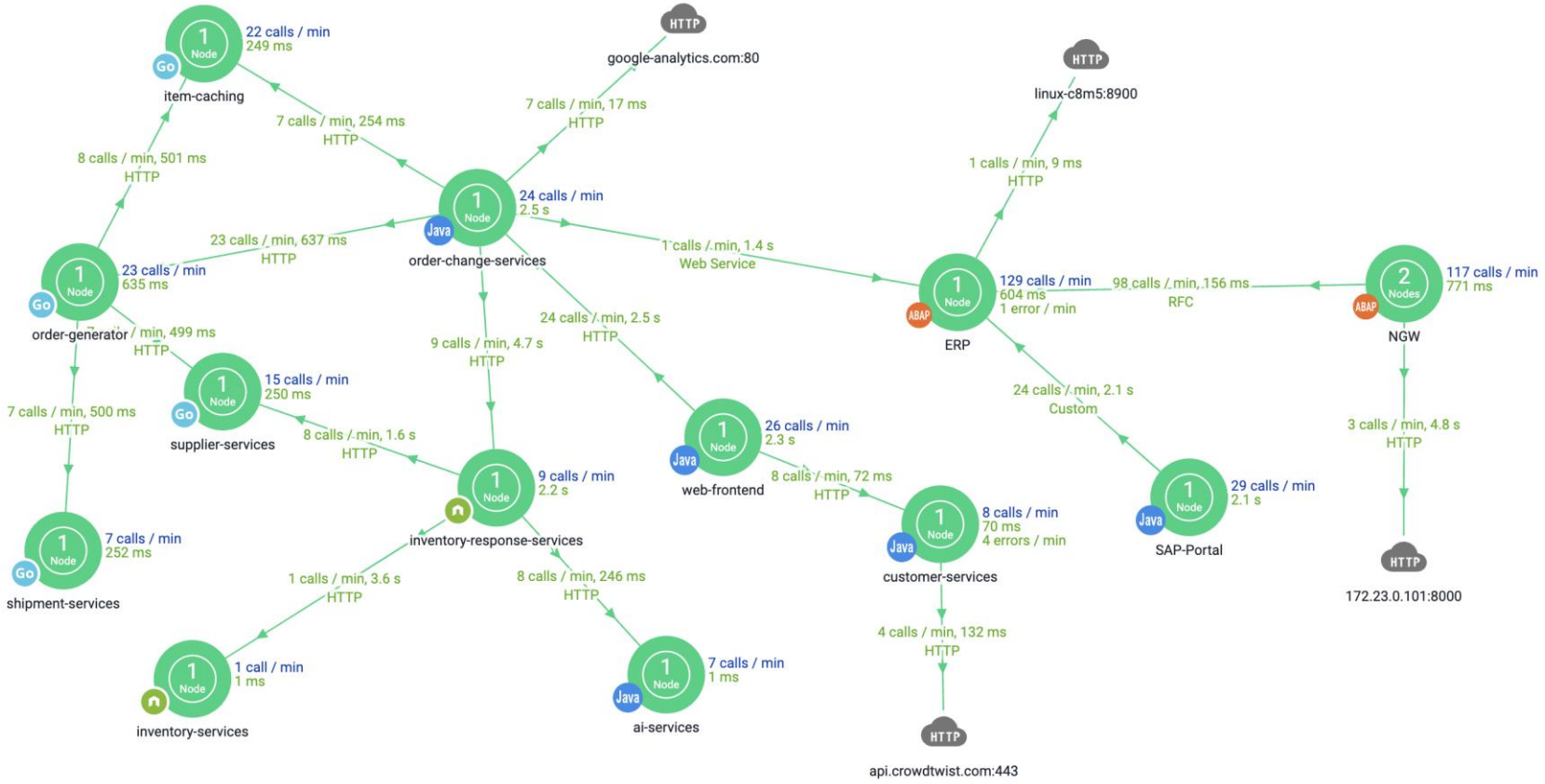
440,000+ customers

Over 300 applications, including:

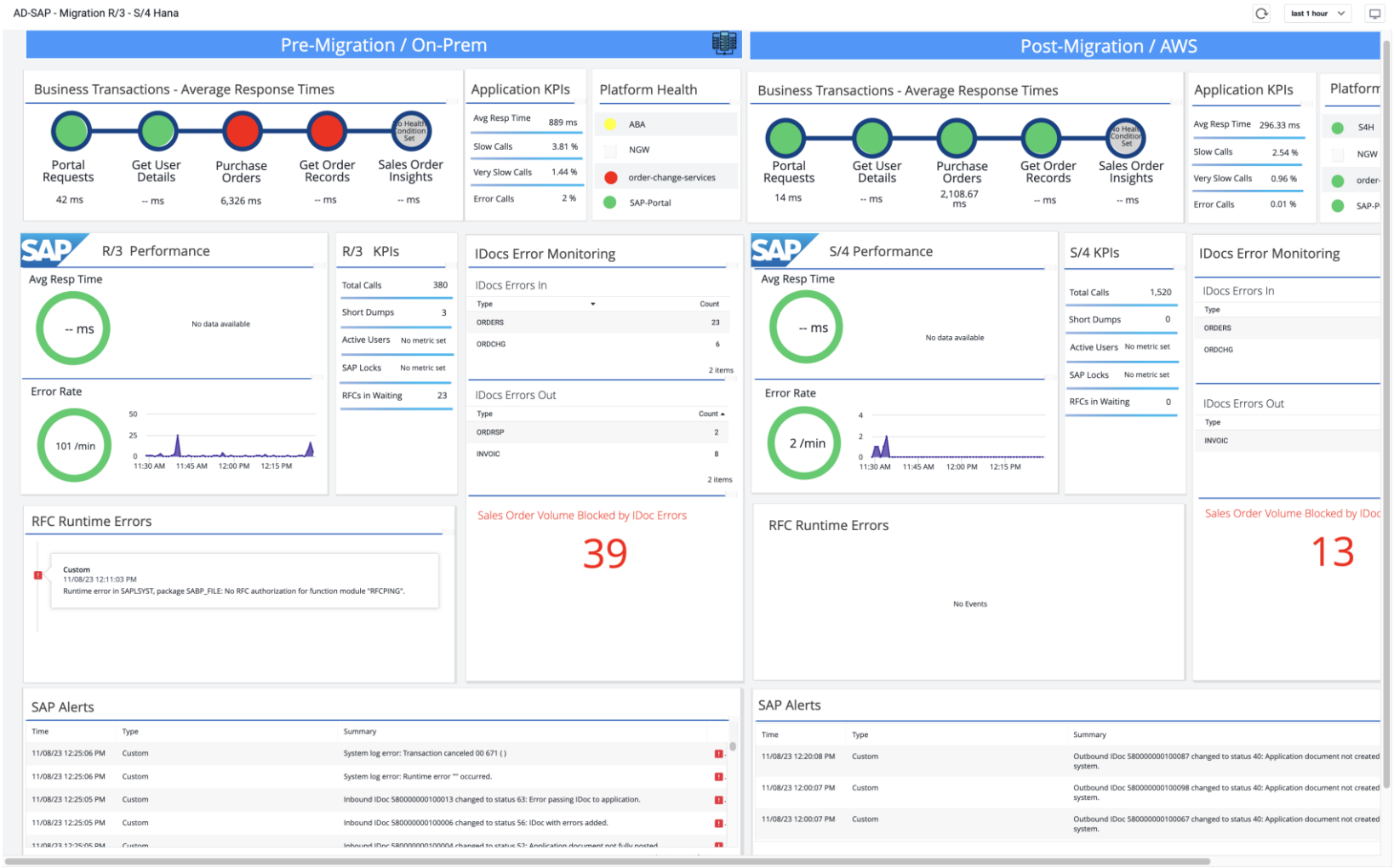
- Enterprise Resource Planning (ERP)
- Customer Relationship Management (CRM)
- Business Warehouse (BW)

#1 market share in: Analytics and Business Intelligence, ERP and Supply Chain Management

...with that we only touch the surface - Integrations



...with that we only touch the surface - Migrations

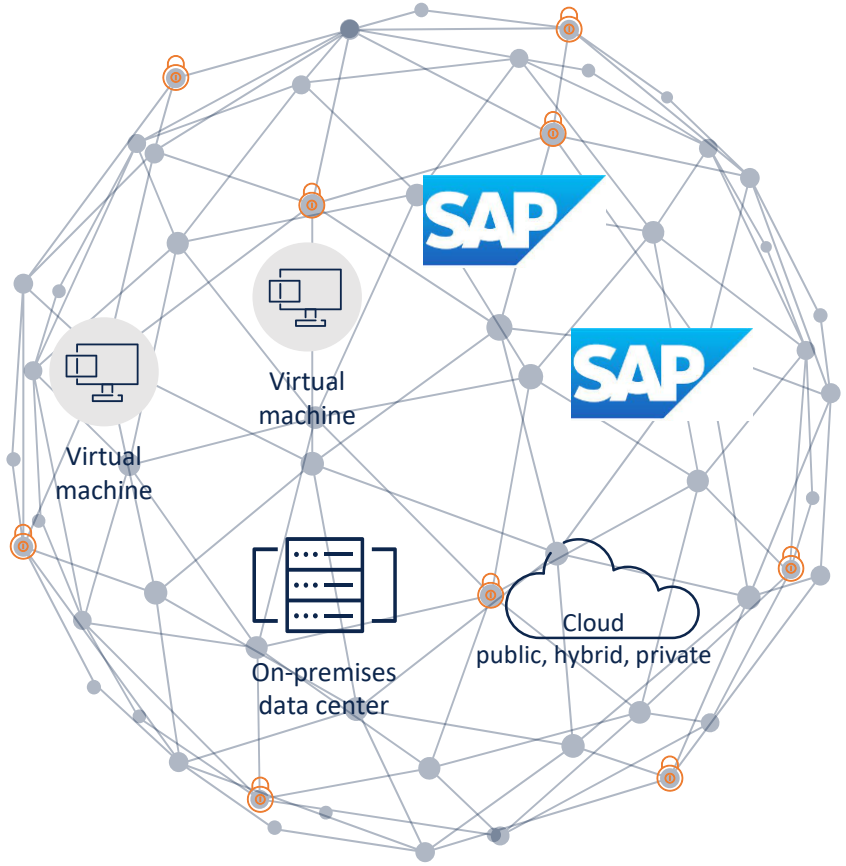


The Digital Transformation

Digital transformation has revolutionized the customer experience

Providing seamless digital customer experiences increases complexity for IT teams

Underlying IT



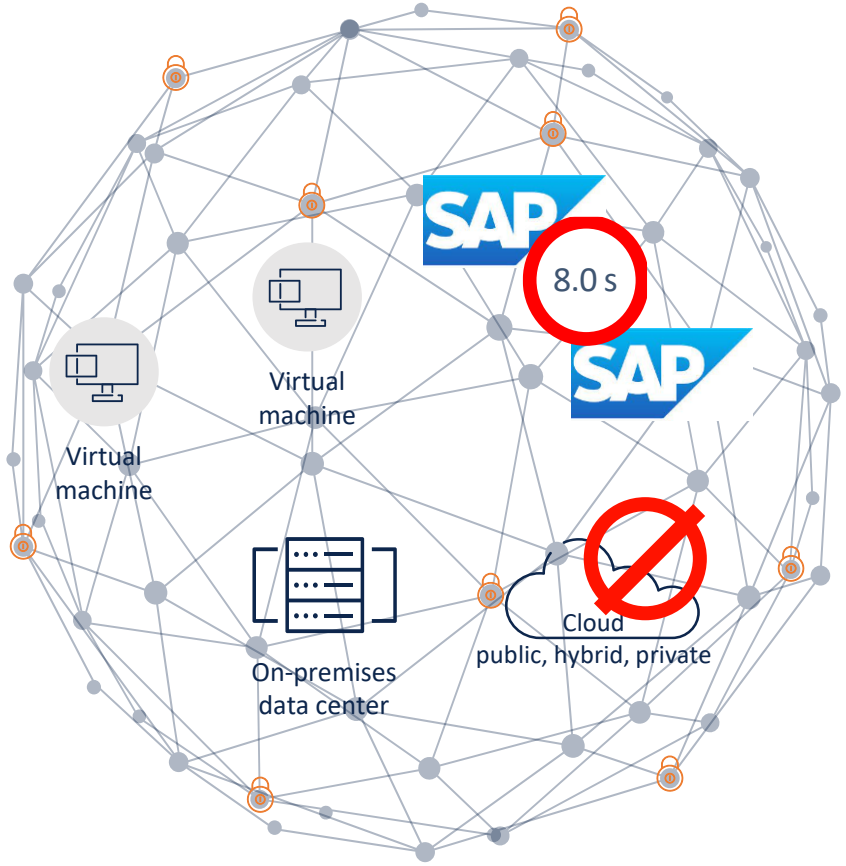
User experience

Challenges

- Managing operational complexity
- Prioritizing and diagnosing problems quickly
- Growing number of tools and increasing TCO
- Ongoing friction between teams
- Always reacting to technology issues that impact the business

Providing seamless digital customer experiences increases complexity for IT teams

Underlying IT



User experience

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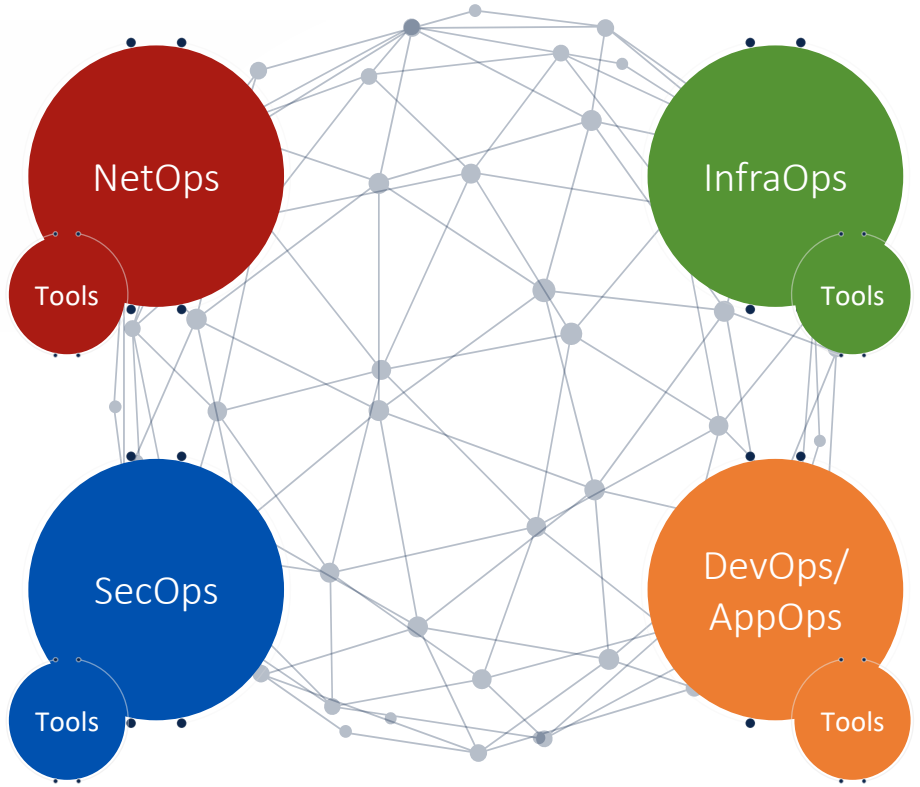
Business Team
(Focused on revenue and conversions)
Network Team
(Focused on connectivity)
Network
SAP Basis Team
(Focussed on SAP)
Solution Manager
Database
Logs
Cloud
Security Team
(Focused on breaches and vulnerability scans)
Security
Infra Team
(Focused on stacks and workloads)
Cloud
Infrastructure
MEAN TIME TO INNOCENCE

The siloed nature of IT teams and increasing amount of the tools they use creates challenges

Performance optimization, capacity planning, configuration, and more

Monitoring, incident response, security architecture and design, and more



Server and storage management, data center operations, and more

UI maintenance, updates and patches, issue resolution, and more

Tool and team siloes can have significant long-term effects on a business

Wasted Resources

- Tool and team sprawl
- Siloed data and data overload
- Increased maintenance efforts

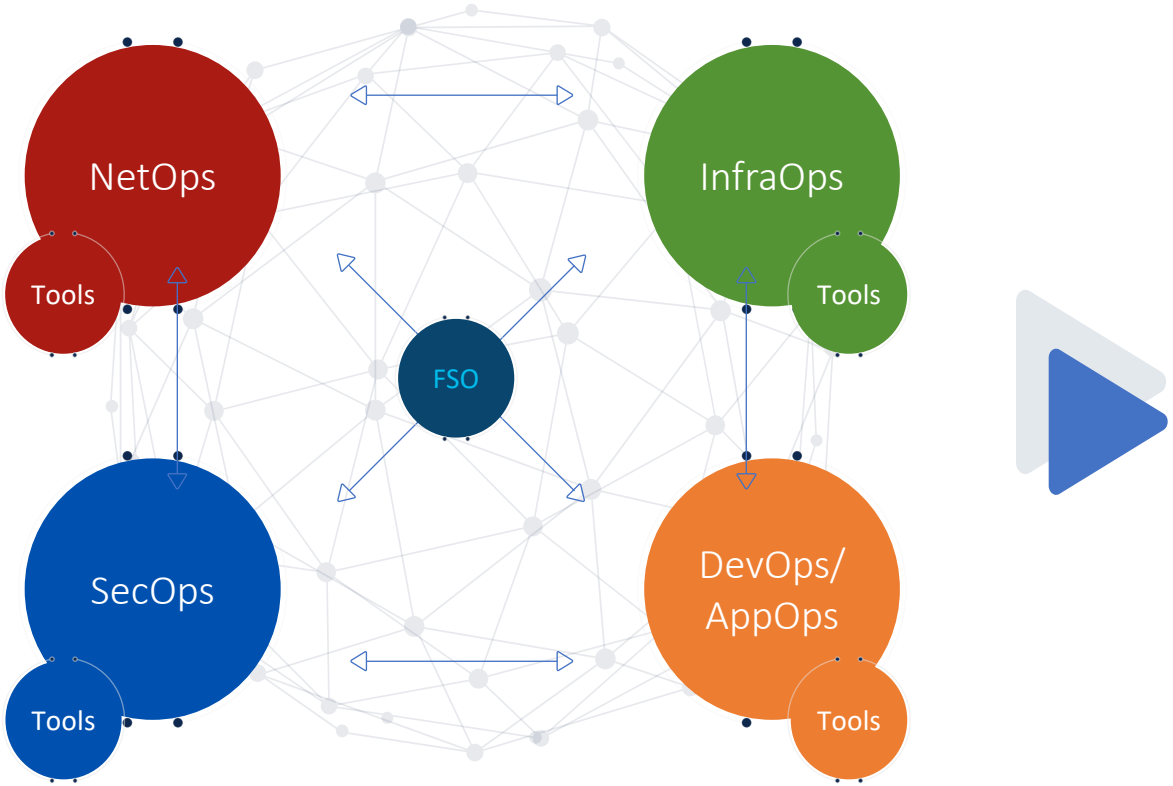
Security risks

- Larger attack surface
- Environment obscurity
- Slow issue identification and resolution

Overcomplexity

- Network and infrastructure complexity
- Challenges with variable application architectures
- Failure cascades

Creating connections between teams and the tools they use can revolutionize business outcomes

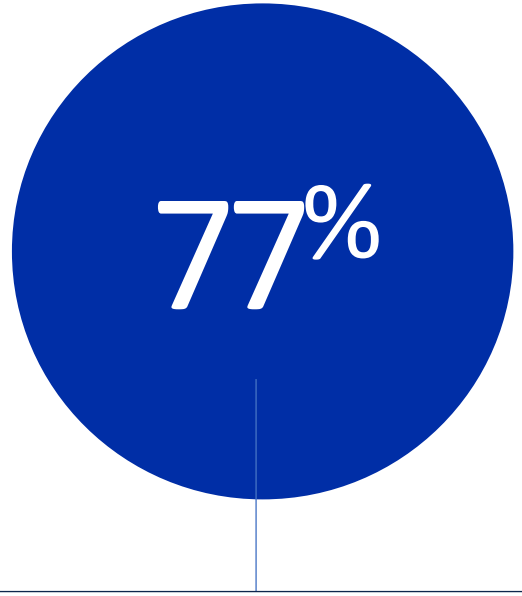


Benefits

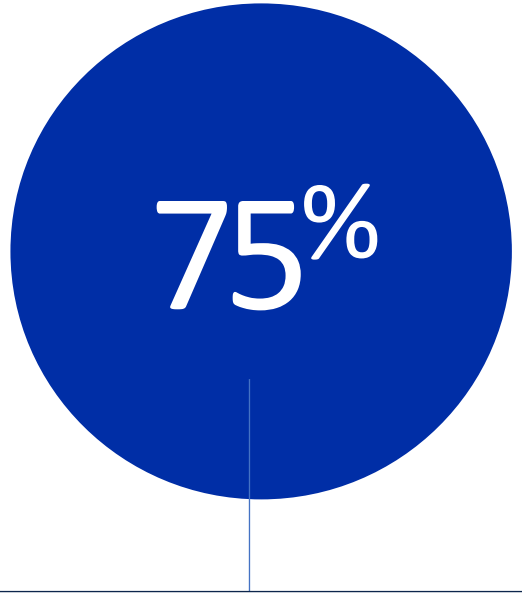
- Enable connected teams to see beyond their primary environments
- Better understand your environments and the relationships between them to reduce time to issue resolution
- Efficiently mobilize monetary and human resources to more quickly improve the customer experience
- Unify tools to a single source of truth to connect teams and ease remediation across applications

Operational Efficiency with FSO

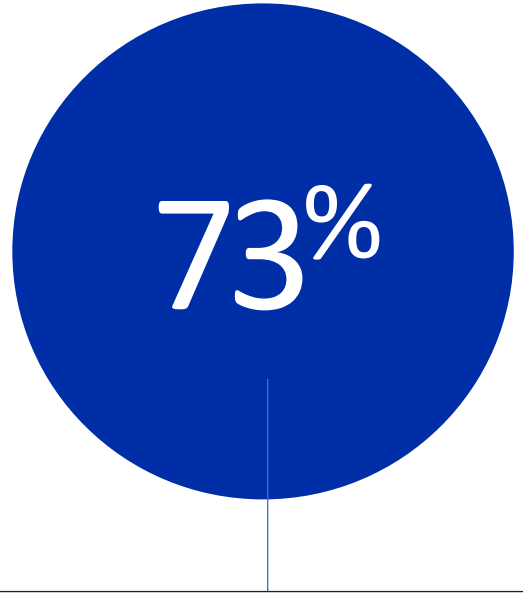
Why observability matters



Accelerated cloud delivery



Increased IT complexity



Inability to link IT to business performance

Source: Agents of Transformation 2021 - Interviews with 1050 IT professionals

The purpose of Full-Stack Observability ?

FSO provides real-time visibility, insights, and recommended actions enriched with business context, enabling teams across multiple domains to:

Focus on what matters most: revenue, user experience, risk, costs

Reduce time to resolution
of incidents and performance issues

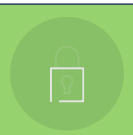
Minimize tool sprawl
by providing a unified solution

Break down silos
by reducing friction among teams

Full-Stack Observability unlocks business value

Observe

- Enhance Performance
- Improve User Experience
- Relate to business impact
- Holistic view
- Pro-active



Secure

- Protect users, applications, business
- Pinpoint vulnerabilities
- Prioritize
- Remediate

Optimize

- Allocate resources better
- Increase asset utilization
- Pro-activly identify issues

Operational efficiency – by persona

Basis Admin

Administrator & maintain SAP ecosystem.

Architects

Migration / upgrade strategy, Cloud Migration

IT Operations

Monitoring everything

Business Owner

Control strategy & execution for the product line

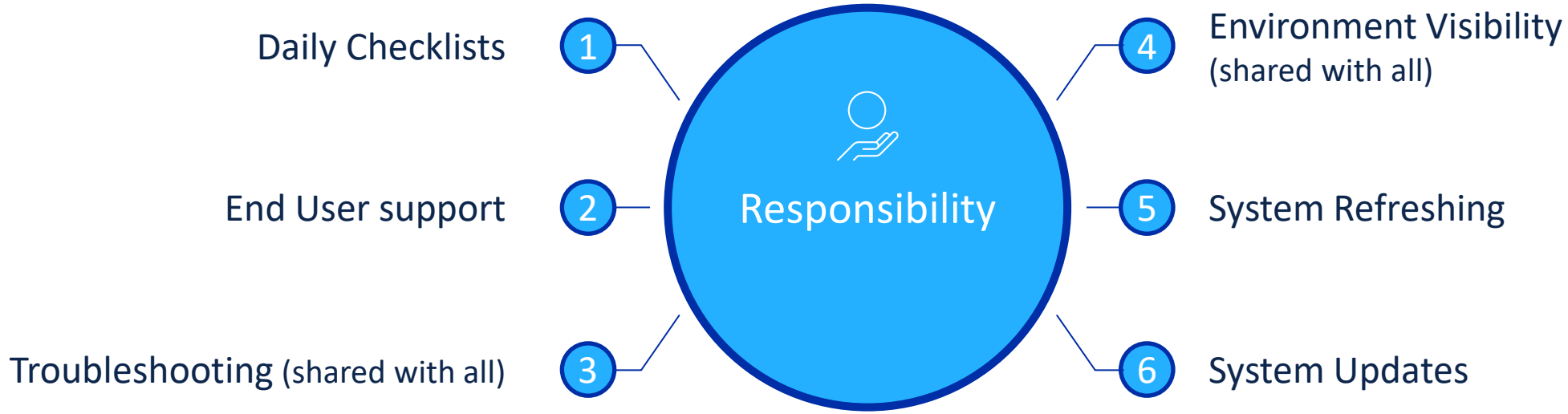
Functional

Design business processes, Implementation support

ABAP Team

Developers

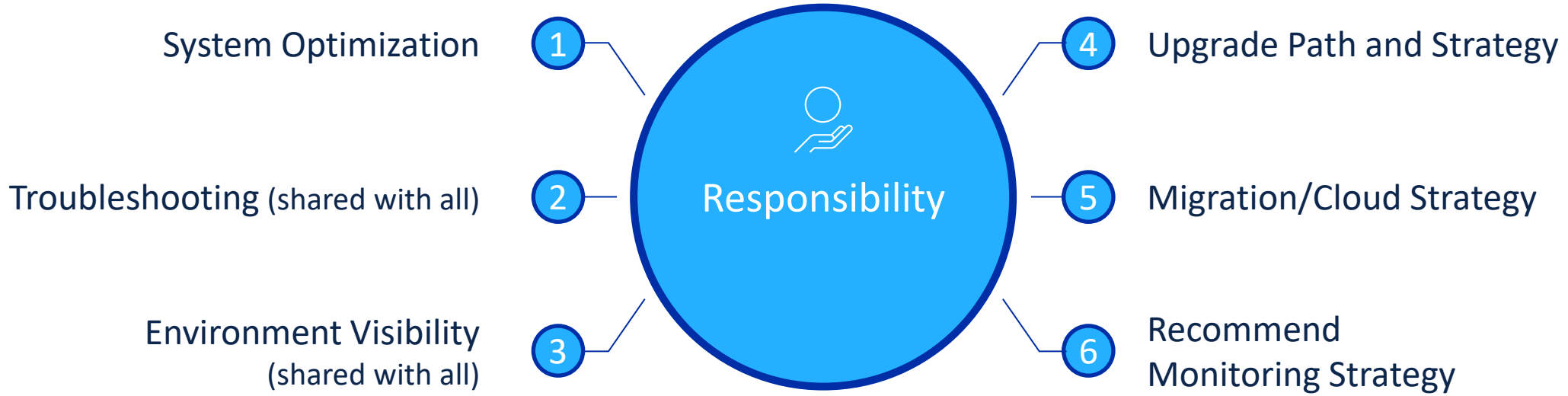
Basis Admins



Improvement points for operational efficiency

1. Health checks are manual & often executed multiple times a day
2. Troubleshooting is mostly reactive even while using SAP Solution Manager
3. Heavy reliance on end users to reproduce issues

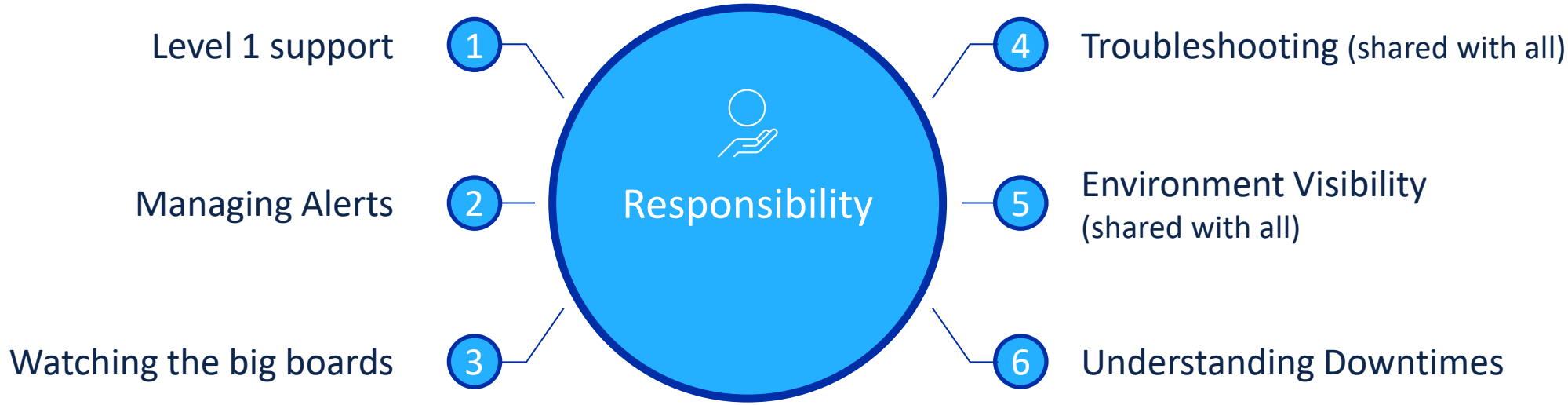
Architects



Improvement points for operational efficiency

1. Identifying and mapping landscape interactions i.e. dependency mapping
2. Lack of real-time view of landscape to plan and execute migrations
3. Identifying Ideal Down Times

IT Operations



Improvement points for operational efficiency

1. No access to SAP specific tools (siloed)
2. Lack of visibility into end-to-end processes in a hybrid ecosystem
3. Identifying abnormalities

Business Owners

1. Create strategy and delivery of product / service (ex: Supply chain, Finance etc)
2. Troubleshooting (shared with all)
3. Service Visibility and Business Health (shared with all)

4. Improve Operating Efficiencies
5. Eliminate risk of migration

Improvement points for operational efficiency

1. Understanding business impact of issues
2. Coordinating with the supporting teams
3. Monitoring the performance, effectiveness and efficiency of specific core business processes

Functional

Designing Business Processes (1)

Troubleshooting (shared with all) (2)

Environment Visibility (shared with all) (3)

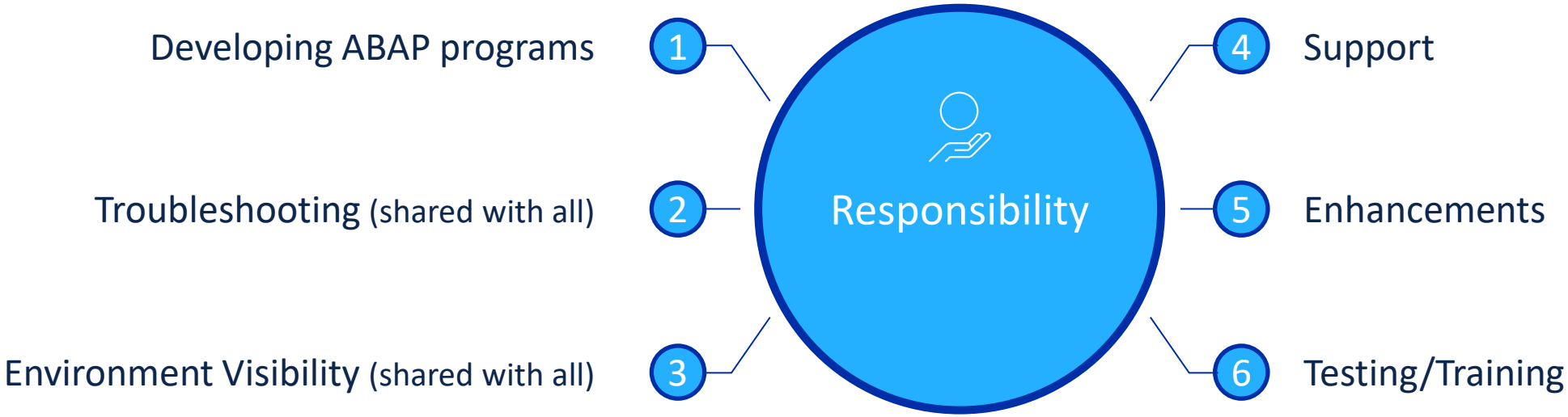
(4) Support

(5) Enhancements

Improvement points for operational efficiency

1. Customer Experience
2. Understanding business impact
3. Identifying slowness

ABAP Developer



Improvement points for operational efficiency

1. Takes time to get to problem code
2. No easy way to understand the dependent systems
3. Recreating problems

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Wrap up

- The complexity of an SAP Landscape
- The Digital Transformation
- Breaking down Silos
- Operational efficiency with FSO

Where to Find More Information

- SAPinsider.org
- https://www.appdynamics.com/solutions/sap-monitoring
    - Landing page for product information, blogs, e-books, papers on SAP monitoring with AppDynamics

Key Points to Take Home

- How Full Stack Observability can help you and your business
- Break down silos, focus on business impact and reduce mean time to resolution.
- Relate application performance to business processes
- How operational excellence can be achieved across multiple personas.

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