

SAP observability for optimal business impact

Powered by Cisco
Full-Stack Observability



Empowering business-centric observability

HCLTech's approach with Cisco Full-Stack Observability

As more businesses shift their transactions online in this digital era, enterprises need to take a comprehensive approach to gain deeper visibility of their application landscape.

This approach, known as observability, allows enterprises to monitor not only their own front-end and back-end performance, but also identify any underlying factors beyond the traditional tech stack that connect customer or employee experiences to all the technology layers below.



By pinpointing the most critical data and contextualizing IT performance insights with real-time business information, technologists can become more strategic. This allows them to prioritize actions, investments and innovations based on their direct impact on the business. With this approach, resources can be deployed more efficiently, while never losing sight of what truly matters - the business, its customers, employees and users.

HCLTech offers a comprehensive approach to monitoring SAP applications, correlated with business context, to gain a full understanding of customer experience.

This is achieved through Cisco's Full-Stack Observability solution.

SAP customers face internal pressures that drive demand for additional observability

01

SAP imperative to migrate to public cloud

02

Increasing scale and complexity of SAP environments

03

Digital experience is a differentiator for SAP customers

04

Limitations of current monitoring tools and observability talent

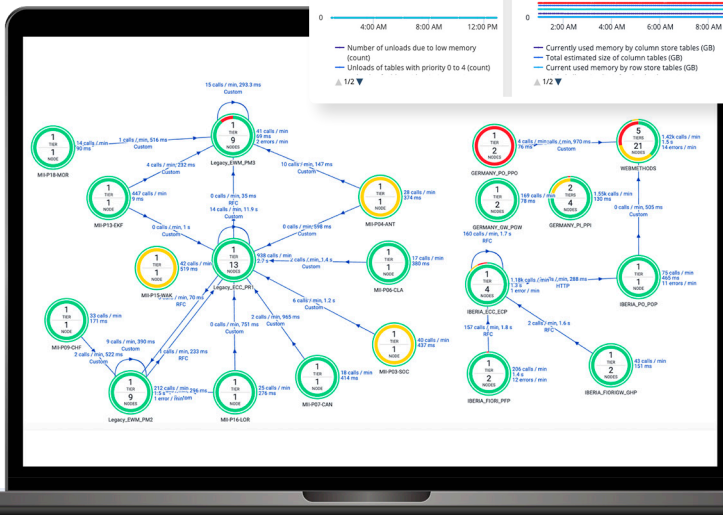
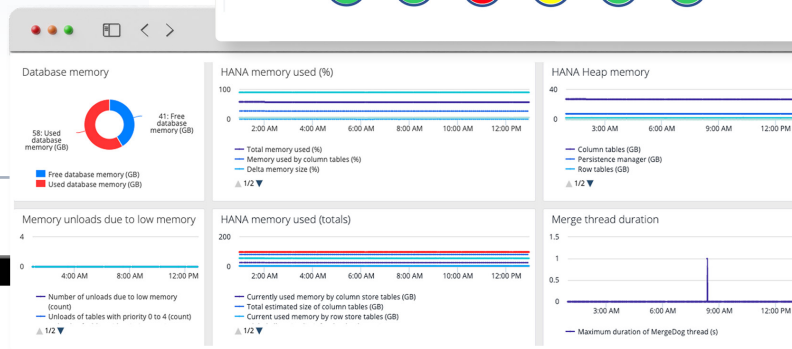
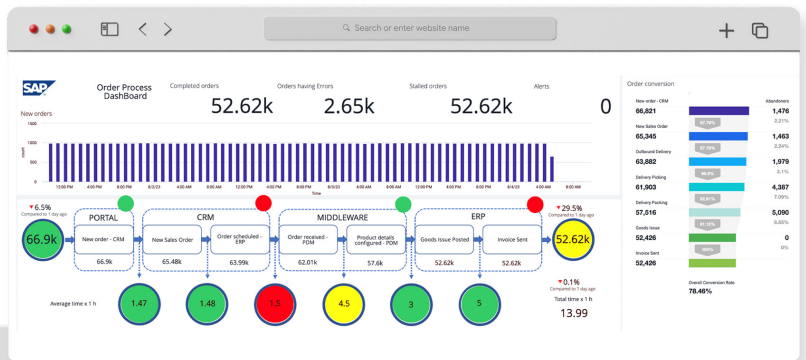
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Rising expectations for IT to enable business outcomes

HCLTech plus Cisco combined offering – E2E SAP operations management

Understand the state

- Out-of-the-box dashboards for HANA Background Jobs, Database, RFC, Lock Statistics
- Right-size server deployments and overall capacity needs and more



Correlate IT with business

- Business Transactions provide end-to-end application context
- Metrics relevant for key business scenarios
- Proactive alerts on business metrics

...and more

Observe the systems

- Auto-generate real-time Flow Maps
- View SAP Auto-generate and non-SAP components in a single view
- Easily Visualize Bottlenecks
- SaaS Experience Monitoring
- Hop-by-Hop Analysis



E2E Observability Dashboard

HCLTech's SAP observability architecture



Key use cases for SAP customers to purchase managed FSO



Business process and app dependency monitoring

E2E business process monitoring

- Augment siloed monitoring tools with an integrated single pane visibility across apps
- Monitor performance of applications dependent on SAP – includes 3rd party apps
- Interpret MELT¹ data to allow E2E business process and application performance monitoring
- Reduce noise (false alerts) by focusing on instances (alerts) with real significance
- Proactive alerting based on thresholds and diagnosis for anomaly correction
- Improve outcomes through EUEM² and by linking issues to business process parameters such as transactions



Core SAP systems and infrastructure monitoring

Systems and Ops monitoring

- Monitor backend tech, ops and select infra performance (e.g., HANA DB, Idocs and memory)
- Anomaly detection and recommended actions (low-touch fault resolution)
- Proactive alerting based on thresholds and diagnosis for anomaly correction

Infrastructure monitoring

- Monitor core SAP infra performance (servers, hypervisors, Kubernetes clusters, CPU and memory consumption)
- Optimize infra performance (decisioning) and costs (determining cost effective infra switching)



De-risk migration to S/4HANA

Discovery and baselining

- Map current state landscape of applications, infra, network (e.g., integration points)
- Use knowledge of current state landscape to determine target state migration design

E2E business process monitoring

- Leverage agents installed during Discovery to begin E2E application performance monitoring

Performance benchmarking

- Baseline pre-migration performance (application, business function and transaction)
- Compare against performance during / after migration



Network performance monitoring

Internet / network monitoring

- Monitor network and internet performance (on-prem and cloud) to determine bottlenecks and root cause
- Augment application performance monitoring with root cause analysis to distinguish app vs network related performance issues
- Leverage root cause analysis to drive accountability in a multi-vendor shared responsibility environment
- Help reduce resolution times through faster root cause analysis and helping determine the responsible party



Runtime Application Self Protection (RASP)

Business Risk Scoring³

- Business risk scoring for applications including 3rd party apps with SAP dependencies
- Correlate business risk scoring and vulnerabilities to prioritize remediation

Continuous vulnerability detection³

- Detect zero-day attacks by tracking behavioral changes
- Contain threats by shutting down the app if necessary
- Alert teams and tools to expedite a response
- Provide visibility into application layer attacks
- Identify and report vulnerabilities and tie them to business context (link to risks - business transactions)



Notes: (1) Metrics, events, logs and traces; (2) End-user experience monitoring; (3) Application security for all Java-based SAP modules

SAP observability benefits

HCLTech and Cisco join hands to deliver a Full-Stack Observability delivering benefits across the SAP lifecycle



Plan and design

- Measure the parameters like Apps execution time, network latency, DB response time etc. before embarking on the transformation
- Design the transformation based on the current parameters



Transform

- Transform the landscape
- Validate parameters against previous measurements
- Fine tune



Operate and optimize

- Continue to stabilize and optimize the parameters across the layers
- Use the parameters for Process Mining, Intelligent process engineering and Process Automation
- Use it for DevOps for continuous business optimization ASM2.0 Service Desk and Service Integration



Business impact and digital experience monitoring

- Gain actionable, end-to-end insights into your application experiences and their underlying dependencies and business impacts



Improve customer satisfaction

- Proactively contextualize data to increase app and infrastructure uptime. Reduce MTTI and MTTR to improve app uptime and performance



Lower cost

- Map app-to-infrastructure dependencies to prevent over-provisioning



Why HCLTech?



Industry analysts like Gartner, IDC, Everest Group, ISG and Avasant have consistently recognized HCLTech as the top performer in cloud



A range of solutions and offerings that encompass Cisco's extensive partnership ecosystem



SAP Experience - Deep SAP experience, a Global Strategic Service Provider for 2 decades



Multicloud framework based on HCLTech's CloudSMART strategy



First global systems integrator (GSI) to co-develop a hybrid/multi cloud stack with Cisco



IPs and Differentiators - Bringing differentiated benefits to customer



The recognition as a "Cisco Global Gold Provider" adds to our credibility regarding Cisco's products



Our partnership with Cisco has been strategic and 360-degree for more than 26 years



Industry Knowledge - Domain expertise to customize proposition relevant to every customer



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