

# Precise™ for SAP

## Performance Management for SAP applications

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### Motivation

SAP has leveraged its extensive experience to deliver the definitive e-business platform based on the new NetWeaver technology. The SAP collaborative e-business platform allows employees, customers, and business partners to work together successfully—anywhere, anytime. The critical nature of the SAP suite makes it important to reduce the risk of performance and downtime problems that will impact the productivity of a company's operation. Precise Software Solutions will be there to ensure that your SAP infrastructure will exceed your company's performance and availability objectives.

### Many Users. Many Demands

#### Business user

Only by understanding internal organizational and external customer application performance needs can business managers make informed investment decisions. Visibility into usage patterns can help them better allocate budgets and run their business more efficiently.

#### IT manager

A significant portion of any IT budget is incurred trying to sustain business objectives. IT Management should be able to maintain and measure business transactions to ensure that technology is meeting its objectives.

#### IT staff or BASIS personnel

It's difficult to align with business needs without understanding current and projected application resource consumption. IT needs to be able to perform business-application portfolio analysis to focus operations.

### CIO

The availability of service level information provides senior managers with a view into the efficiency of the IT investments. This helps alleviate the anxiety of having to make expensive decisions based upon inaccurate or poorly gathered information.

### Questions

IT and business managers are left wondering how to answer the following questions:

- What assurance do I have that SAP will perform well in my organization?
- Am I confident that SAP upgrade will provide equal performance to my current environment?
- How will I manage end-user SLAs that IT management agreed to maintain?
- When I apply my application modifications and customizations, will they provide the expected response time and service levels?
- How do I ensure the additional "technology" in SAP will not cause "tears" for my users and me?
- When I deploy SAP's NetWeaver Technology platform, will I be able to evaluate performance and pinpoint problems?

### The challenge

SAP makes better interactions possible by delivering both the relationship and analytic data to the employees in the organization who need it, when they need it. The performance of SAP is a function of how well the infrastructure components—the multi-tiered servers, application, databases, network, and storage—work in concert with each other to deliver the best possible service to the end users. To meet business objectives, any Application Performance Management methodology must provide a common view across the technology stack to track user requests through the architecture and accurately

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assess the service provided. ERP Vendors, like SAP, automate complex business processes where high performance and throughput are crucial. Unfortunately, SAP cannot predict how every company is going to use their products and, as a result, build products for “a wide variety of user needs.” This often results in highly variable performance both during and after deployment.

Further compounding this issue is the fact that each SAP customer has their own unique business environment. User needs, usage patterns, customizations, system components, architectures, and platform environments vary from business to business, causing application performance to vary widely. Tuning SAP applications to work together efficiently and effectively in their unique environments is crucial to reaching business goals and maintaining competitive advantage and strategic gain.

### The solution

Precise for SAP provides businesses with software and services that optimize the performance of SAP. This is accomplished by focusing directly on the end user’s response time experience. Why? Because end users drive the business, and when SAP slowdowns occur, they have a direct impact on business profitability. Precise for SAP fulfills today’s need to guarantee the performance of business critical applications. Precise delivers a proven Application Performance Management solution that continuously simulates and collects high-quality metrics from each supporting tier of SAP and correlates these metrics to build a clear picture of SAP performance from the end-user perspective—response time. This ensures that the slightest indication of response time degradation can be quickly isolated anywhere in the architecture and the appropriate action taken to

minimize the impact on productivity. Since many facets of the business rely on SAP for timely and reliable information, it is critical that the underlying infrastructure enables business objectives and does not constrain them.

### Benefits

- Increases the productivity of SAP end users
- Reduces “roll-out” time of SAP upgrade projects
- Eliminates the “blamestorming” across technology groups that often accompanies performance slowdowns
- Finds the definitive root cause of performance degradation in minutes (e.g., t-codes, Network, SQL Statements, JavaBeans)
- Use of synthetic transactions to ensure transaction and application availability
- Resolves performance problems faster using the expert advice of SmarTune™

### Other Precise solutions

Precise currently offers Application Performance Management solutions for today’s most widely used application environments including:

- PeopleSoft
- Siebel
- Oracle® Applications
- Oracle
- SQL Server
- J2EE
- Web-based Applications
- ClarifyCRM

### Precise methodology

With Precise, IT can find and fix SAP performance problems before service levels are affected. Once in place, Precise helps applications deliver a more consistent and higher quality experience to users.

Precise simplifies the complex task of finding and

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fixing performance problems by tracking key performance indicators specific to the SAP environment. These unique, high-quality metrics are then used to fine-tune the application, resulting in faster transactions and response times. The impact is an application infrastructure that runs at peak efficiency and IT staff who focus on implementation of application functionality rather than sustaining an inadequately configured environment.

### The Precise difference

Precise enables a technology model that will help ensure the proper support for critical applications and their supporting components. They include:

- The ability to measure and document well-defined application process that will enable proper support for these mission-critical applications
- Associate application performance with business units, types of activities, and individual end users to better ascertain business impact
- Automate operational activities to reduce application costs associated with redundant maintenance
- Centralize the monitoring of critical applications to ensure that they meet the company's business objectives, and quickly correct performance when they do not

This model and the associated Precise application performance solution will help to ensure that your company meets its business objectives through the use of true value-add technology.

### Technical specifications

Consult <http://www.precise.com/support> for detailed SAP application server and operating system version support information.

### About Precise Software Solutions

#### Commitment, Focus, Experience

For over 15 years Precise Software Solutions has helped our Global 2000 customers manage business performance in complex, heterogeneous environments, assuring availability and business continuity. Precise offers a complete solution – from discovery through ongoing management – that allows our customers to focus on their core business. We offer the broadest platform support, in terms of enterprise application, operating system, database, and development environment coverage. Precise is the solution of choice for IT as an organization-wide standard for application management.

#### Visit our Web site

[www.precise.com](http://www.precise.com)

#### To speak with a Product Specialist in the U.S.

Call toll-free 1 (877) 845 1886. For specific country offices and contact numbers, please visit our Web site.