Cisco Tidal Assessment Service for SAP Performance

Improve overall application functioning by identifying and remediating performance issues and hidden pain points throughout your SAP environment.

Benefits

Cisco Tidal Assessment Service for SAP Performance uses leading practices and time-tested methodologies to help:

- Fine tune SAP application performance and optimize scheduling

- Make strategic decisions based on comprehensive process and procedure recommendations

- Recommend improvements to architecture, hardware, and software configurations

- Deliver a best practices–based system and application assessment

Challenge: Keeping SAP Operations Functioning Smoothly

To succeed in this fast-paced and cost-affected marketplace requires efficient use of resources and proactive infrastructure management. IT plays a critical role in enabling innovation, delivering new capabilities while running the existing business processes. Delivering optimal applications performance allows your IT operations staff to be proactive and highly responsive to service-level demands.

Running SAP applications at their peak performance in your workflow-processing environment can positively affect the enterprise in a multitude of ways. When inventory management or financial information is processed correctly and in the right order, your overall profitability is positively affected. Enabling efficient SAP processing throughput to deliver mission-critical data processing will allow your valuable IT resources to focus on innovation programs that are continuously needed.

Solution: Optimizing SAP Application Resources

In collaboration with your IT operations team, we take a systematic approach to helping you quickly and precisely uncover primary areas of performance weakness and vulnerability in your SAP applications environment across all systems, users, and locations.

Applications and systems experts map and analyze your entire SAP landscape, including data about all systems, applications, monitoring tools, IT staff, users, and locations, so that your team has a complete picture of the SAP landscape and its interconnectivity to the rest of the application systems such as business intelligence, data warehousing, or storage management.

We can help you align IT operations processes to the needs of the business, unify and simplify SAP services, and create an intelligent and proactive application performance management infrastructure optimized for your organization. We can also help you assess readiness to support proposed solutions, integrate new capabilities, and keep your applications infrastructure running at peak operational efficiency.

Deep Domain Expertise and Unique Tools

Each of our consultants brings to the health check project a deep understanding of the inner workings of SAP applications, strong IT operations expertise, and rapid access to our development and support knowledge base. This combined with a proven methodology enables rapid ROI and ongoing operational benefits from the newly optimized SAP environment.

We have deep knowledge about the functionality of all SAP applications, including R/3, APO, BW, XI, and EP, as well as Oracle E-Business Suite, PeopleSoft, and other business applications such as Informatica and Cognos. Using our

advanced diagnostic tools, we not only evaluate all aspects of SAP performance and identify opportunities to improve performance, but also evaluate performance management capabilities themselves. Because of the efficiency of our application performance management solution, the SAP health check can typically be completed in a week or less, depending on the size and complexity of the target environment and the nature of the performance issues.

Defining the Catalyst for Proactive Operations Management

This unique application greatly expedites the health check process because it contains embedded expertise that is fine-tuned to closely monitor SAP applications, recognizes any indication of a problem, analyzes the data, and delivers a diagnosis with recommended solutions to the appropriate person. It lets SAP experts, as well as less experienced administrators, proactively discover, understand, manage, and fix problems before they become critical.

Step-by-Step Assessment and Performance Review

SAP Health Check is composed of the following steps and deliverables:

- Assessment, review, and findings: provides detailed information about environment, pain points, and non-documented procedures.

- Recommendations report: provides detailed solutions for proactive management of your production environment and eliminating pain points.

- Installation and configuration of performance management tools: during the health check process we can prepare the system for ongoing use of the application performance management tools for SAP, giving customers the option of choosing to license the software for ongoing use in their production environment. Customers may choose this option when they require automated performance analysis for ongoing service-level monitoring and management in their environment.

- Support services: provide pre- and post–health check support to make sure of smooth implementation of recommended actions

During the health check our team will help you:

- Map the entire environment
- Identify certain dependencies and systems interconnectivity details
- Identify staff capabilities
- Identify undocumented procedures around standard SAP BASIS transactions such as buffer hit ratios, database locks, work processor utilization, runtime statistics, and more
- Conduct analysis to identify weakness in primary areas including:
  - Alert thresholds
  - Primary processes such as MRP processing and month-end close
  - User levels
  - SLA and management reporting
  - Daily checklist implementation
  - Daily job reviews
  - Infrastructure drawbacks
  - Job conflicts such as database CPU or memory contention (for example, BW ETL jobs contending for resources with MRP processing)
- Develop precise problem descriptions that answer your questions such as:
  - Do the problems occur at regular intervals?
  - What performance metrics exceed normal thresholds when the problems occur?

- ◦ What other activities coincide with problem processes?
- Identify bottlenecks such as CPU, main memory, and database contention
- Identify ways to compliment SAP's native performance monitoring tools such as CCMS and Solution Manager
- Identify potential opportunities to automate procedures allowing BASIS administrators to focus more on strategic project-level activities
- Deliver a detailed report of all findings with detailed recommendations for resolutions and improving ongoing performance management

Achieving Operational Excellence and Efficiency

Cisco Services provide a dedicated team of consultants that specializes in the design and implementation of innovative scheduling and performance management solutions for the enterprise. In addition to assisting and piloting successful deployments, we provide customers with the resulting best practices of each implementation. This makes sure the in-house IT capabilities continue expanding the value derived from an integrated Cisco Tidal solution.

As your organization continues to migrate to a more collaborative, global, and agile structure, it is ever more critical to improve the stability of the services running it. A reliable and efficient SAP application infrastructure is mission critical to the successful delivery of services to support your business needs.

Why Cisco Services

Realize the full business value of your technology investments more quickly with intelligent, personalized services from Cisco and our partners. Backed by deep technology expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and run your IT infrastructure as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

Availability

The Cisco Tidal Assessment Service for SAP Performance is a statement of work (SOW)–based service and is widely available. Contact your local service account manager about availability in your area.

For More Information

For more information about Cisco Tidal Services, contact your local Cisco account manager or visit www.cisco.com/en/US/products/ps11168/serv_home.html.

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