



HP Business Availability Center for SAP Applications

Solution Brief



HP Business Availability Center™ for SAP Applications complements SAP Solution Manager and SAP NetWeaver Administrator by enabling you to proactively measure and manage SAP applications' availability, performance and change from a business perspective. Moreover, HP Business Availability Center can help you manage composite business processes spanning both SAP and non-SAP applications, as well as their underlying infrastructure components.

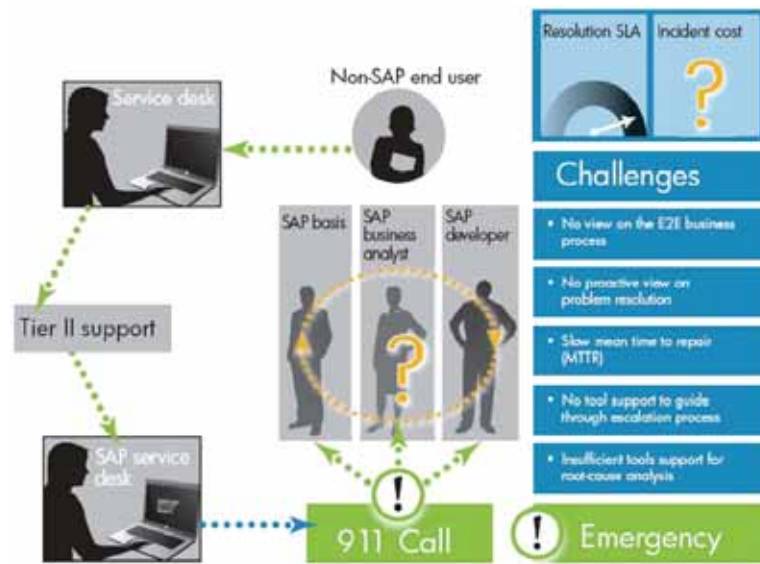
Companies use SAP applications to support front- and back-office business functions such as customer relationship management (CRM), manufacturing, and finance. Many build and implement integrations between SAP systems and non-SAP applications using SAP NetWeaver and/or other middleware components to support complex business processes. Each integration point exponentially increases the complexity of managing service levels and the impact of changes across business services.

Many IT organizations supporting SAP applications are limited because the tools they use are not integrated and do not provide a business perspective. The various teams such as BASIS, ABAP/J2EE development, IT Operations and DBA, optimize and fix problems in a silo-centric manner. Without the

complete picture, this approach might lead to isolated technical fixes that do not deliver a holistic solution that ensures business applications are running without service disruptions. To make matters even more complicated, hundreds of approved or unapproved changes such as SAP support packs, transports, or infrastructure configurations occur monthly to SAP applications.

Even though SAP application support teams are drowning in SAP application management data, they typically learn about problems only after end users are affected or after service levels have been breached. Therefore, it is imperative for IT to move from reactive trouble shooting to proactive IT/business alignment, with select tools that complement SAP Computing Center Management System (CCMS) and SAP Solution Manager designed to help IT manage the overall health of SAP and related business services—not only from a technical perspective, but also from the point of view of the business.

Figure1. Service Management Challenges



What Is Missing?

To deliver top-of-the-line SAP business services, you must adopt a top-down approach that helps IT put technology metrics in context with the business service being delivered, manage planned and unplanned changes, understand the end-user perspective, monitor the underlying heterogeneous infrastructure, triage and solve problems.

From a business perspective, the business impact of disruptions—such as lost revenue or impaired productivity—to a key business service, service levels and costs are paramount. The picture below depicts a typical situation in an IT shop. An end user experiences issues with his non-SAP application and reports it to the help desk. The help desk attempts to route the problem to tier 2 of the corresponding application. This team identifies that the problem is not at all related to their application, and pushes back on the ticket. The help desk then realizes that the non-SAP application is related to an SAP application, and escalates the incident to the SAP service desk. Very often, various stakeholders – BASIS, business analysts and developers – will be involved in trying to pinpoint the problem, until hopefully someone remembers that a new transport was recently applied to the production system. Due to the inherent problems of siloed management, IT teams are unaware of all the infrastructure components and interdependencies that lead to longer mean time to repair, higher incident costs that can reach millions of dollars and may have a severe impact on the business.

Ideally in this case, proactive end-user management would allow identifying problems before end-users are affected; a configuration management database would show the dependencies between the SAP and non-SAP applications, as well as their dependence on

the infrastructure and the impact of changes; and a central system would consolidate all monitoring information regarding the composite business processes and would enable tracking the service levels.

HP Business Availability Center for SAP Applications Is the Solution

HP Business Availability Center for SAP Applications is a comprehensive solution to proactively manage SAP environments in a production environment, so that IT is able to best leverage its resources and respond faster to SAP incidents, thus increasing the value its SAP applications deliver to the business. It includes a Configuration Management Database (CMDB), a business dashboard and an integrated set of applications that provide end-user monitoring, system availability monitoring, change impact analysis and insight regarding business impact.

With HP Business Availability Center for SAP Applications, you can:

- Manage SAP service levels in real time from a business-process perspective.
- Proactively identify, triage, and solve SAP application issues.
- Map and manage the dynamic relationships between business services, applications, and the underlying infrastructure.
- Assess the impact of planned and unplanned changes to SAP applications and infrastructure.
- Manage business and application complexity caused by interdependencies of SAP and non-SAP applications.

Figure2. HP Business Availability Center for SAP Applications gives you complete visibility into all critical SAP applications and the supporting IT infrastructure.



HP Business Availability Center for SAP Applications automates the creation and maintenance of the business service model encompassing all logical and physical configuration items relating to both SAP and non-SAP environments, and the interdependencies between them.

How HP BAC for SAP Applications Works

Using Discovery and Dependency Mapping (DDM), HP BAC for SAP Applications automates the creation and maintenance of the business service model encompassing all logical and physical configuration items relating to both SAP and non-SAP environments, and the interdependencies between them. These include business processes from Solution Manager Business Blueprint, through their supporting R/3 application servers, to work processes and SAP configuration files. In addition, transports deployed onto the SAP system and their impact on SAP transactions will be discovered.

Once the model is complete, monitoring is the next building block. The HP Business Availability Center for SAP Applications license allows automating many of the administrative activities related with deploying monitors like:

- HP Business Process Monitor (BPM) leverages scripts used in testing and go-live assessment to proactively measure the behavior of business-critical business processes.
- HP SiteScope pulls infrastructure-related data regarding the SAP system from sources like CCMS and NetWeaver Administrator, as well as from other mechanisms external to SAP. Additional data can be gathered by HP Operations Manager's agents like the SAP SPI, or by third-party Enterprise Management Systems (EMS), and tied to the relevant configuration items in HP Business Availability Center.
- HP Business Process Insight allows you to monitor the performance of business processes and understand the business impact of IT problems. HP Business Process Insight Accelerator software for SAP Applications provides an SAP iDoc Status Adapter to get visibility of document status changes (such as purchase orders, bills, etc.) within the SAP environment. These document status changes are automatically fed through as business event feeds.

All this monitoring information is fed into the HP Business Availability Center Dashboard™, where each stakeholder can define key performance indicators (KPI) that are of interest to the various teams supporting the SAP applications, and manage and report on service levels representing IT's commitments to the business.

HP Business Availability Center for SAP Applications enables you to proactively detect problems impacting the end users of the business service, and allows prioritizing problems according to their business impact. It differentiates between SAP and non-SAP related issues, between application and infrastructure issues. This ensures the optimal escalation processes can be followed. When the issue is within SAP applications, HP Business Availability Center for SAP Applications provides unique embedded expertise to triage the root cause of performance and availability issues, with special focus on outages resulting from changes.

HP Business Availability Center for SAP Applications is based on HP Universal Configuration Management Database that ties together SAP applications and business services to underlying infrastructure. It supports several ITIL disciplines, and provides automated tools to identify the impact on business processes caused by system issues and/or changes. This way, HP Business Availability Center for SAP Applications helps minimize the risk of change, which is responsible for more than 80% of all severe outages and system downtimes.

In addition, HP Business Availability Center for SAP Applications works with HP Service Level Management software and HP Problem Isolation software. HP Service Level Management enables you to proactively define, manage, and analyze IT's service level commitments to the business. It tracks service-level according to various Key Performance Indicators (KPI), both at the business and operational levels.

HP Business Availability Center for SAP Applications Components

- HP Business Availability Center Dashboard™: Gain a role-based view on Key Performance Indicators (KPI), business services health and service levels.
- HP Discovery and Dependency Mapping™: Achieve visibility into the dynamic relationships between SAP applications and the underlying infrastructure to reduce the costs and risks of introducing new services and making changes to existing ones.
- HP End User Management™: Measure and monitor the behavior of SAP and non-SAP application business processes and users using a combination of synthetic and real end-user monitoring.
- HP System Availability Management™: Monitor servers and other infrastructure components. Complement and extend SAP Solution Manager and CCMS using the HP best-of-class system monitoring solutions.
- HP Business Process Insight Accelerator software for SAP Applications: Provides an out of the box adapter that can be configured to look for status changes in SAP iDoc's (intermediate documents) and use this information as business event feeds to HP Business Process Insight. Use the data to monitor business processes from the business perspective.

Key Features and Benefits

- Provides real time, end-to-end visibility and control across SAP and non-SAP applications
- Tracks business service health from the end user perspective in order to manage service level agreements.
- Helps you to understand the impact of changes and how related IT assets affect your SAP business services
- Enables you to proactively manage outages and performance issues in order to reduce mean time between failures (MTBF)
- Correlates SAP and non-SAP infrastructure monitoring data, customer experience data and change impact data to accelerate mean time to resolution (MTTR).

A complete solution

You can count on HP for a complete Business Service Management solution to help you optimize your SAP applications. In addition to our comprehensive suite of software solutions, we also offer a range of professional services, as well as training and education to help you get the most out of your investments.

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