Achieve Flawless SAP Performance with eG Enterprise

eG Total Performance Visibility

Key Benefits

☑ **Deliver best-in-class customer experience** for SAP end users

☑ **Increase IT operational efficiency** with automated monitoring and problem diagnosis

☑ **Optimize performance of SAP systems** based on real digital business insight

☑ **Triage and resolve SAP performance issues** before they impact your business

☑ **Ensure successful cloud migration** of SAP systems and provide performance assurance

☑ **Increase SAP ROI** through infrastructure right-sizing and optimization

☑ **Single pane of glass** to monitor the entire SAP landscape

> *eG Enterprise allows us to manage performance of our SAP environment much more conveniently and reliably than before. The results have been well beyond our expectations.*
>
> **BC Leader**
> Samsung ERP

SAP is one of the most business-critical applications in enterprises around the world. Over 76% of the world's transaction revenue touches an SAP system daily across various applications, such as supply chain, finance, blockchain, IoT, and cloud computing. The bottom-line is SAP services cannot be slow.
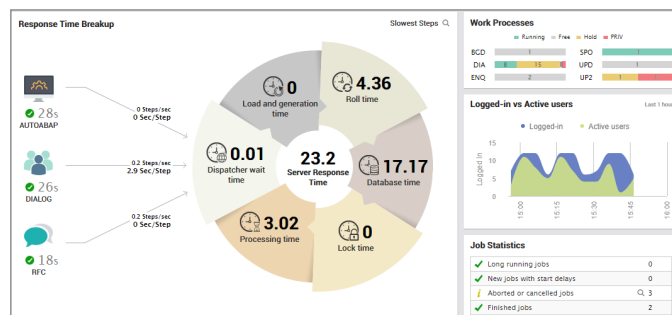
The SAP landscape is often complex and highly customized with various technology stacks and heterogeneous components being involved. So, when there is a performance slowdown, it becomes a herculean challenge for SAP administrators to identify the root cause and triage it. Time flies in war rooms and fire-fighting.

SAP Performance Management Simplified

eG Enterprise is an end-to-end SAP performance monitoring solution that delivers comprehensive visibility to track the health, availability and performance of your entire SAP environment. With embedded domain expertise, eG Enterprise provides out-of-the-box observability for SAP technologies including S/4HANA, NetWeaver ABAP Stack, SAP Java Stack, BusinessObjects, and more.

Features at a glance:

- Measure all aspects of SAP user experience via synthetic and real user experience monitoring

- Trace every SAP transaction, analyze response time breakup of T-code processing, and isolate the cause of slowness

- Get code-level diagnostics for Java-based web transactions

- Use correlative intelligence to discover SAP dependencies with the supporting infrastructure and automatically pinpoint the root cause

- Leverage historical data insight for intelligent capacity planning and scaling

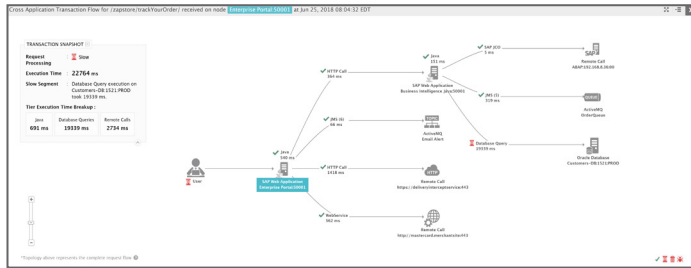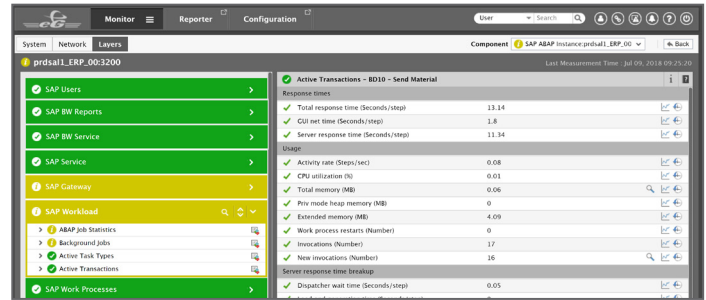- Auto-baseline the SAP environment and efficiently plan cloud migration

Purpose-built dashboards, metrics and analytics for SAP implementations

Available in both on-premises and SaaS deployment models, eG Enterprise is a flexible and scalable solution that can easily integrate with your existing infrastructure without needing any configuration or code change in SAP production systems. Using a universal monitoring technology, eG Enterprise provides in-depth visibility of SAP user access over the web, thick client, and through Citrix/VDI streaming, and delivers data-driven performance insight and unparalleled business value, maximizing ROI from SAP implementations.

Key Capabilities of eG Enterprise for Monitoring SAP Applications and Infrastructure

In-Depth Performance Visibility of ABAP Instances

- Gain holistic visibility of ABAP user sessions, instance memory, jobs, enqueues, dumps, dialog step details, etc.

- Get detailed response time breakdown of transaction processing: front-end network time, RFC time, load and generation time, database time, lock time, and more

- Track SAP work processes, update requests, spool requests and RFC requests
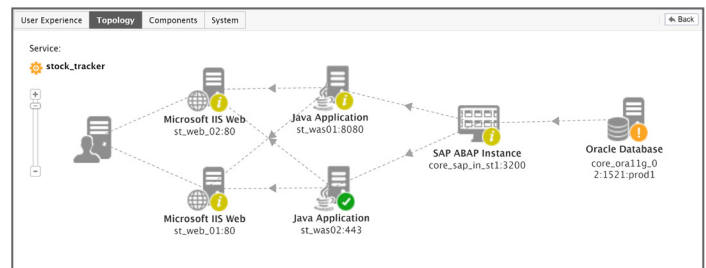

SAP Transaction Profiling and Code-Level Diagnostics

- Monitor business transactions executed on the SAP web application server in real time 24x7

- Automatically isolate transactions that are slow, stalled or having errors and affecting SAP end users

- Drill down to get Java method-level and SQL query-level visibility, and identify the exact line of code having a problem

Performance Correlation and Root Cause Diagnosis

- Auto-correlate SAP performance with the supporting infrastructure: virtual servers, cloud, network, etc.

- Using built-in machine learning and AIOps isolate the root cause of issues for faster troubleshooting

- Get single-pane-of-glass visibility to visualize the entire SAP landscape topology from one console

Get Key SAP Performance Metrics at Your Fingertips

User Experience

- Real user traffic by device
- Page load time, Apdex score, JavaScript errors
- ABAP transaction response time breakdown
- ABAP user session duration, most executed T-codes, etc.

ABAP Stack

- Top T-codes by CPU, memory, activity, invocations
- Work process in use, long running process
- Background jobs: state, duration, delay
- Slow dialog step details
- Syslog errors, ABAP dumps

Java Stack

- Slow business transactions
- Java code-level visibility
- JVM CPU, memory, GC, threads, classes
- ICM throughput
- Web sessions, rolled-back transactions, access point status

Business Intelligence

- BEx query, template performance analysis
- Web intelligence response time drilldown
- Process chain state, response time
- State and performance of BusinessObjects services

SAP HANA

- Long-running queries
- Query response and wait time
- Blocked transactions
- Transaction rollback rate
- Active/idle connections

Supporting Infrastructure

- Virtualization platform: VMware, Hyper-V, Nutanix, Red Hat, etc.
- Cloud platform: AWS, Azure
- Storage (SAN/NAS)
- Network, AD, DNS, DHCP, etc.

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.