

# PRECISE for SAP

Automated SAP Application Performance Management

Poor SAP system performance is business-fatal. Organizations depend on SAP transactional and analytical systems to process orders in real-time, close financial books quickly and securely, and provide timely reporting to internal and external stakeholders. This business-criticality, along with increasing SAP complexity, makes ensuring acceptable system performance difficult—and important. Inconsistent or poor performance highlights the inadequacies of current approaches to application performance management (APM). To keep up with the pace of business, IT needs to move beyond these manual, invasive, after-the-fact, and error-prone techniques.

## Automation is the only hope

The ability to efficiently optimize SAP applications for their technical and business environments means the difference between SAP as a competitive advantage—or liability. Variations in SAP usage patterns, user demands, platforms, architectures, components and customizations all play their part in undermining consistent application performance.

While SAP Solution Manager and CCMS facilitate monitoring for individual system components, correlating transactions as they cross multiple silos is difficult unless facilitated via traces, which themselves are inherently manual, invasive, after-the-fact, and error-prone.

## Automated. Correlated. Accelerated.

Precise offers a complete application performance management solution for SAP, helping customers streamline IT operations, lower IT risk, and ensure project success. Precise automates the manual process of collecting and correlating performance information for business transactions as they pass through complex SAP landscapes including third-party applications, databases and storage. This end-to-end view allows IT to tune mission critical SAP transaction performance.

Precise works closely with SAP to certify our solutions, meeting or exceeding SAP's comprehensive quality assurance and interoperability requirements. These certifications allow customers to confidently and easily implement Precise solutions in their environment. Integration with SAP Solution Manager helps to reduce the learning curve for customer adoption.



## Benefits

- » **IMPROVE** SAP performance and response times to increase efficiency
- » **GAIN** visibility into the technology supporting key processes
- » **DISCOVER** transaction paths automatically to locate bottlenecks in or outside of SAP
- » **IDENTIFY** performance issues before end users are impacted or batch windows are exceeded
- » **ELIMINATE** the need for invasive, error-prone traces
- » **ACCELERATE** problem resolution with an in-context view of all application, database and storage components
- » **DEFER** costly infrastructure upgrades by tuning performance

## A consolidated view of SAP performance

Precise monitors complex SAP production environments 24/7 and stores correlated transaction information in a Performance Management Database (PMDB™). The Precise PMDB provides visibility into every aspect of the SAP System over time. By presenting the right information to key personnel, Precise eliminates complexity and allows global teams to share a common set of data. This facilitates collaboration, allowing every member of the team to work together to optimize transaction performance and better serve the business.

Transaction	Response Time (Avg)	Backend Response Time (Avg)	Transact...	Response Times (Summed)	SLA Compliance
VF04	0.91	0.70	90		
VKM3	1.33	1.16	54		
VA01	0.16	0.16	409		
XD01	0.16	0.16	364		
SESSION_MANAGER	1.99	1.34	18		
SE80	0.17	0.15	72		
VA13	1.39	1.39	9		
ST0	0.5	0.32	18		
VA05	0.42	0.41	18		
SM51	0.39	0.38	18		
VA23	0.09	0.09	18		

### CIO or BUSINESS USER

Precise allows business users to set and report on business-oriented application SLAs over time. This visibility into SLAs and usage patterns allows more efficient budget allocation to improve business performance.

### IT MANAGER

Precise simplifies problem isolation by clearly reporting on where business transactions spend time. By tying transactions back to the users or locations experiencing problems, Precise also helps IT Managers understand problem priority, impact and scope.

### IT STAFF or BASIS PERSONNEL

Precise for SAP collects transaction performance information across all key SAP tiers, including SAP ECC, Portal, BW, Java, .NET, ABAP, third-party applications, databases and storage. The Precise PMDB helps IT quickly pinpoint the root cause of performance problems, and provides actionable diagnostic information and recommendations to accelerate resolution.

### SAP APPLICATION MANAGER OR SYSTEMS ARCHITECT

SAP Systems are constantly growing and evolving. By connecting transaction performance with the infrastructure it touches, Precise makes it easy to align SAP server and storage capacity with the growing needs of the business, and our partnership with EMC allows SAP customers to predict the business impact of storage tiering decisions before any data is moved.



### DATABASE AND STORAGE PERSONNEL

SAP is the system of record for many organizations. Storage arrays, and the databases that run on top of them, are the system of record for SAP. By connecting SAP business transactions to the databases and storage they access, Precise allows technical experts to prioritize, pinpoint and fix problems affecting critical business transactions.

### TRANSACTION PERFORMANCE MANAGEMENT

## About Precise

Precise delivers transaction transparency, fastest time to-repair and game-changing problem prevention to customers worldwide. With Precise business and IT can clearly see where critical transactions spend time and how well they are performing against business expectations, providing a whole new perspective on complex IT infrastructure.



Visit our Web site  
[www.precise.com/sap](http://www.precise.com/sap)

To speak with a Product Specialist  
 Call toll-free **1 (877) 845 1886**  
 within the U.S., or visit our website  
 to find an office nearest you.