

# SAP Backend und Fiori End-2-End Observability mit Business Process Monitoring



Mai 2023

# Safe Harbor

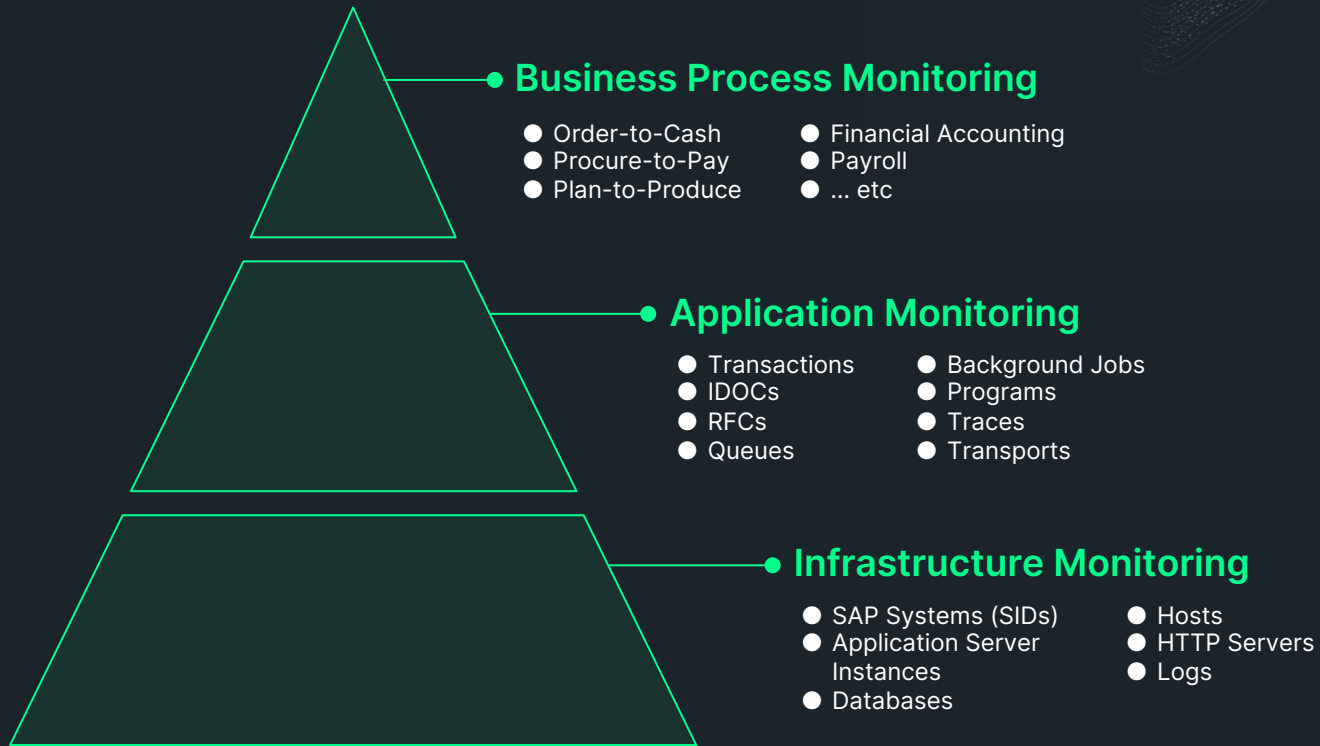
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# New Relic Monitoring for SAP Solutions



# What We Hear from Customers...

## Business Process Flows



- ▶ Business processes are interrupted due to delays in IDOCs, RFCs, Batch jobs
- ▶ Business Users experience slowness, receive errors
- ▶ We need to be able to trace issues end-to-end at transaction, order, invoice level

# What We Hear from Customers...

**Slow  
Resolution Time**



- ▶ Manual process for root cause analysis
- ▶ Requires digging through many screens, tables, logs
- ▶ Tribal knowledge and skills dependency
- ▶ Operational data silos introduce complexity

# Our Approach

## SAP Systems



## Non-SAP Systems



New Relic Observability Platform



Proactive alerting



3 or 4 clicks to root cause



User friendly visualizations for SAP



Complement SAP Solution Manager



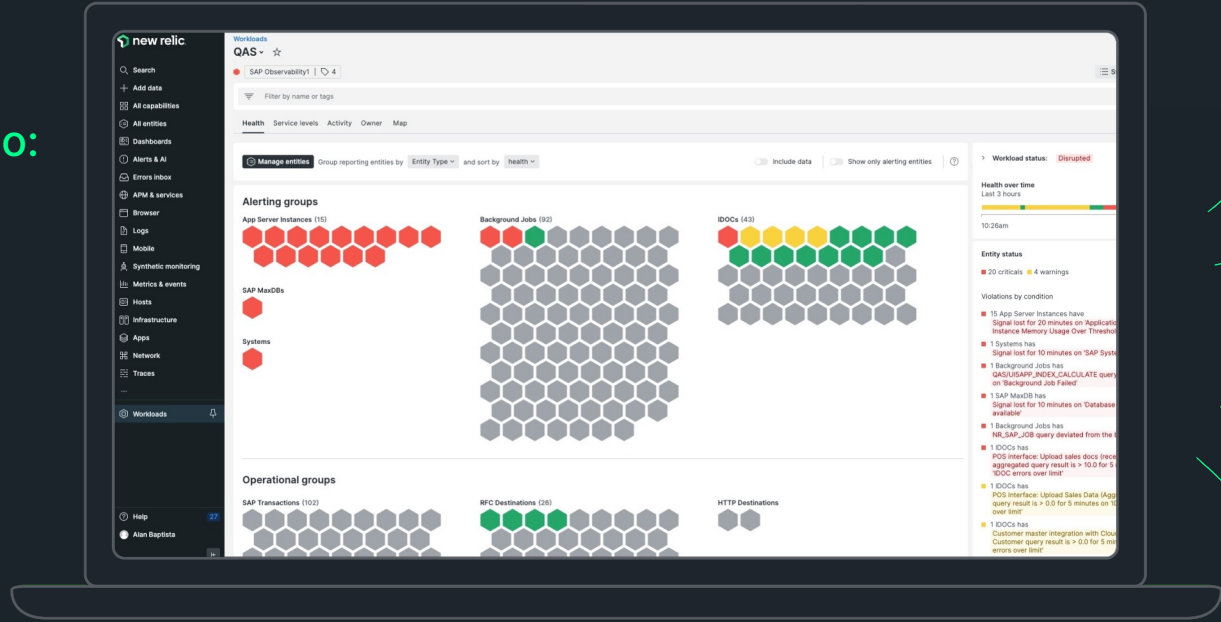
Centralize visibility across SAP and Non-SAP systems

# Centralized View of Overall Health of SAP Systems



React and resolve faster, by not having to:

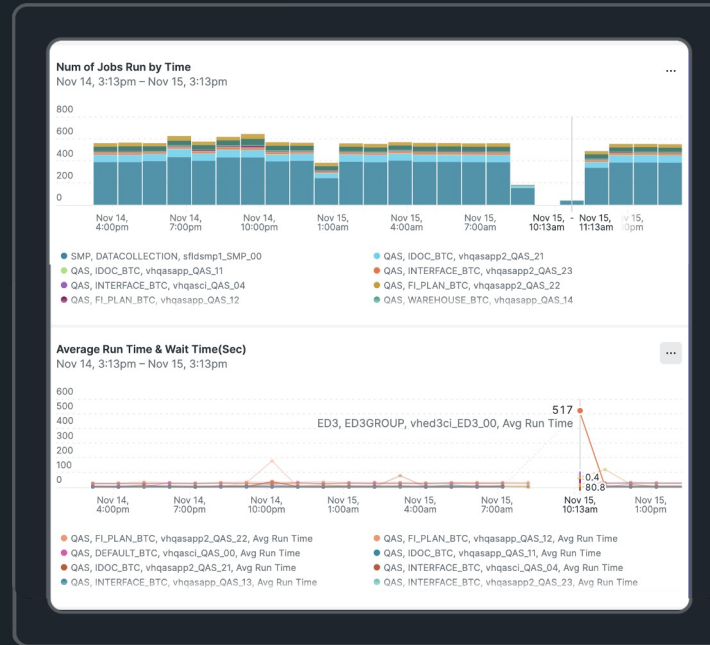
- > Log into multiple systems
- > Hunt through multiple transactions
- > Write custom reports



# Powerful Visualizations, Out-of-the-Box

'Quickstart' of Dashboards, System Views, Alerts

\* E.g. Visualize the even distribution of Background Jobs and spikes in resource usage





# End-User Experience Monitoring

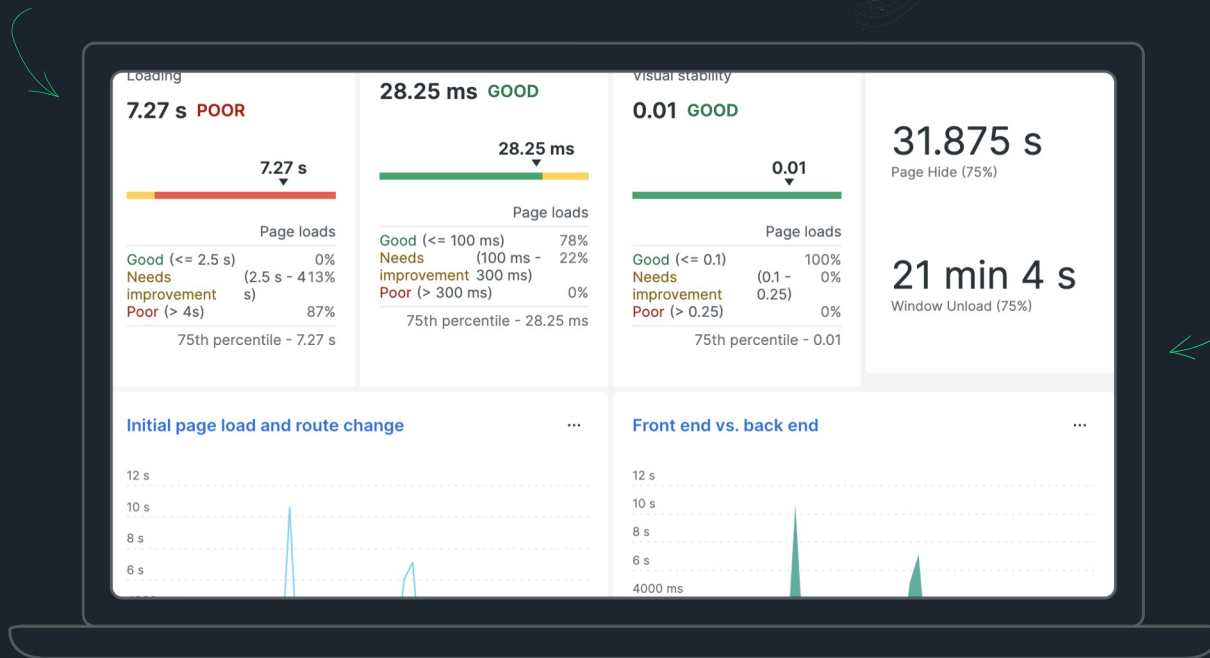
## Out-of-the-box Dashboards for SAP Fiori front-end

> Overall performance from the end user's perspective

> Page view and Ajax call data

> Page errors that may eventually lead to problems

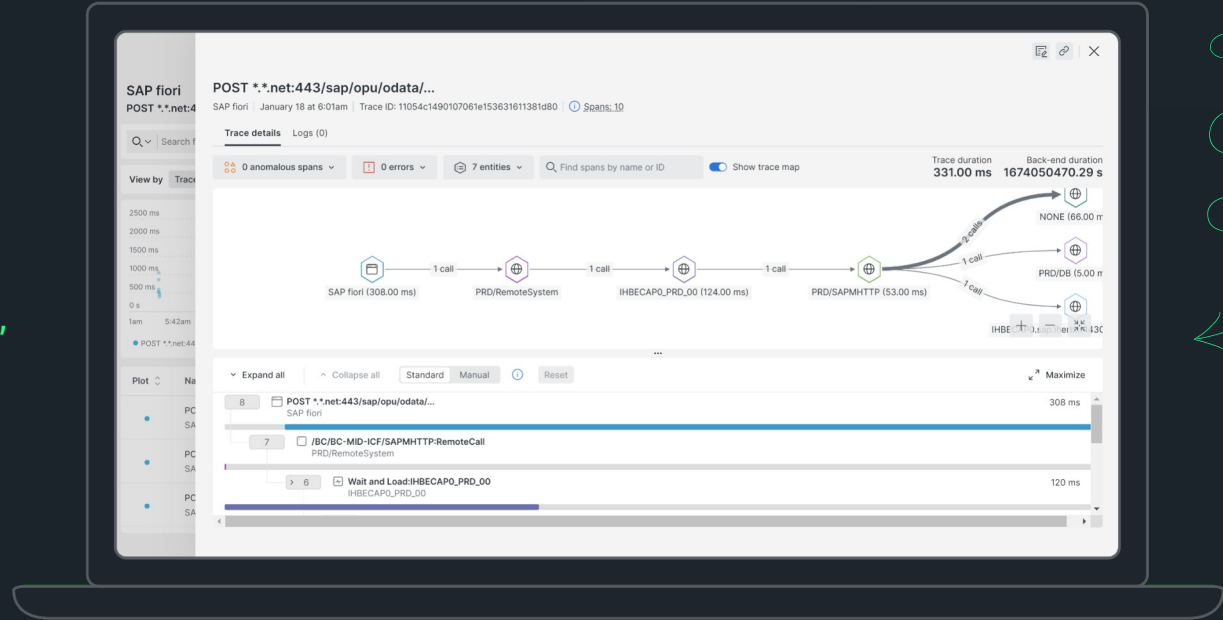
> Automated Alerts



# End-to-End Distributed Traces for Fast Root Cause Diagnosis

Distributed Traces are captured for every transaction executed

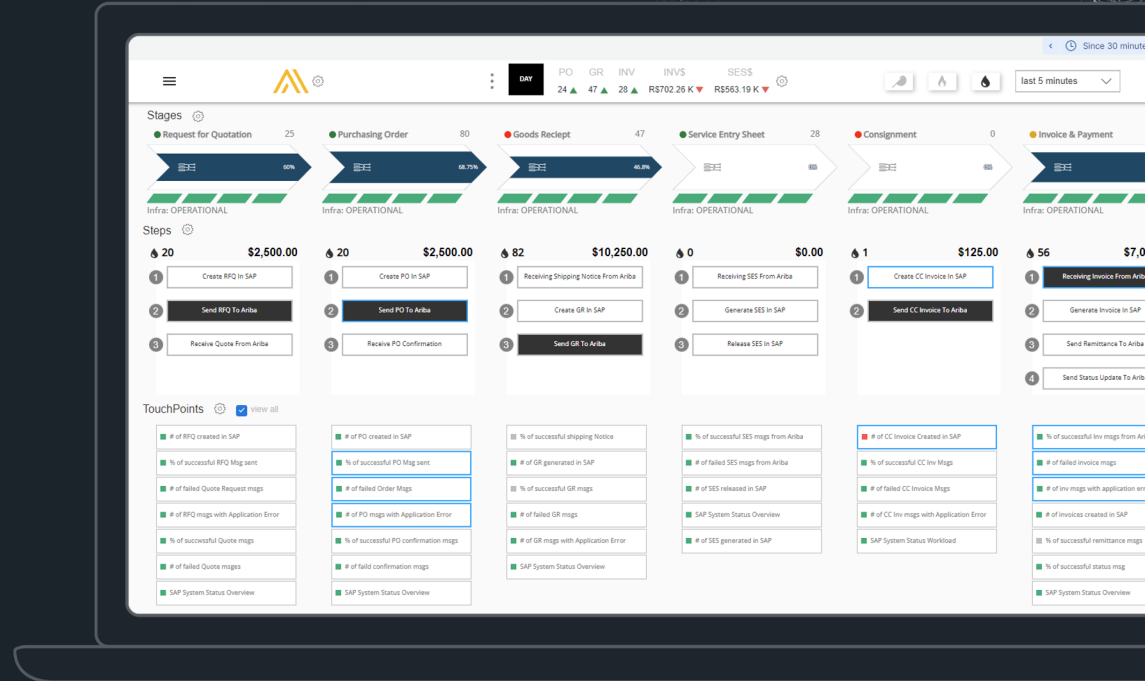
From the SAP Fiori front-end, directly to the SAP back-end systems such as databases and programs



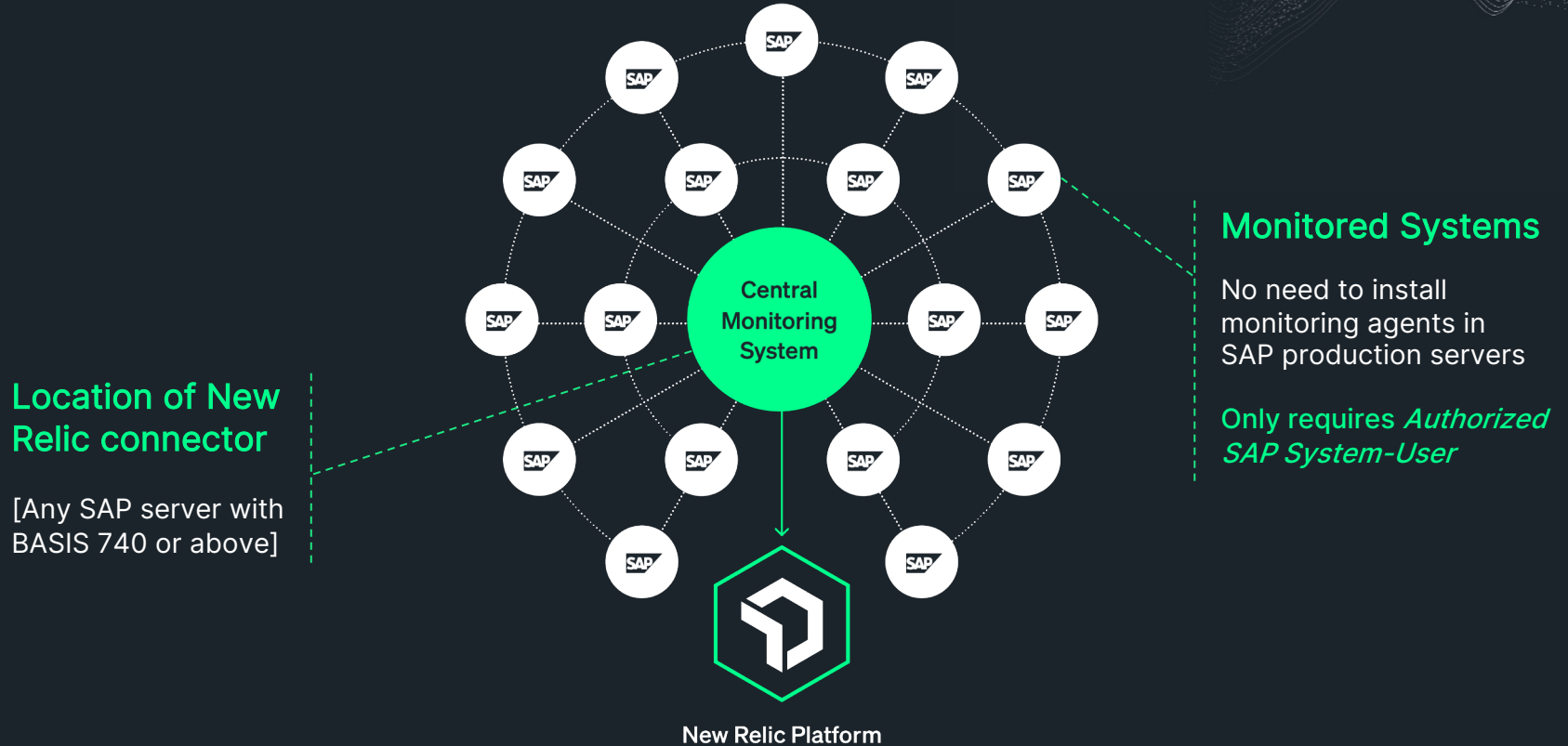
# SAP Business Process Monitoring

e.g., Procure-to-Pay Process

- ▶ Real-time dashboard of process flow
- ▶ Alerts on Business Metrics / KPIs
- ▶ Identify bottlenecks / \$ impacts
- ▶ Drill down to Application and Infra layers to resolve

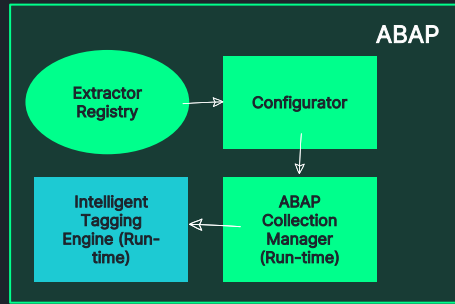


# Agentless Architecture

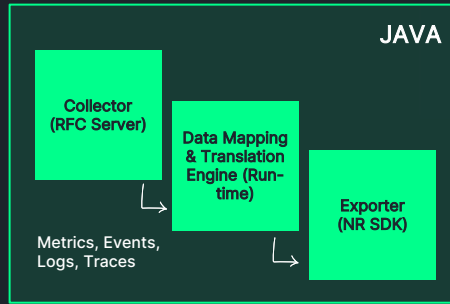


# High Level Architecture

## New Relic Monitoring for SAP Solutions



RFC Push



HTTP



New Relic Platform

**Out-of-the-box Visualization**  
(Dashboards, Traces, Maps, etc).  
Anomaly detection, Alerting

RFC Pull

### SAP's existing Data Sources

ST\_PI : Solution Tools Plug-in

ST\_A/PI: Application Services

MAI/CCMS Data Providers

### Installation:

NR Monitoring for SAP Solutions is installed on a central monitoring server (e.g. on SolMan server, if available)



Thank you.

[bstransky@newrelic.com](mailto:bstransky@newrelic.com)  
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