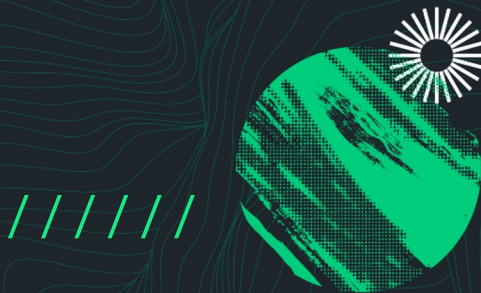# New Relic Observability for SAP Solutions

Klaus Kurz

Sr. Director - Customer Adoption
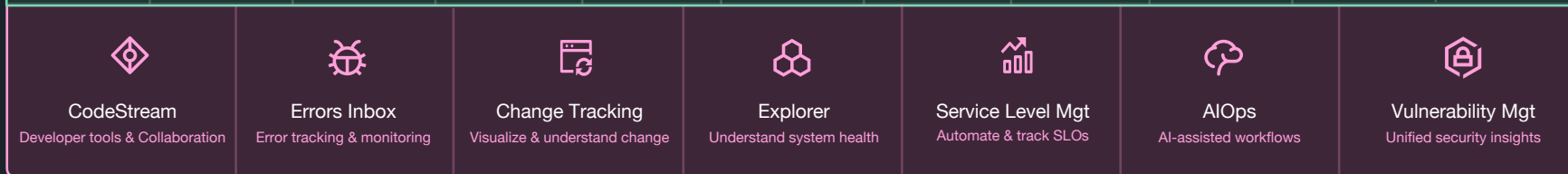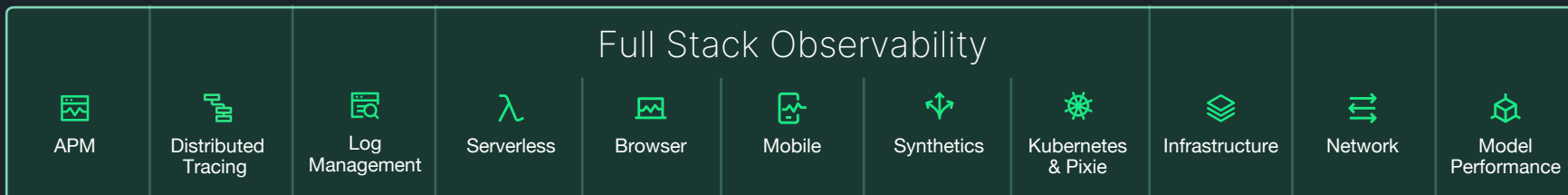
Monitoring vs. Observability

The Most Common Observability Use Cases

1	2	3	4	5	6	7	8
Improve System Resilience	Ensure Peak Demand Performance	Improve Real-User Experience	Drive Developer Productivity	Increase Software Release Velocity	Accelerate Application Modernization	Decrease Cloud Hosting Costs	Consolidate Observability Platforms

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End-to-End Observability Across the Software Lifecycle

All Engineers

Infrastructure	Security	DevOps	Web	Data Scientist	Mobile	Network	SRE	Back-End	Full-Stack	Cloud

Full Stack Observability

APM	Distributed Tracing	Log Management	Serverless	Browser	Mobile	Synthetics	Kubernetes & Pixie	Infrastructure	Network	Model Performance

CodeStream	Errors Inbox	Change Tracking	Explorer	Service Level Mgt	AIOps	Vulnerability Mgt
Developer tools & Collaboration	Error tracking & monitoring	Visualize & understand change	Understand system health	Automate & track SLOs	AI-assisted workflows	Unified security insights

Telemetry Data Platform

Alerts | Dashboards | Analytics | Open Ingest APIs & OpenTelemetry | 500+ Integrations | Infinite Cardinality | Multi-Cloud

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And what about SAP?

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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

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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

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Observability for SAP

"When SAP sneezes, the Business catches a cold"

SAP increasingly integrated in **end-to-end IT architectures**

**Uptime, reliability, performance and user experience are paramount**

end users	other app & platform teams	business stakeholders

Business & Processes	Brand, e-Commerce, B2B2C, DTC, ... Retail & Distribution, ... Supply chain, Plan to Produce, warehousing, ... Order to Cash, Procure-to-Pay, ... Finance, HR, Payroll, TEM, BI & Analytics, ...
Experience	Browser, Fiori, BTP, other Apps
Integration	PI/PO, APIs, Java, Web Services, BTP , ...
Applications	Transactions, IDOCs, RFCs, Queues, Background Jobs, Programs, Traces, Transports, Logs, ...
Infra & Cloud	SIDs ,Application Server Instances, Databases, Hosts, HTTP Server, Logs, ...

SAP teams & practitioners

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Agentless Architecture

Location of New Relic connector

[Any SAP server with BASIS 740 or above]

Central Monitoring System
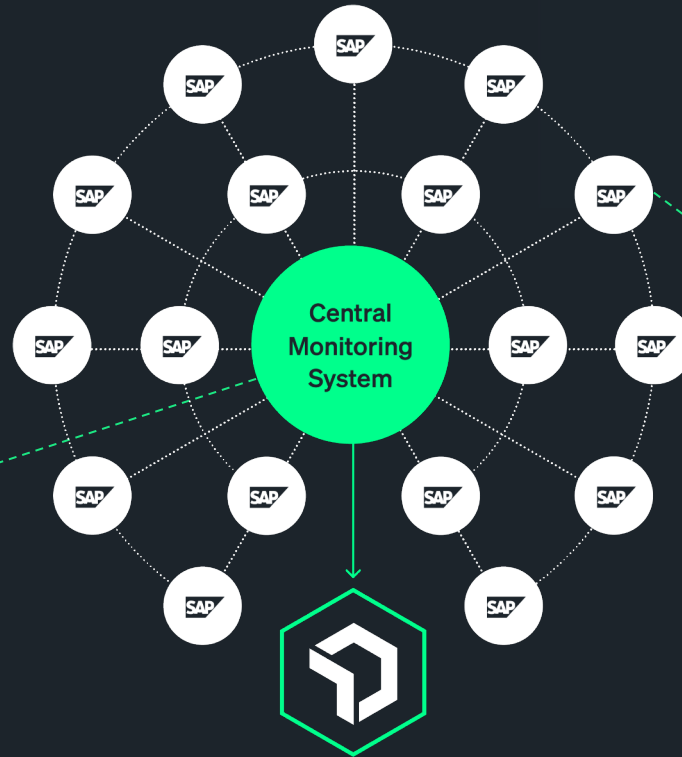
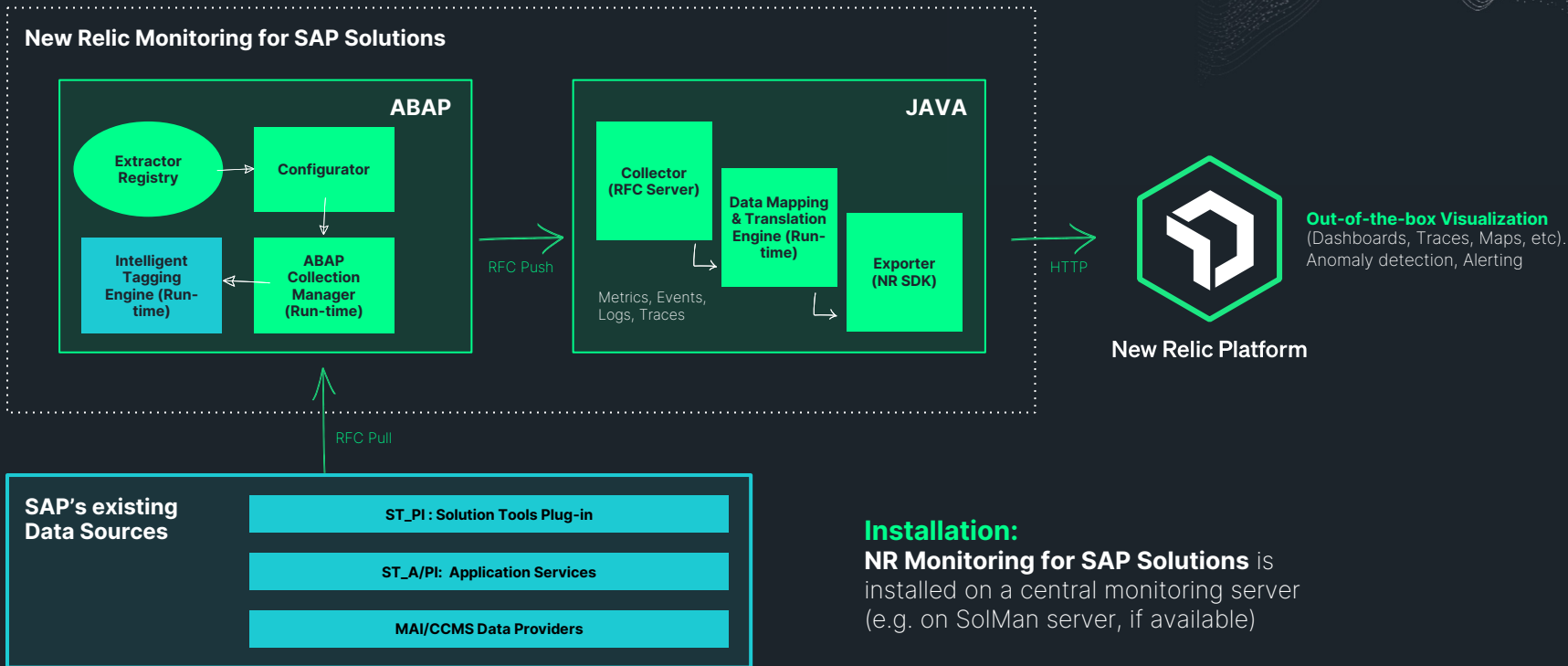**Monitored Systems**

No need to install monitoring agents in SAP production servers

Only requires *Authorized SAP System-User*

New Relic Platform

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High Level Architecture

New Relic Monitoring for SAP Solutions

ABAP

Extractor Registry

Configurator

Intelligent Tagging Engine (Run-time)

ABAP Collection Manager (Run-time)

RFC Push

JAVA

Collector (RFC Server)

Data Mapping & Translation Engine (Run-time)

Exporter (NR SDK)

Metrics, Events, Logs, Traces

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)

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Our Approach

SAP Systems

Non-SAP Systems

SAP ECC

SAP S/4 HANA

SAP PI/PO

SAP CRM

SAP Ariba
SAP WM

New Relic Observability Platform

⚠ Proactive alerting

🔍 3 or 4 clicks to root cause

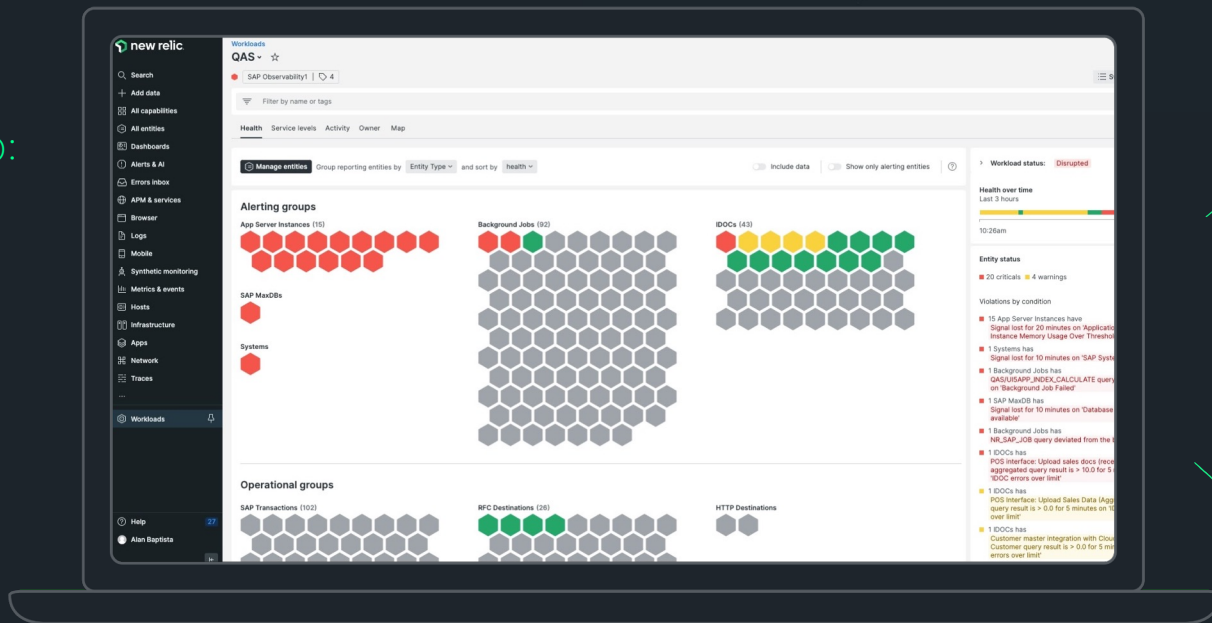📊 User friendly visualizations for SAP

🖥 Complement SAP Solution Manager

👥 Centralize visibility across SAP and Non-SAP systems

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Centralized View of Overall Health of SAP Systems
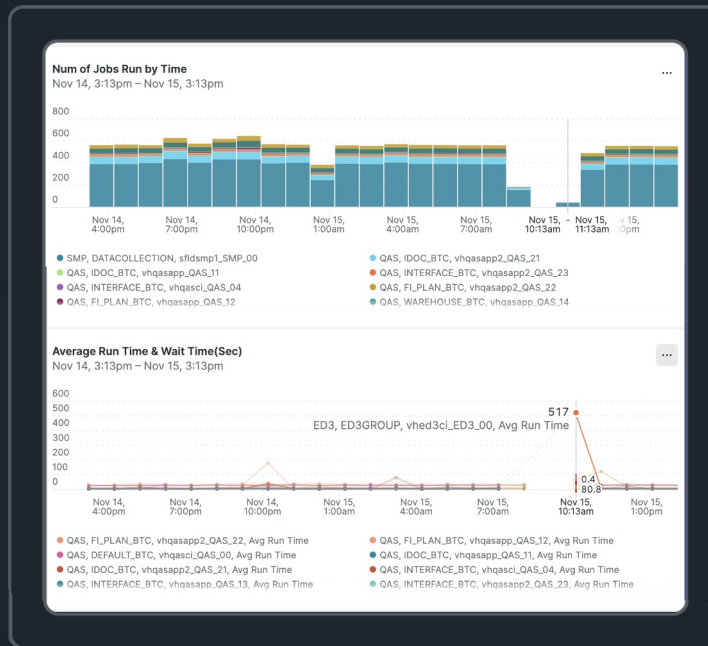
React and resolve faster, by not having to:

> 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

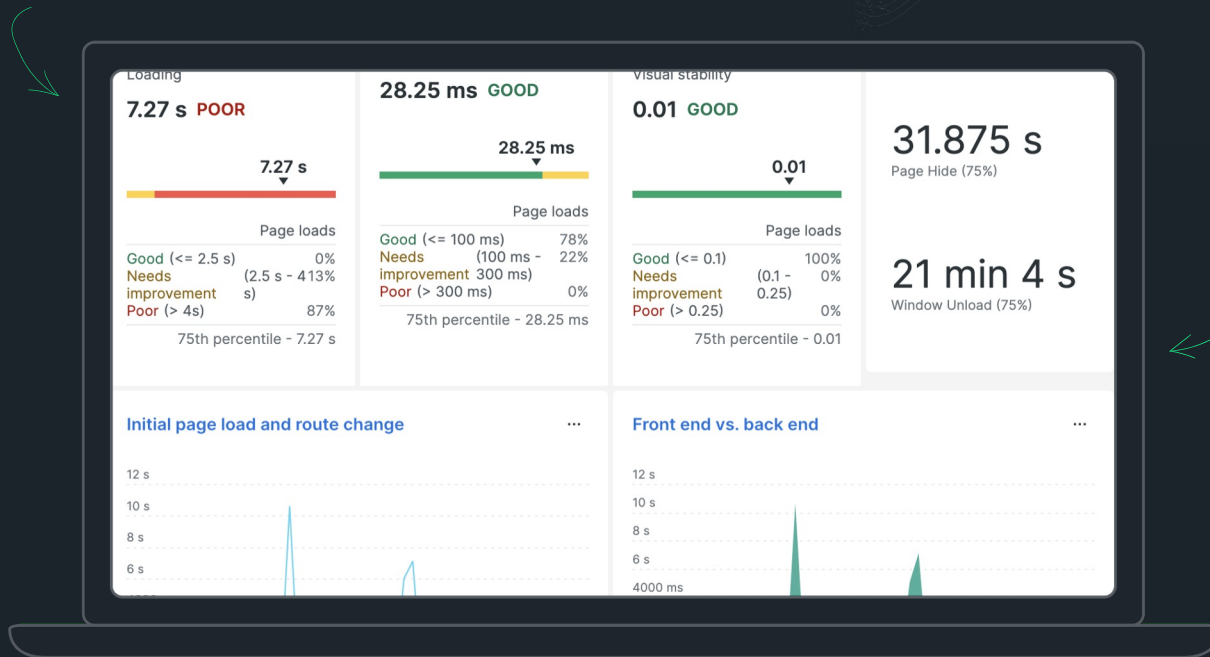# End-User Experience Monitoring

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

> Overall performance from the end user's perspective

> Page view and Ajax call data
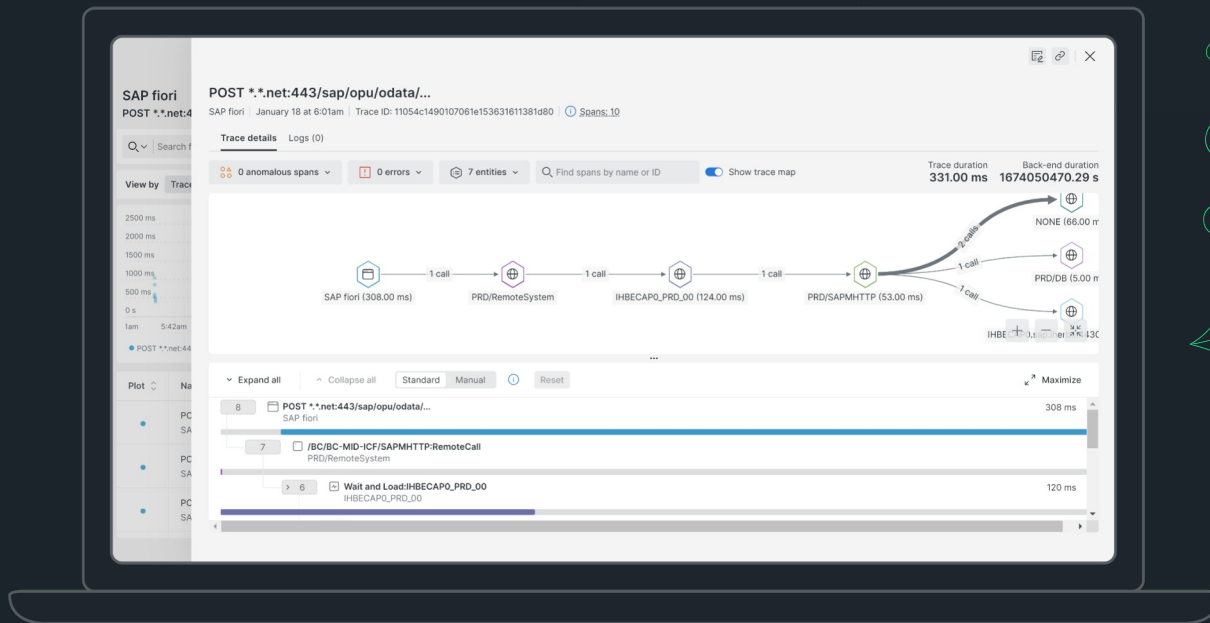
> Page errors that may eventually lead to problems

> 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
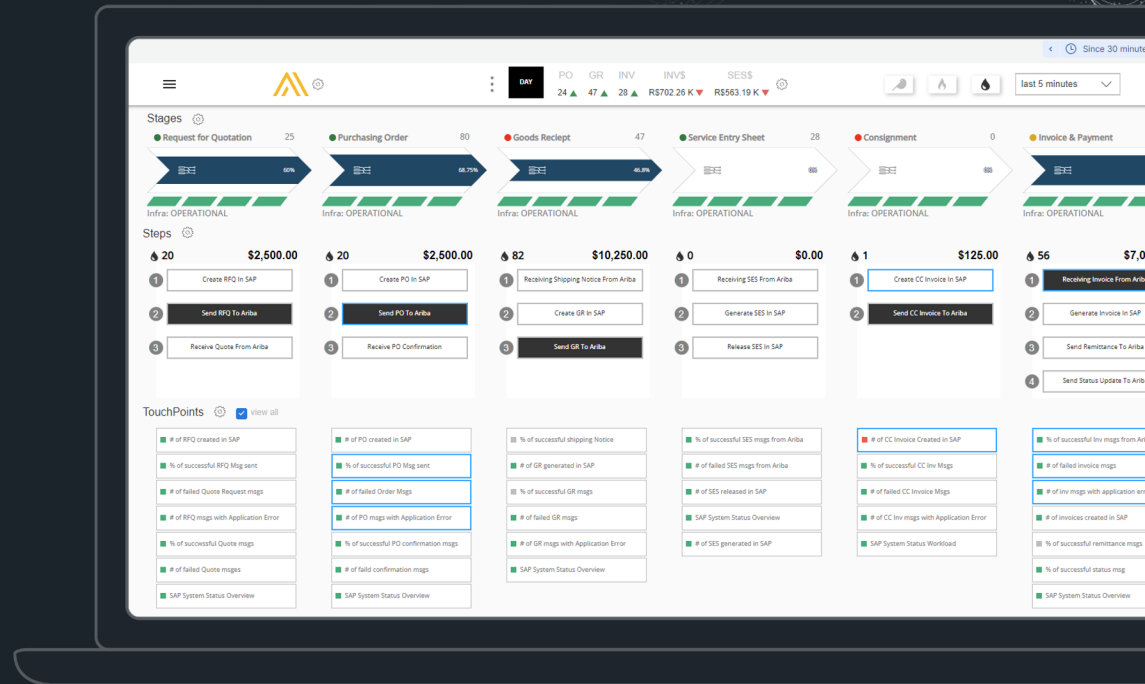
Unique Offering for SAP Monitoring

Easier to
onboard

Deep insights
into SAP

Simpler Pricing

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Thank you.

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