

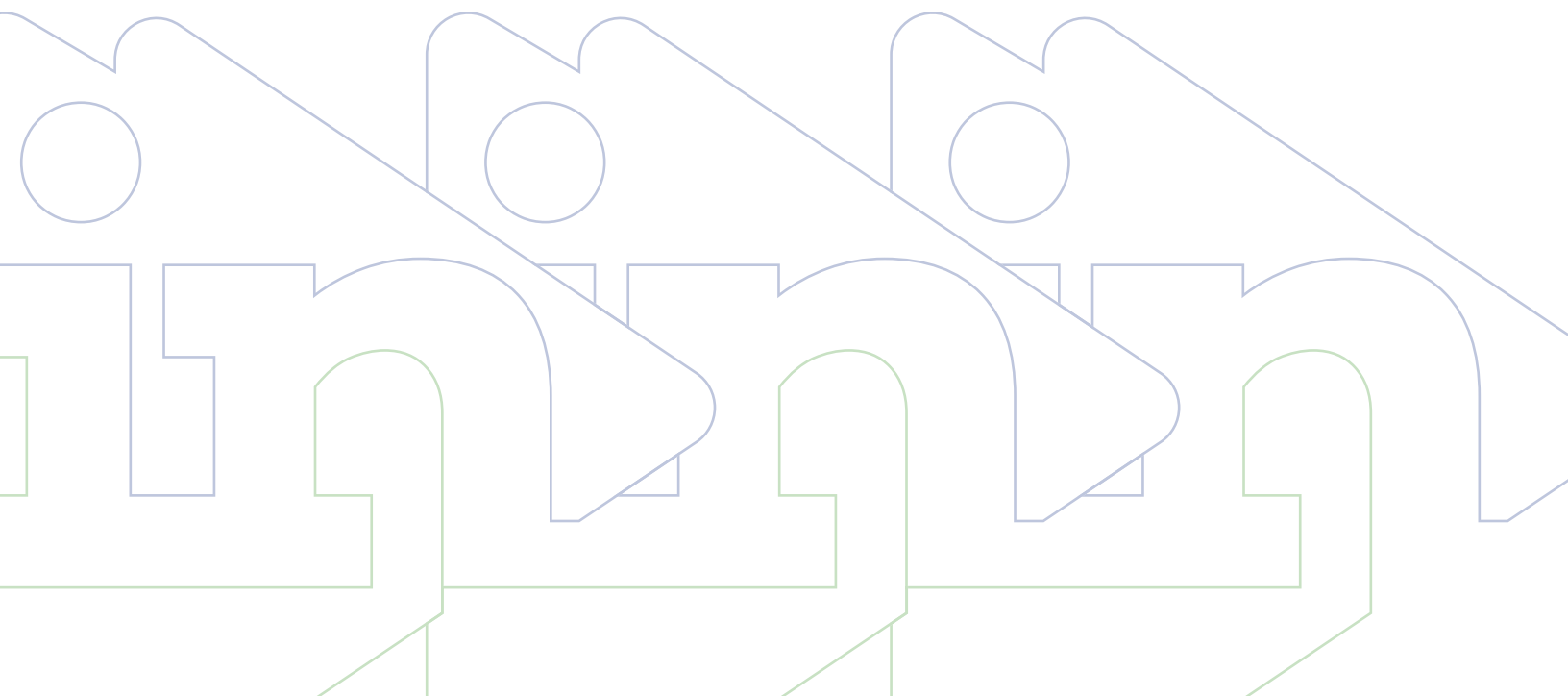


AVOID COSTLY SLOWDOWNS
AND OUTAGES FOR YOUR
SAP® SYSTEMS WITH
INFORWARDER 4 NEW RELIC

✉ sales@inforwarder.com

☎ 1 (833) 463-6793

🌐 www.inforwarder.com



Avoid Costly Slowdowns and Outages with InForwarder 4 New Relic

Sleep soundly and enjoy weekends during business-critical SAP® enterprise resource planning (ERP) activities, too often SAP ERP customers experience Priority 1 (P1) and Priority 2 (P2) slowdowns or outages. Not only do these P1 and P2 events lead to degraded customer experiences, according to IDC, but outages are estimated to cost between \$500,000 to \$1 million per hour.

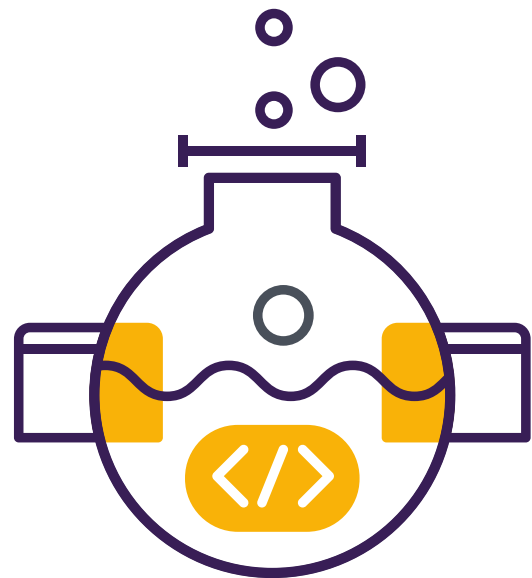
This is happening because SAP support teams currently employ multiple existing monitoring tools, yet they do not receive required alerts of the impending outages before they happen.

Today, with InForwarder 4 New Relic, SAP ERP customers can proactively observe their SAP® NetWeaver-based landscapes and avoid costly slowdowns and outages by forwarding NetWeaver-sourced data to New Relic One for advanced predictive analytics, timely alerts, and actionable visualizations in near real time.

Current situation: Minimal visibility and too much firefighting

Many SAP ERP P1 and P2 business processing steps (i.e., Order to Cash) issues result from running out of some critical resource such as network bandwidth, memory, or CPU cores. When these issues occur, someone has to pinpoint the problem and then execute a runbook—which hopefully exists—to remedy the capacity constraint.

Fortunately, teams can leverage specific observability best practices to break the cycle and get out of reactive firefighting mode.



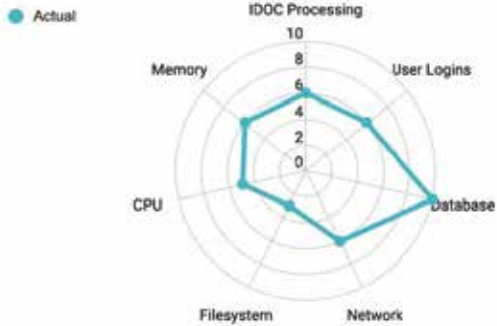
STEP 1

Define SLAs and SLOs

Instead of babysitting an SAP ERP system during critical processing activities, define SLOs and SLAs required for each business processing step.

Without observability:

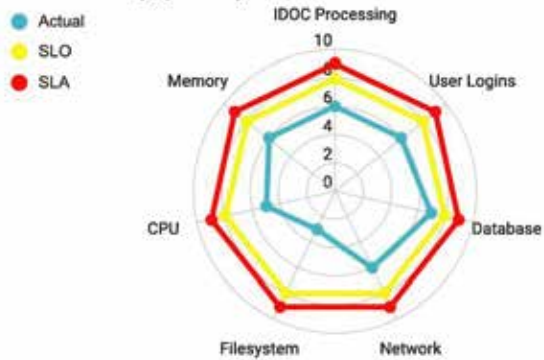
Order Entry (VA01)



The order entry Transaction Code VA01 cannot post an order because the database has no more capacity. VA01 hit a wall.

With observability:

Order Entry (VA01)



With New Relic One, view actual results in the context of SLOs and SLAs.

For some capacity metrics, specific values can be used based on staff experience, previous outage remediation, or stated minimums by SAP. For others, the predictive capabilities of New Relic can be used to set a dynamic capacity limit based on past values.

For timing issues, SLOs and SLAs can be set by tracing how long processing steps typically take inside of NetWeaver. The ability to trace step-by-step inside NetWeaver and combine with external system timing measurements sets InForwarder 4 New Relic apart.

In all cases, New Relic enables teams to quickly answer the questions of “why?” or “what changed?”

SAP - Business Correlation

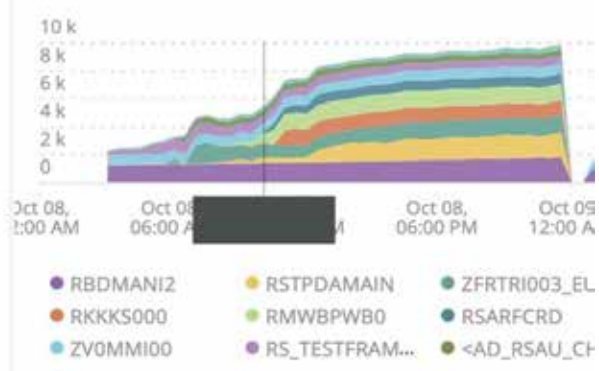
Orders Last Day

Since 1 day ago



Average Report Response Times Run

Since 1 day ago



Analyze technology metrics in context with business outcomes in New Relic One



STEP 2

Set up alerts

When a business processing step is approaching an SLO or SLA or a timing boundary, a New Relic alert can be issued before a slowdown or outage affects system performance to:

- Notify the supporting team to take action
- Trigger automation to remedy the situation

With InForwarder 4 New Relic, you are no longer limited by which data is available to visualize and alert on. If past incidents dictate that additional data is required, your organization or supporting teams can easily add that data and create alerts around said data. InForwarder 4 New Relic is extensible onsite.

STEP 3

Automate with intelligent alerts

Certain capacity issues turn out to be periodic or interrelated. New Relic Applied Intelligence can issue alerts based on the past behavior and interrelationships of the NetWeaver landscape.

Scenarios include:

- A detected periodic behavior could trigger automation to expand capacity before it's needed and later remove capacity when it's no longer needed.
- A capacity issue might be the result of another upstream capacity or timing issue.

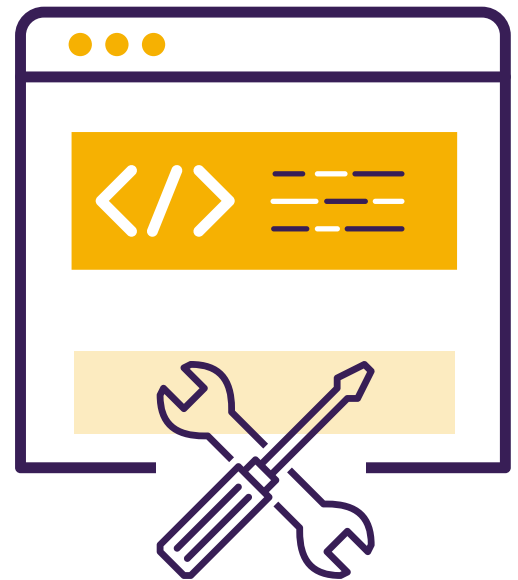
Leveraging Applied Intelligence to assist with determining root causes, as opposed to manually working every SLO- or SLA-exceeded boundary transgression, can save time, staff aggravation, and ultimately money.

Observe your NetWeaver-based landscape with InForwArder 4 New Relic

Get dynamic visibility into your NetWeaver-based landscape by forwarding NetWeaver-sourced data to New Relic One. Understand system results in the context of SLOs and SLAs and leverage an intelligent alerting strategy to avoid costly slowdowns and outages. Welcome to the age of observability.

Prerequisites

- SAP NetWeaver 7.02 or above (7.5 recommended)
- Intel X86_64 Hardware or Virtual Machine Architecture
- RedHat Linux 7.7 or above
- SUSE Linux 12 SP4 or above
- Window Server 2012 or above



Please contact **InForwArder** and your **New Relic** Account team to schedule your trial!

T-Code	Current	12 months	24 months	Product Edition	Description
STAD	✓			Base	Business Transaction Analysis
ST03	✓			Base	NetWeaver Statistics - Rollup
ST06	✓			Base	CPU Utilization
SM12	✓			Base	Monitoring Lock Entries
SM50	✓			Base	Check work processes (started from SM51)
SM51	✓			Base	Check that all application servers are up.
ST22	✓			Base	ABAP Dumps
SM37	✓			Extended	Monitoring Batch Jobs
SM58	✓			Extended	
SMQ1	✓			Extended	QRFC Administration (Outbound Queue)
SMQ2	✓			Extended	QRFC Administration (Inbound Queue)
SXMB	✓			Extended	XML Messages
WE02	✓			Extended	iDoc Analysis
VA01	✓			Business Process	Order Entry
SM21		✓		Base	Monitoring System Log
DB02		✓		Base	Database Stats
DB12		✓		Base*	Database Backup logs
ST04		✓		Base*	Review error log for problems
DB13		✓		Base*	Database Statistics log
SM66		✓		Base*	Monitoring System-wide Work Processes
AL08		✓		Base*	Monitor Application User
SM04		✓		Base*	Monitor Application User
SM13		✓		Base*	Look for any failed updates (update terminates)

*: planned. May require server side components as well.

T-Code	Current	12 months	24 months	Product Edition	Description
ST02		✓		Base*	Tune Summary
SP01		✓		Base*	Spool Request Monitoring
Vaxx		✓		Business Process	Balance or Order Entry Tcodes
BD87			✓	Base*	Idocs
RZ20			✓	Base*	CCMS monitoring
CDCLS			✓	Base*	Table/Cluster Pools
IWFND			✓	Base*	Gateway monitoring
SMICM			✓	Base*	Internet Communication Manager
RSUSR (4)			✓	Base*	User Monitoring
RZ10			✓	Base*	Profile Parameters
SCC4			✓	Base*	Client Administration
SCOT			✓	Base*	SAPConnect
SLG1			✓	Base*	Application Log
SLICENSE			✓	Base*	License Keys
SM20			✓	Base*	Security Audit Log
SM59			✓	Base*	RFC Destinations
SMMS			✓	Base*	Message Server Monitor
ST10			✓	Base*	Table Call Statistics
STMS			✓	Base*	Transport Mgmt System
SUIM			✓	Base*	Authorizations
Mexx			✓	Business Process	Procure to Pay

* : planned. May require server side components as well.

Please contact **InForwarder** and your **New Relic** Account team to schedule your trial!