



Service name: **SAP Performance Monitoring with Nexthink Analytics**

Service type: **Managed Service**

Concept: Current SAP environments are often complex and can consist of hundreds of interconnected servers which at times will be causing CPU or network congestion, and not always in a predictable pattern. Slow performance due to bottlenecks in the infrastructure is common but notoriously hard to diagnose by ordinary means. The Nexthink IT Operations Analytics software however offers unprecedented capabilities into analysing issues within any Windows Server estate.

The Nexthink V5 IT Analytics toolset is conventionally used to monitor health and compliance across estates of PC devices. This is done by deploying a lightweight driver called the 'Nexthink Collector' onto the devices (Desktops, Laptops, Macs). The Collectors gather and report circa 300 system, process and network parameters to a centralised In-Memory database appliance, thereby creating a holistic view over everything going on within an SAP estate; and with the ability to rewind and analyse events second-by-second many months backwards in time.

The same methodology can be deployed to work in complex server environments where the intricacies of inter-server traffic can be very difficult to visualise and consequently troubleshoot. Nexthink Analytics overcomes this problem.

Service: 'SAP Performance Monitoring with Nexthink Analytics' is a 3 or 6 months managed service, offered to SAP customers and SAP Managed Service Providers who want to either analyse particular performance issues within a SAP server estate, or alternatively require some tangible measures showing how well a given SAP system is performing over a specified length of time to construct meaningful trend analysis.

The service is implemented by installing the Nexthink Collector on all SAP system computers, and all data will be sent to an either on- or off-premise Nexthink database server, which is delivered as part of the service. The system will then be configured for the capture of circa 100 million events, which allows us to carry out 'second-by-second' analysis of traffic/process/events etc. over a span of 3-6 months.

CIO Plus will set up alerts for certain patterns of traffic and process utilisations which are known to have adverse effect on SAP performance, and will report on the occurrences of these patterns in the shape of interactive graphs available on the Nexthink Portal.

3 and 6 month monitoring services will be provided and scheduled in 30 days intervals, where CIO Plus engineers together with the customer SAP and Infrastructure teams will analyse the aggregated data, looking for weak spots, one-off events and potential bottlenecks in the SAP landscape. Based on the analysis a report recommending improvements will be produced with the embedded data, and the results of these improvements will be visible in the following month's analysis. At the completion of the monitoring contract, CIO Plus will compile a 'close out' report on the overall SAP system status, stating which relevant system parameters have changed over the length of the review, showing how the improvements were effected.



- Included:** The CIO Plus 'SAP Performance Monitoring by Nextthink Analytics' service will include:
- Deployment of a Nextthink Analytics system (on- or off-premise)
 - Configuration of Nextthink Analytics System to fit SAP environment
 - Customisation of Nextthink Analytics System, to capture all SAP performance metrics
 - Customer access to Second-by-Second Operational Statistics for the lapsed period
 - Access to CIO Plus Helpline via email
 - Monthly trend reports on all SAP System KPI's
 - Monthly review of last month performance, evaluation and improvement plans
 - Monthly ip-port and service specific network utilisation diagrams
 - Monthly domain-request reports
 - Final report with the start/end baselines, trends, and all activities throughout the period
- Optional:** Supplementary to the core service, the below chargeable services can be added:
- Root Cause Analysis Report, in case of a SAP Service disruption
 - Priority call-out of Analytics Engineer
 - Priority access to CIO Plus Helpline (Telephone)
 - Customer training in the Nextthink Finder (Analytical client)
- Lead times & Service Levels:** System Deployment:
CIO Plus will bring the system live within 10 working days (subject to client cooperation re Collector deployment)
- Monthly Reports & Analytical Reviews:
All Monthly Review dates will be agreed at beginning of contract.
- CIO Plus Helpline (email)
All requests per email are included in contract. All emails received before 2pm will be attempted answered the same day.
- CIO Plus Priority Helpline (Telephone):
All support requests per telephone will be assessed for instant resolution but will be responded to on same business day for calls logged prior to 15:00 UK time. Call-in fees apply.
- Special call-out of Analytics Engineer:
The Service Objective is to provide on/off-site dedicated resource within 1 business day. Fees apply
- Root Cause Analysis Report:
The Service Objective is to provide an RCA no later than 24h after the service disruption, subject to remote access to Nextthink Analytics System.

If you want to run your SAP environment more effectively or require further details of this service please contact either Chris Billimore or Carsten Rinsing.