



# MERCURY BUSINESS AVAILABILITY CENTER FOR SAP SOLUTIONS

Mercury Business Availability Center™ for SAP enables you to proactively measure and manage SAP applications so you can increase the value delivered to your business.

Companies use SAP applications to support front- and back-office business functions such as customer relationship management (CRM), manufacturing, and finance. Many build and implement integrations between SAP systems and non-SAP applications using SAP NetWeaver™ to support the flow of data between systems. Each integration point increases the complexity of managing service levels and change.

For example, when a customer order is entered into SAP applications, a credit-check process is initiated via an external credit bureau application and must complete before the order is booked. If the SAP application order-entry screen or credit-check process integration is slow or unavailable, the order cannot be placed in a timely fashion, potentially resulting in lost revenue. Therefore, it is critical that SAP applications perform optimally. To keep SAP applications running like a well-oiled machine, you must identify problems before they affect the end user and business. When a problem is identified, you must quickly diagnose and fix it to minimize business impact.

Many IT organizations supporting SAP applications are stove-piped because the tools they use are not integrated and do not provide a business perspective. The various teams (BASIS, ABAP/J2EE development, IT Operations, DBA) optimize and fix problems in each specific silo, but without a complete picture this often leads to unproductive finger-pointing. To make matters more complicated, hundreds of approved or unapproved changes such as SAP support packs, transports, or infrastructure configurations occur weekly to SAP applications. To accomplish this you must deploy a solution that automatically builds and maintains accurate SAP application

maps showing the relationship of the application and infrastructure. This enables you to assess the impact of a change prior to making one and increases collaboration across the IT silos.

Even though SAP application support teams are drowning in SAP application management data, they typically learn about problems after service levels have been breached. It is imperative for IT to move from reactive to proactive application management with select tools that complement SAP Computer Center Management System (CCMS) and SAP Solution Manager.

## What is Missing?

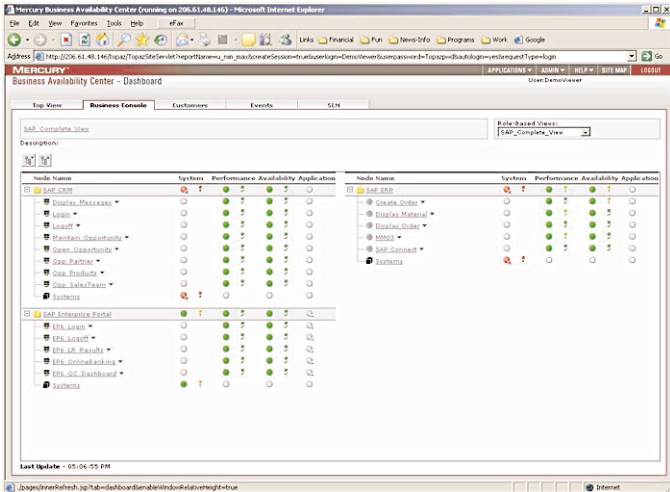
To deliver, you must adopt a top-down approach that helps you put technology metrics in context with the business service being delivered, manage planned and unplanned change, understand the end-user perspective, monitor the underlying infrastructure, and diagnose and solve problems.

## Mercury Business Availability Center is the Solution

Mercury Business Availability Center for SAP is a comprehensive solution to proactively measure and manage what matters most, so you respond faster with your best resources to increase the value your SAP applications deliver to the business. It includes a business dashboard and an integrated set of applications that provide end-user monitoring, service level management, system availability monitoring, change and configuration management, and diagnostics.

With Mercury Business Availability Center, you can:

- Manage SAP service levels in real-time from the business process perspective (not system metrics).
- Proactively identify, diagnose, and solve SAP application issues.
- Manage the dynamic relationships between users, applications, and the underlying infrastructure.



Mercury Business Availability Center gives you complete visibility for all of your critical SAP applications and supporting infrastructure.

- Automate the creation and maintenance of SAP application maps.
- Manage business and application complexity caused by interdependencies of SAP and non-SAP applications.

### How it Works

It starts by automating the creation and maintenance of logical and physical diagrams for SAP and non-SAP applications that show the relationship between users, applications, and underlying infrastructure. The maps include details like configurations files for SAP applications, modules, service packs, transports, and supporting hardware configurations (servers, network). Once an inventory is completed, the next step is to deploy the monitors:

- **Business process monitors** leverage quality assurance (QA) test scripts from your go-live assessment to measure the behavior of SAP and non-SAP applications.
- **Application and infrastructure monitors** measure availability and performance for SAP infrastructure using Mercury's agent-less monitors and CCMS data.
- **Diagnostics** enables you to decrease MTTR in real-time by quickly resolving critical performance problems with SAP and non-SAP applications.
- **Third-party EMS adapters** add business perspective to legacy infrastructure monitors via Mercury Business Availability Center.

The monitors feed Mercury Business Availability Center Dashboard™ to monitor, manage, and report service levels and other key performance indicators (KPIs).

The dashboard is designed to be used by the various teams responsible for supporting SAP applications.

Mercury Business Availability Center for SAP enables you to proactively detect problems impacting your end user, enabling you to prioritize problems according to business impact. It isolates application issues from external problems to ensure the optimal escalation processes can be executed. When the issue is within SAP applications, Mercury Business Availability Center provides embedded expertise to diagnose the root cause of performance and availability issues.

### Mercury Business Availability Center Components

- **Mercury Business Availability Center Dashboard™**: View top-level presentation of KPIs.
- **Mercury Application Mapping™**: Gain visibility into the dynamic relationships between SAP applications and the underlying infrastructure to reduce the costs and risks of managing new services and making changes to existing services.
- **Mercury End User Management™**: Measure and monitor the behavior of SAP and non-SAP application business processes and users using a combination of synthetic and real end-user monitoring.
- **Mercury Service Level Management™**: Proactively manage service levels from the business perspective in real-time.
- **Mercury System Availability Management™**: Monitor performance and availability of applications and servers, in context with business process monitors and the end-user experience.
- **Mercury Diagnostics for SAP NetWeaver**: Detect, triage, and diagnose SAP NetWeaver applications.
- **SAP CCMS Alert Monitor**: Integrate CCMS data and extend its value through Mercury's best-of-class solutions. Mercury brings end-user and business-process views to the detailed system-level views offered by SAP Solution Manager.

### FEATURES AND BENEFITS

- **Consolidated dashboard**: Gain visibility into SAP applications, users, and supporting infrastructure from a business perspective.
- **SLA management**: Monitor, report, and alert on the performance and availability of SAP applications.
- **End-user monitoring**: Measure end-user experience, monitor service levels, and triage problems.
- **Diagnostics**: Diagnose problems to reduce time to resolution.
- **Change and configuration management**: Map the relationship between SAP applications and their underlying infrastructure to proactively analyze and detect the impact of change.
- **Baseline performance before and after upgrades**: Ensure acceptable performance levels.



Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business value of IT.  
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