



▶ USE CASE: SAP BUSINESS PERFORMANCE MANAGEMENT WITH APPDYNAMICS

Technology

AppDynamics is Cisco's premier application performance management (APM) solution. As of spring 2019, AppDynamics is the only APM solution delivering code level SAP visibility and real user, business transaction performance monitoring. For enterprises running SAP business applications, AppDynamics' unique SAP Monitoring Agent significantly improves service quality, cost of service, speed, and innovation.

SAP HANA Enterprise Cloud (HEC) is a SAP managed, private cloud hosting service for SAP HANA and its related applications. SAP HEC emulates a customer's on-premise environment in a cloud model and provides an SLA that covers the application stack and all the familiar security and control functions. With SAP HANA Enterprise Cloud, customers do not have to worry about having in-house expertise to install any hardware or manage, maintain, and operate SAP HANA; SAP keeps it updated and tuned. The company pays a monthly subscription fee based on use and can scale up or down depending on its needs.

Challenge



Our customer needed to instrument AppDynamics to provide real time visibility to SAP business performance for a large enterprise implementation of SAP HANA Enterprise Cloud (HEC). Our customer needed to solve the following challenges: (1) improve production support efficiency, through actionable alerting, proactive detection/issue mitigation of SAP, (2) reduce application slowness, thereby improving customer experience, acquisition, and retention, (3) improve efficiency of performance testing activities, including rapid identification, recreation, and documentation of defects, (4), pinpoint performance bottlenecks, enabling code tuning instead of over-provisioning hardware for performance, and (5) increased end-user productivity through reduction of application performance incidents with faster MTTR (Mean Time to Resolution).

Solution



The solution implemented by Metsi's APM team used AppDynamics to follow business transactions into SAP and deliver ABAP code level visibility. Metsi instrumented AppDynamics monitoring and management for multiple ABAP, Java, and HANA servers, including key metrics for errors, response times, and transaction health. Metsi also built custom AppDynamics dashboards for SAP Performance Overview, Business Transaction, and Operations

Summary



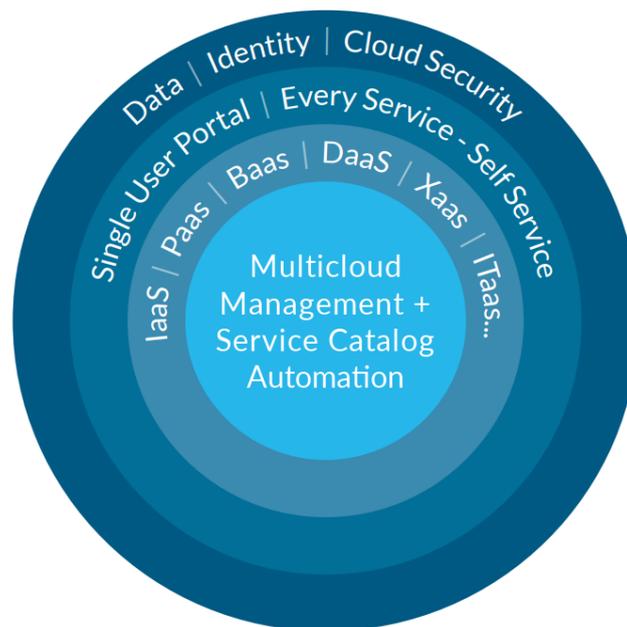
Metsi offers AppDynamics engineering services, either on-site or remote, for AppDynamics instrumentation of SAP and many other mission critical applications. With Metsi's experienced AppDynamics team, you can implement a best in class APM solution that empowers you to improve service quality, cost of service, speed, and innovation for your business.

Achieve Digital Maturity with Metsi's Full Stack Engineering

Metsi Technologies

Metsi is a global Full Stack Engineering Systems Integrator, Cisco Integrator Partner, and Cisco Business Learning Partner. We have business offices in the US, UK, and Germany and distributed engineering resources throughout North America, Europe, and Africa.

Metsi specializes in complex systems automation & orchestration, built on a multicloud or hybrid cloud fabric, and empowered by a Software Defined Data Center. Our software engineers are experts in self-service platforms (Prime Service Catalogue, CloudCenter), real-time business performance and optimization (AppDynamics, Tetration, Turbonomic); and automated control of network infrastructure (ACI). We integrate the entire IT stack, including RedHat, Microsoft, VMware, Kubernetes, AWS, Azure, and Google Cloud Platform. At the top of the stack, we offer 20+ years of Business Performance Management, including business intelligence, software intelligence, and Cloud APM.



Metsi Technologies Continuous Digital Innovation