Service Intelligence for SAP® Solutions

Bring the power of AI-driven monitoring and reporting to your SAP technology stack

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Service Intelligence for SAP® Solutions offers:

Fast Ramp-up Time	Consolidated Views	At-a-glance Visualizations	ML-based Predictive Analytics	Advanced Troubleshooting

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If you work for one of the 100,000-plus companies who use SAP for enterprise resource planning (ERP), you know that it's a powerful tool for managing business operations and customer relations. You also know that SAP environments can be complex and occasionally, opaque. Imagine how much easier your job could be if you had end-to-end visibility into all your SAP business operations, combined with a proactive, machine-learning-driven capability to detect and respond to performance degradations and outages, eliminate unplanned downtime and prevent issues before they happen.

Splunk Service Intelligence for SAP® Solutions

For SAP customers who want to better monitor and manage their SAP environment, Service Intelligence for SAP® Solutions (SI for SAP) is an out-of-the-box feature within Splunk IT Service Intelligence (ITSI) that offers complete visibility and predictive SAP health monitoring. Service Intelligence for SAP correlates your SAP data with your IT infrastructure data, giving a high-level view into the health of services as well as the ability to dive deeper into investigations, accelerating the time it takes to detect and respond to issues and outages by 80 to 90 percent.

Pre-Configured and Easy to Implement

Service Intelligence for SAP® Solutions includes pre-configured key performance indicator (KPI) base searches, a Service Analyzer Tree that makes it easy to link existing services to a predefined set of KPIs, and "Glass Tables" so everyone in an organization from executives to front line analysts can access visualizations to understand the health of critical technical and business services and KPIs in real-time. Once SI for SAP is installed, the objects within a content pack are completely configurable and include service templates, making it easy to link existing services to a predefined set of KPIs.

Ideal for New and Existing SAP Implementations and Cloud Migration

SI for SAP is especially valuable for customers planning or undergoing a cloud migration, rolling out new SAP systems, updating or enhancing security or struggling with SAP downtime impacting critical business operations. With SI for SAP, everyone from the Line of Business Owners to the SAP Basis Admins can feel confident that they're armed with the right tools for end-to-end visibility and are able to best optimize and control cloud spend. Real-time insights into cloud provisioning means improved operational performance and business processes as well as peace of mind with security and compliance.

Key Capabilities

Pre-built dashboards for unified views

Monitor SAP, SAP HANA and S4/HANA on-prem and cloud deployments with pre-built dashboards. Powerful visualizations provide a central unified view of critical IT services to detect root causes and pinpoint areas of impact to make service operations more efficient.
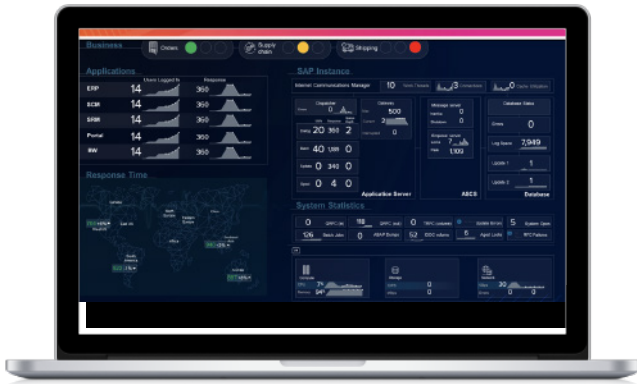

Auto-discovery of services with the SAP Service Analyzer Tree

Get an at-a-glance view of the health of services and KPIs in order of severity. This solution includes preconfigured KPIs, service templates, pre-built dashboards and a Service Analyzer Tree that makes it easy to link existing services to a predefined set of KPIs.
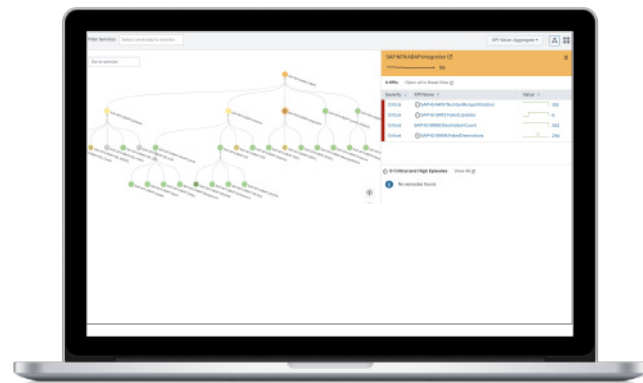
Clickable Glass Tables for SAP health and business data

Glass Tables are easy-to-build visualizations that let everyone in an organization from CxOs to front line analysts see the health of critical technical and business services and KPIs in real time.
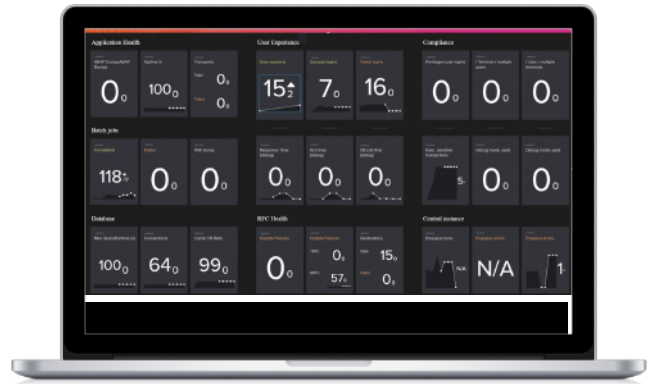
Machine learning-based predictive analytics for SAP metrics

Analyze KPIs and predict their impact. Automatically compare new data to baseline data and adapt in real time. Notice early warning signs of failures and pattern changes to detect anomalies and enable data-driven actions. Correlate and contextualize events across silos to isolate and act on what matters.

Advanced troubleshooting and correlation of SAP and infrastructure data

Combine infrastructure data with SAP data for a holistic view of IT and business performance. Search and analyze across multiple layers of the IT stack or drill down into raw infrastructure entities for advanced troubleshooting.

How Service Intelligence for SAP® Solutions Solves Your Toughest Problems

Problem	Solution
Disjointed legacy tools create organizational and technology problems IT teams have no easy way to investigate, monitor or understand the overall health of SAP-dependent services.	**Common Service Analyzer** One unified tool monitors applications, services and infrastructure with ML-based predictive analytics built specifically to use SAP metrics.
Siloed Views Require Manual Health Checks Existing SAP monitoring solutions don't offer consolidated or service-level views. Core SAP monitoring involves time-consuming and error-prone daily manual checks.	**Real-Time, Multi-KPI Alerting** Manual daily health checks are eliminated. Consolidated view of infrastructure and applications eliminates silos, reducing mean time to identify (MTTI) and repair (MTTR).
Poor Data Quality SAP depends on extremely large quantities of data, increasing the risk of table locks and disruptions caused by poor data quality and user error.	**Automatic Identification of Data and Integration Issues** Splunk monitors data, detects integration issues and alerts the right team to issues like iDoc data errors, RFC errors and queue size issues. Business transactions flow smoothly to prevent business interruptions.

Key Benefits

65% reduction in downtime	**75%** reduction in MTTR for mission-critical apps and services	Predict imminent outages **30-40** minutes in advance	**90%** reduction in incident investigation time

Get started with Service Intelligence for SAP® Solutions and learn more about how Splunk ITSI can help your organization predict and prevent problems before they impact revenue and customer experience. Not yet using Splunk? Download Splunk for free or get started with the free cloud trial. Whether cloud, on-premises, or for large or small teams, Splunk has a deployment model that will fit your needs.

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