

Radically Simplify™ IT Operations for SAP®

Tidal™ SAP Solutions for NetWeaver™

Highlights

- Supports enterprise job scheduling, batch business process automation and application integration
- Automates real-time problem detection and analysis for both batch and online transactions
- Automates system and resource prerequisite checking prior to running production batch jobs
- Identifies batch jobs failing to meet their service levels while they are running
- Automatically analyzes slow running production jobs while they are running
- Support real-time adjustment of production schedules
- Automatically applies analysis processes that model the steps used by your SAP® and operations experts
- Automatically locates workload contention
- Delivers diagnostic alerts with specific recommendations for problem resolution
- Profiles resource use and behavior of batch jobs and online transactions
- Captures 100 percent of SAP transactions to support audit and performance management
- Automated analysis is extendible using visual workflow capability
- Supports both ABAP and Java
- Supports application monitoring of composite applications built using SAP components
- Monitors continuously, 24x7

Tidal SAPSolutions for NetWeaver empowers you with powerful application integration, resource aware batch scheduling, and application performance management capabilities that complement and extend SAP Solution Manager and SAP NetWeaver Administrator.

Tidal SAPSolutions radically simplifies the task of managing the performance of your critical batch and online SAP systems. How well SAP supports your business depends on IT's ability to consistently support its application and business process service levels with the Business. SAPSolutions extends the capabilities of Solution Manager and NetWeaver Administrator to provide an automated and integrated solution that proactively manages SAP transaction response time, batch elapsed times and system throughput. It supports automation for performance management of both your SAP batch and online systems, and the management of straight-through business processes including those using custom applications and even non-SAP packaged applications. In addition, its event based Enterprise Scheduler provides the means to dynamically schedule batch business processes by enabling these processes to be resource aware. To ensure audit and compliance initiatives, SAPSolutions provides unparalleled logging and visibility into the details of your SAP landscape even providing 100 percent capture of the details of each transaction and batch job. Finally, SAPSolutions provides production support for SAP based composite applications.

SAPSolutions is able to accomplish this using the following technologies:

- Tidal Enterprise Scheduler provides complete Enterprise Job Automation
- Horizon for SAP provides automated problem detection and analysis
- Tidal Transaction Analyzer captures and analyzes 100 percent of SAP transactions and batch jobs
- Intersperse provides production monitoring of composite applications built around SAP

Automated Problem Detections with Horizon for SAP

Tidal Horizon automates many aspects of SAP performance analysis and frees highly skilled administrators to focus on overall application performance. This powerful solution ships with more than 200 analysis workflows and supports creating custom workflows to automate identifying and analyzing situations typically encountered in managing your business-critical SAP system. One of its key strengths is its ability to isolate and solve some of the most difficult SAP performance problems including transient problems that occur for short periods of time and those that impact only small groups of users.

Tidal Horizon and SAP Solution Manager

Tidal SAP Solutions for NetWeaver

Benefits

- Improves availability, response time and throughput
- Reduces impact of resource intensive batch jobs on online systems
- Allows production job schedules to adapt to changing workloads
- Reduces resource contention among production batch jobs and between online systems
- Self service access support audit and security inquiries
- Proactive performance management through real-time automated problem identification and analysis
- Ability to quickly identify transient performance problems and problems isolated to individual groups of users and locations

Tidal Horizon's automated analysis goes far beyond traditional tools, because it mobilizes sophisticated analytic techniques that "connect the dots" quickly, consistently, and efficiently. Its alerts and diagnostic reports precisely indicate which transaction is in trouble, its owner, and the cause of the problem. If another workload is causing interference, Horizon identifies it and its owner. Automatically.

Horizon for SAP provides:

- Automated problem identification and analysis
- Drag-and-drop visual workflow editor
- Provides advanced diagnostic reports
- Explains the source of the problem
- States diagnostic methodology used
- Delivers enhanced SLA reporting
- Analyses individual applications and transactions
- Provides intelligent alerts
- Measures end-user response time to identify bottlenecks
- Captures real-time work process information
- Conducts deep database analysis of Oracle and SQL Server
- Automates daily SAP Administrator checklist
- Continuous 24x7 monitoring
- Automated batch job profiles and analysis of long-running jobs through integration with Tidal Enterprise Scheduler
- Supports multiple SAP instances
- Supports R3, APO, BW, NetWeaver
- Monitors and analyzes Portal, including iView performance

Capture and Analysis of 100 Percent of SAP Transactions

Tidal Transaction Analyzer simplifies the tracking, reporting, and analysis required by application performance management, forecasting and network capacity planning, and database and SQL analysis. Transaction Analyzer captures SAP ABAP transaction activity and background jobs while providing transparent, secure access. And it accomplishes this without the need to write custom ABAP code or incur the overhead involved in retrieving large amounts of data using STAD. Transaction Analyzer captures every SAP ABAP dialog and transaction, recording its name, who executed it, the response time, and resources consumed. Using a unique data pump technology, it efficiently records this information in its own data warehouse without performance or footprint impact on SAP or your business data warehouse. This granular, complete data simplifies the task of identifying and resolving performance problems whether they happened a few moments, days, months or even years ago. This data enables basis administrators, performance analysts, and capacity planners to quickly address a wide range of performance issues as well as viewing and correlating the data in a variety of ways.

Tidal Transaction Analyzer provides:

- Easy-to-use graphical user interface
- Self-service reporting through built-in report functionality
- Supports analysis by user, group, transaction, dialog, time, performance level, and more
- 100% capture of all SAP ABAP dialogues and transactions
- Automatic identification of SQL statements used by each dialog
- Detailed transaction tracking
- No agents, no custom ABAP code, and independent data storage for minimal SAP impact
- Graphs and tables of averages and aggregates for automatic drill-down into data
- Supports needs of performance management and IT audits
- Support for distributed environments
- Support for role-based security
- Remote access via Web interface

Production Monitoring of SAP Based Composite Applications with Intersperse

Tidal™ Intersperse™ is a new generation application performance management solution designed for production monitoring of SAP composite applications composed of Java, .Net and web based components. Companies that have tried to use monitoring solutions derived from application development and QA tools in their production environments, have consistently been disappointed with the results. The operational needs of managing applications in production are just too different.

Intersperse provides the deepest level of application and transaction monitoring available in the market today. And it does this with a single product that does not require the numerous add on products other solutions require. It provides a comprehensive view of both a business process composed of multiple applications, and the individual applications themselves. Intersperse offers the most comprehensive view available for Web based applications. Whether the problem is in the application itself, the Web Server or Application Server or the backend supporting systems, Intersperse can find it. Its unique production design can drill into Servlet's, JSP's, EJB's, classes, and methods. It specifically discovers and monitors Web Dynpro, TREX, Portal iViews, XI, Xapps, Adobe content manager, RFC and JCo connectors. Because your applications and business processes may span multiple application servers and JVM's, Intersperse also supports transaction tracing across JVM's. And when tracing a transaction, Intersperse captures not only the SQL statements being executed; it also captures the data and parameters the SQL statement is processing.

Key Support Features

- Supports multiple SAP instances
- Supports R3, APO, BW, NetWeaver
- Supports Microsoft® Operations Manager (MOM) 2005
- Supports HP® OpenView Operations™ for Windows v 7.2 on and for Unix version 8.x
- Supports SAP components built on a JAVA stack

Tidal Horizon and SAP Solution Manager

Tidal SAP Solutions for NetWeaver

Intersperse provides:

- Low overhead for continual use in production
- On-demand monitoring without server shutdown / restart
- End-to-end transaction tracing of the business process
- Cross JVM application tracing
- Drill down to individual SQL statements and their parameters
- Dynamic discovery of components, mapping of interrelationships
- Monitoring across application servers, integration servers, and portals for business process continuity
- Aggregate SLA monitoring in the context of the business process
- Customizable dashboards
- Dynamic Mbean aggregation for monitoring of composite SLAs
- Automatic trending analysis to trigger alerts or automated recovery
- Standards based, using JMX for all monitoring and JMS for communications
- Easy to Use

Complete Enterprise Job Automation with Tidal Enterprise Scheduler

Tidal Enterprise Scheduler is the easiest to use solution for cross-application and cross-platform enterprise job scheduling, batch business process automation and application integration. Enterprise Scheduler provides the means to define your batch and straight-through business processes, integrate the commercial and custom applications these processes use and determine which tasks to run, and where and when to run them. Automatically, with no scripting required.

It offers a scalable, distributed architecture that works across platforms such as Windows®, UNIX®, Linux®, z/OS®, OS/400®, Tandem®, and OVMS®. In addition to supporting SAP, Enterprise Scheduler seamlessly integrates with other leading applications such as Peoplesoft Enterprise®, Oracle® E-Business Suite and Informatica®.

The Tidal Enterprise Scheduler provides:

- Support for cross-application, cross-platform job dependencies
- Easy-to-use, script-free design
- Robust, seamless integration with major application platforms in addition to SAP
- Supports scheduled, ad hoc and straight-through processing
- Flexible scheduling capabilities such as exception based management and role-based security
- Built-in FTP and SFTP support
- Built-in database integration
- Event-driven Scheduling

Embedding Performance Analysis in your Business Processes

Tidal SAPSolutions automates performance management of SAP batch workloads from within the Tidal Enterprise Scheduler to improve on time performance of critical production batch applications. Now your business can encapsulate how to manage the performance of SAP business processes into the business process itself to provide proactive management and better service at lower cost.

SAPSolutions can automatically improve on-time performance of your critical SAP batch business processes by

- Providing historical run time job information available from within the job scheduler
- Checking for system and resource prerequisites prior to running a job.
- Identifying and analyzing poorly running batch jobs automatically while they are running
- Supporting complex events

Tidal Horizon and SAP Solution Manager

Tidal SAP Solutions for NetWeaver

Historical Profiling

SAPSolutions keeps detailed historical records of each SAP batch job. These records include time and date, elapsed time, the systems the task executed on and its resource usage. Even detailed information about the SQL statements the job executes is available. In addition, it contains detailed system-wide resource and workload information to assist operations in understanding how production batch, ad hoc batch and online transactions impact one another. This system level information also allows the staff to understand which periods of times individual systems usually are resource constrained. By understanding both the profiles of critical batch jobs and the resource profiles of your systems, resource intensive work can be directed away from systems when they are usually resource constrained to those with the proper resources.

This historical data provides the staff the information they need to both build and manage effective production schedules. When new

production workloads are ready for introduction into the production schedule, now operations staff can have detailed profiles for the application allowing them to understand if this job will be resource intensive. For example, if this job is database intensive they can ensure it is not scheduled to run at the same time as another database intensive job.

Existing batch jobs can be more effectively managed too. When batch resource contention occurs anywhere in your product job schedule, SAPSolutions provides information operations needs to effectively balance the contending resource requirements of your SAP landscape. By understanding which production jobs are CPU, database and memory intensive the operations staff can route these jobs to the appropriate queues to minimize resource contention and improve service levels. Not only will your operations staff have the information they need to minimize resource contention with other batch jobs, but also with your critical online systems too.

Checking Resource Prerequisites Prior to Job Execution

If a critical batch workload begins to execute when it does not have all the system resources it needs, the result can be a failure to meet its service commitment. SAP Solutions allows you to proactively check whether the resources a critical job needs are available prior to beginning the job's execution. Automatically. Job failure because of failed RFC connections, orphan queues, available processes, database contentions, and more can be a thing of the past.

Identifying and Analyzing Poorly Running Batch Jobs

When critical business processes are running they can encounter workload contention and system failure that can prevent them from meeting their completion deadlines. All too often, operations and basis staff do not find out about these problems until the job fails to meet its deadline and the business is effected. The result can be missed services levels, customer dissatisfaction, loss to IT's reputation, and lost revenue.

SAP Solutions allow the IT organization to finally become proactive in managing these critical business processes. It automatically identifies when a job is running slower than usual, and immediately begins to analyze why the business processes is performing poorly – while it is still running. When SAP Solutions identifies slow performing business processes it automatically analyzes the cause using its built-in analysis workflows. These workflows interrogate not just alert data, but it actively pursues volatile process information automatically connecting the dots for you all the way into the specific SQL plans and SQL statements used by the job. Once the analysis is done, it sends a detailed alert to the console and optionally can email this information to the appropriate analyst.

Tidal Horizon and SAP Solution Manager

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Support Complex Events

Event based job scheduling has proved to be valuable in supporting straight through business processes. By supporting complex events SAPSolutions also allows you to implement real-time adjustment of your production job schedules. When to process a production business process is no longer limited to the calendar or a simple event such as the arrival of a file. SAPSolutions supports complex events. Now a business process can execute based on a combination of workload, resource utilization and calendar. For example, with SAPSolutions a job can be scheduled anytime the number of online users is less than 2000 and simultaneously the average SAP process utilization is less than 80 percent, but in any case run this job no later than 1800 hours each day. Now the decision when to run a business process can consider the current situation within your SAP landscape. Greater flexibility and greater performance -automatically.

Embed Performance Analysis into your Business Processes

SAPSolutions can help your operations and Basis team automatically prevent SAP batch performance problems that can interfere with your critical batch business processes. With SAPSolutions, your staff no longer has to be at the console to catch a volatile performance problem. With its powerful real-time automation SAPSolutions can help your staff get out of the trap of reacting to most performance problems. And SAPSolutions will automatically recognize the situation and provide its analysis to the right staff member in time to allow them to prevent batch performance problems before they can impact service to your business and to your customers.

Proactively Manage SAP Availability, Response Time and Throughput with SAPSolutions

SAPSolutions extends Solution Manager and NetWeaver Administrator to allow you to automatically and proactively manage system availability, transaction response times, batch elapsed times and throughput.



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