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# Atos Digital Performance Management for SAP

**Case Study:** Electronics manufacturer, US

# Production interruptions reduced by 70%

After global manufacturer shifts gears to proactive SAP monitoring and management

When it comes to manufacturing innovation, rapid design and production processes require predictable and scalable SAP application performance. If those apps slow down or stop working, so does the factory line, delaying delivery, increasing overtime, and ultimately resulting in lost revenue.

Atos Digital Performance Management for SAP, in partnership with AppDynamics, enabled a global electronics manufacturer to proactively manage their business-critical SAP applications, moving them away from manual monitoring and enabling them to scale while protecting their production line.

## A piecemeal approach to performance management wasn't delivering.

A manual approach to addressing application performance issues had left our customer running blind as they scrambled their IT teams to pinpoint performance bottlenecks, searching through logs before eventually writing manual code to try and determine the problem.

As they grew, SAP performance became a bigger issue and they didn't have the in-house expertise to know how to scale.

## Time for change - a single tool for monitoring SAP performance everywhere

With Digital Performance Management for SAP, our customer got a single tool that monitors end-to-end performance of SAP applications across all their platforms, including legacy applications. They are able to quickly see where issues are occurring and speed up resolution often before users even notice there's a problem - reducing downtime and the inevitable production bottlenecks that come with poor application performance and enabling them to scale to meet customer demands and maximize their sales revenues. (See Fig. 1)



Fig 1. Dashboards provide a central view of how specific business processes are performing.

### The key benefits:

- Reduced production interruptions by 60-70%
- Increased DevOps efficiency by eliminating the need to write monitoring code
- Faster root cause discovery and fix

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