
Atos Digital Performance Management for SAP

Case Study: Medical Device Manufacturer, UK

From reactive to proactive monitoring

How detecting SAP performance issues faster is keeping production lines flowing.

When manufacturing downtime equates to a significant loss of revenue, getting an early warning of potential SAP performance issues is more than just insightful, it's business-critical.

Atos Digital Performance Management for SAP, in partnership with AppDynamics, enabled a leading medical device manufacturer to shift from reactive to proactive SAP monitoring and ensure seamless business operations, taking the pressure off IT management while also protecting the bottom line.

A common challenge

Like many manufacturers, our customer had been using disparate monitoring tools to monitor and support its SAP applications around the clock and much of the work was manual, making it inefficient and costly.

Even with a team available 24/7/365 to fix issues as they occurred, there was no way to detect problems before users were impacted, creating negative experiences and slowing down production - meaning the business was losing money.

Time for a new approach

Digital Performance Management for SAP automatically creates the baseline performance for SAP applications using dynamic thresholds. Once established, it identifies and isolates the root cause of problems before users are impacted. And if an anomaly occurs, finding the issue and fixing it is faster than ever with real-time alerts replacing the need for manual monitoring and reducing the noise from siloed monitoring tools - meaning minimal application downtime, and the business just keeps on running. (see Fig. 1)

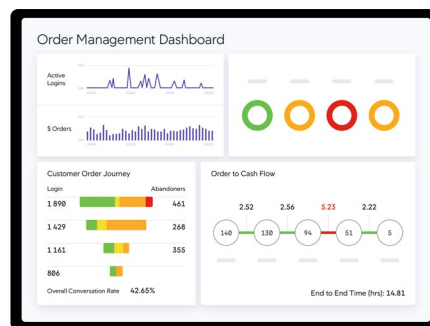


Fig 1. Dashboards provide a central view of how specific business processes are performing.

For our manufacturing customer, being able to highlight the impact and effects of poor application performance to line-of-business leaders and executives is critical. As they migrate to the cloud and move forward in their digital transformation, they can easily answer the question of which services have been impacted and how that translates to loss of revenue - making it the perfect foundation to relate system and application downtime to process downtime for a more accurate business impact and Return on Investment (ROI) analysis.

The key benefits:

- Seamless shift from reactive to proactive monitoring
- Single view of business process performance shared by both line-of-business and IT Operations
- Real-time SAP monitoring of mission-critical applications ensures seamless business operations
- Dynamic baselines of key metrics help reduce alert storm and enable swift action on anomalous conditions
- Understand business impact and ROI of digital transformation more easily

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