



The Challenges of SAP Performance Monitoring

Setting up and configuring landscapes for monitoring can feel like a nightmare, even with the help of SAP's Solution Manager

And then, once you've accomplished that, you have to establish numerous thresholds and alerts before you can start managing your monitoring framework — None of which is an easy task, especially when you have to continually adjust for your evolving systems and landscapes.

Because issues are identified through the Solution Manager, your Basis team must investigate the issue to pinpoint its root cause. Some of those issues are quick to resolve, but the majority of them take time to diagnose and can involve resources from multiple teams, requiring lengthy meetings to review the issue and the culprit.

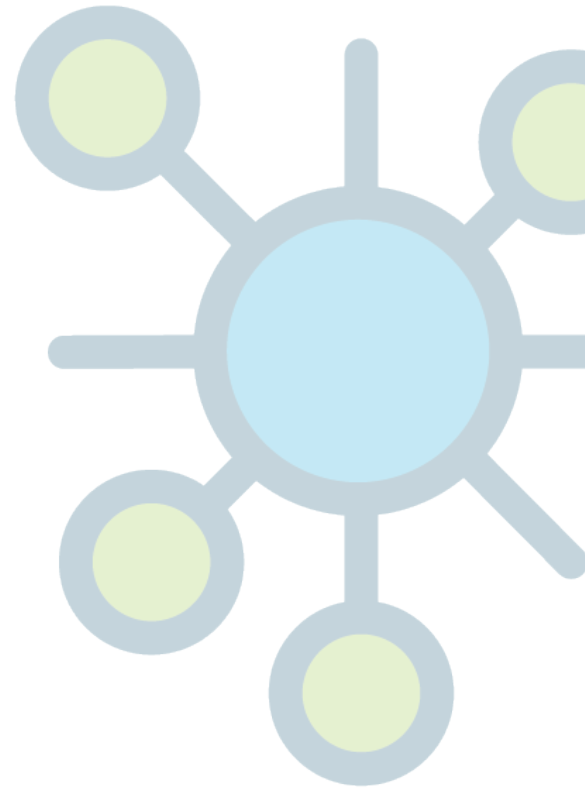
MONITORING SOLUTION THAT REMOVES THE GUESSWORK

Now let's suppose your SAP landscape no longer has rights to Solution Manager because your organization has left SAP's maintenance contract...

Such a scenario might be anxiety-provoking, but what if you could have a more dynamic solution that provides performance monitoring for your SAP ecosystem?

A system that was designed to provide 200+ SAP monitors and 15,000+ monitors right out of the box. A solution that doesn't need an SAP maintenance contract. A solution that integrates with your Spinnaker Support ticketing systems and automatically creates issue tickets before you even know there's a problem.

You need a proactive solution that begins working on problems before your user community knows those issues even exist — a system that's designed to engage all your technical teams to help resolve performance-related issues faster and more efficiently.



SPINNAKER SUPPORT: A NEXT-LEVEL APPROACH TO SAP PERFORMANCE MONITORING

Spinnaker Support has partnered with Logic Monitor to create Spinnaker Detect, an alternative to SAP Solution Manager that uses Logic Monitor's infrastructure to monitor SAP systems. Logic Monitor's robust monitoring capabilities, paired with Spinnaker Support's Proprietary solution package, provides you a complete picture of your landscape — including a critical view of SAP application performance, as well as database and operating system performance.

Dynamic Interactive Dashboards:

The Solution That Delivers a Complete Picture As an SAP Basis administrator who deals with performance issues, you know how hard it is to diagnose the root cause of a performance issue, especially when other technical teams in your organization say, "This is not my problem; this is an SAP issue." Now, with the help of dynamic dashboards, the visibility of your issue will increase.

Imagine a dashboard that shows you the SAP performance, database performance, and operating system performance in one view. And suppose that dashboard was interactive, allowing you to hover over the SAP data and correlate its timeframe with the database and operating dashboard to show a complete picture of the entire landscape? It would help identify the issue right where it's happening, giving the team the insight it needs to address the problem and resolve it faster.

A Solution Built for SAP Basis Administrators

Spinnaker Support designed Spinnaker Detect to help SAP Basis Administrators, like you, monitor your SAP landscape. Our out-of-the-box solution focuses on the most common items you want to monitor in your SAP system and starts collecting data within minutes of installation.

Whether you want to monitor a single system in your SAP ecosystem or several different SAP systems and applications, you can customize Spinnaker Detect to meet your needs and provide a strong ROI for your organization.

Support Delivered When You Need It

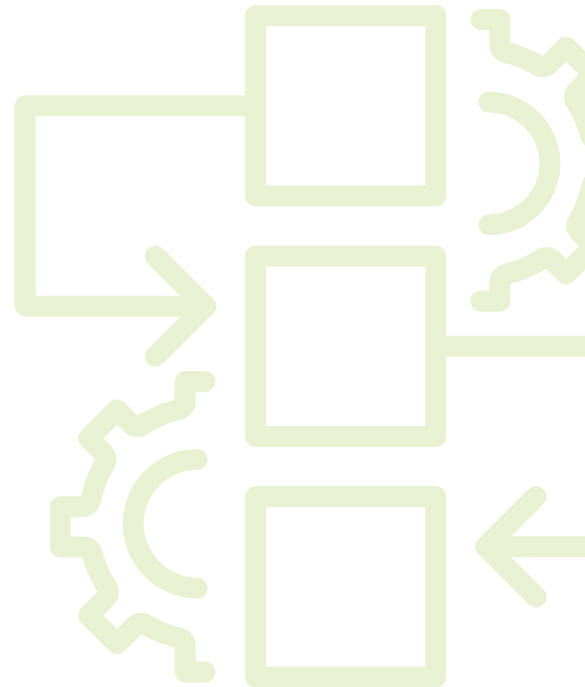
Spinnaker Detect can be implemented fairly quickly and provides a monitoring solution that doesn't add to your already overloaded work schedule. It shortens root-cause identification, opens issue tickets with Spinnaker Support, and assigns tickets to a senior-level Basis Administrator for fast resolution.



ONBOARDING WITH SPINNAKER SUPPORT'S SOLUTION

Spinnaker Detect requires a small server to be installed in your landscape that runs Windows with 16 gig RAM and has 200 MB of hard drive space. Once the server is made available to Spinnaker Support, we'll do the heavy lifting, setting everything up and taking care of configuration for you. We'll provide you with all the documentation required and training needed, and we'll walk you through each step in the process to ensure you have a thorough understanding of the system's installation, data dashboards, thresholds, and alerts.

Questions? Reach out to us for further information and to learn how Spinnaker Support can provide a reliable, low-maintenance monitoring solution for your environment.



For more information on Proactive Monitoring for SAP,
please contact us at spinnakersupport.com

ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.