



ECHELON'S SAP MONITORING CENTER (ESMoC)

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INTRODUCTION

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With the world finding ways of co-existing with Covid'19 pandemic, it is essential for us to make sure our client's SAP Landscapes are running as expected from both Technical and Business Process perspectives.

This is a challenge we all have to think about considering various restrictions by government or self-imposed that are in force and may be adopted for near future such as Social Distancing at workplaces or having a certain percentage of workforce work remotely. In this new world, eye-on-the-glass monitoring of customer's SAP systems may not be possible.

SAP System monitoring challenges of customer can be –

- Absence of Single Dashboard view and unstable systems
- Complex and growing number of interfaces
- Continuous Business improvements
- Critical Business Processes / Real time experiences
- Rapidly detecting critical situations
- Lack of Operational Transparency and complex interfacing between systems

So, we need to find the right approach for –

- ✓ Monitoring SAP systems
- ✓ Displaying the monitored data along
- ✓ Alerting mechanism, not only email alerting
- ✓ Handling the alerts in correct systematic way which can be tracked

We have come up with a service - **Echelon's SAP Monitoring Control Center** to address the customer's SAP system monitoring challenges.

ESMoC - Echelon's SAP Monitoring Control Center

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We hereby propose a service ESMoC (Echelon's SAP Monitoring Center) which will be a Virtual Operations Control Center utilizing customer's SAP Solution Manager systems to collate and store technical (Application Operations) and functional (Business Operations) monitoring information about the SAP landscape components and business process.

In a typical setup of Operations Control Center this data is displayed on central monitors, e.g. on TV Screens in the OCC room, but in ESMoC we will be utilizing virtual desktop setups (utilizing capabilities of Windows 10 Desktop OS) in combination with dashboarding tools such as Solution Manager Focused Insights, Open Source tools, Splunk, and Custom Dashboards.

ESMoC will Automate monitoring of SAP landscapes, bring in a process to stabilize the landscape from technical perspective by applying best practices for system monitoring, business KPI monitoring and making a single source of truth for the landscape available in form of Dashboards which will result in Reduction in incident resolution time and effort. Efforts saved by avoiding manual monitoring & reporting Increase L1 resolution rates

Reduce TCO - Of course, no framework can work without People, Processes, and relevant tools. We will be using SAP's concept of "Run SAP Like a Factory" –



The Key concepts for ESMoC are as follows:

- ESMoC will be operated by small team of IT Operators with knowledge of SAP Basis & Security, who will work on the alerts in a guided way (event management)
- Alerting mechanism will be setup in such a way that 99% of the alerts will go through set alert lifecycle process
- Alerting will be aided by internal and external tools – SMS Alerting, Email Alerting, Smartphone Apps, Dashboards on secondary screens, Dashboards on large screens
- ESMoC will provide for monitors and dashboard through Solution Manager (either built in or with Focused Insights)
- ESMoC will provide customers with continuous improvement options as well which will help optimize the overall operations setup

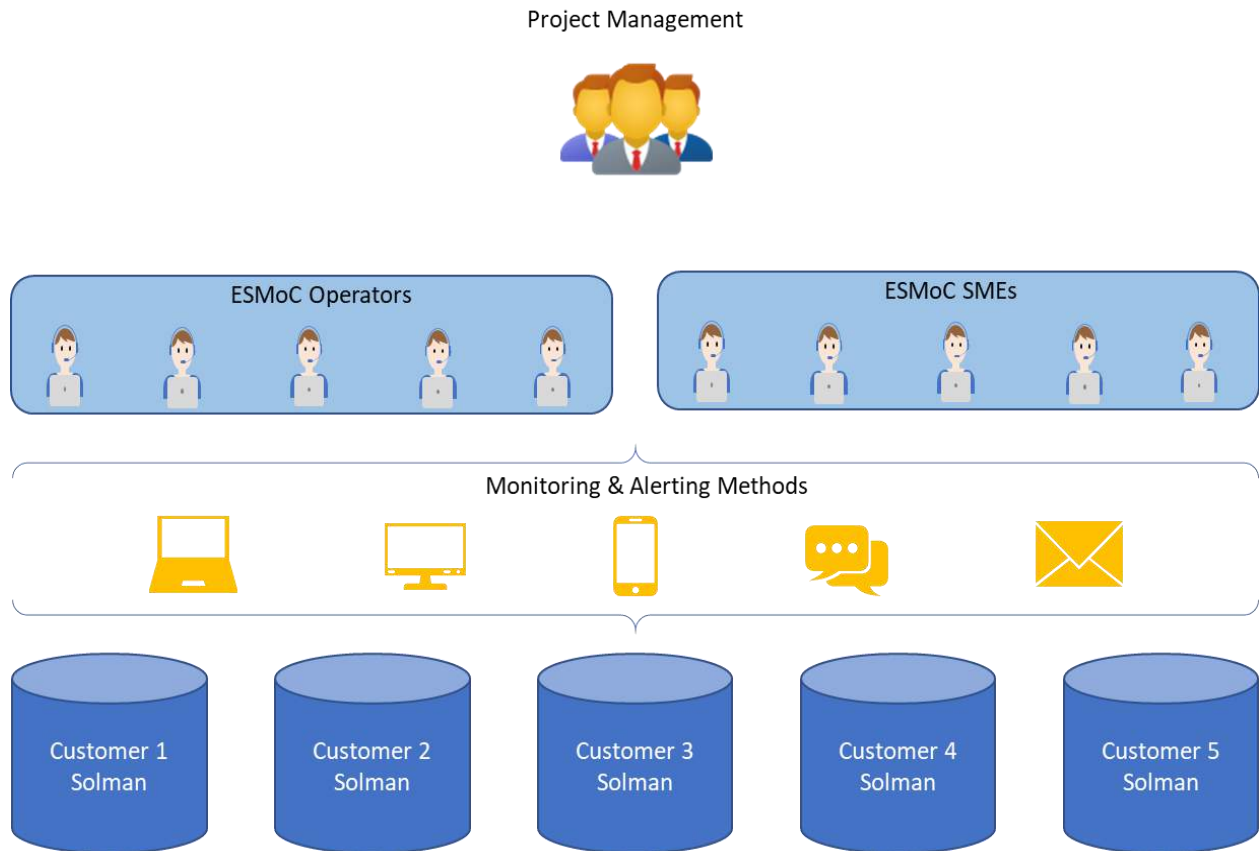
ESMOC OPERATING MODEL

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ESMoC will primarily use customer's Solution Manager systems as tool for monitoring of SAP systems. Monitoring dashboards, screens, and alerting mechanism will be setup by means of Email Alerts, Dashboards, Mobile SMS, and Smartphone Apps

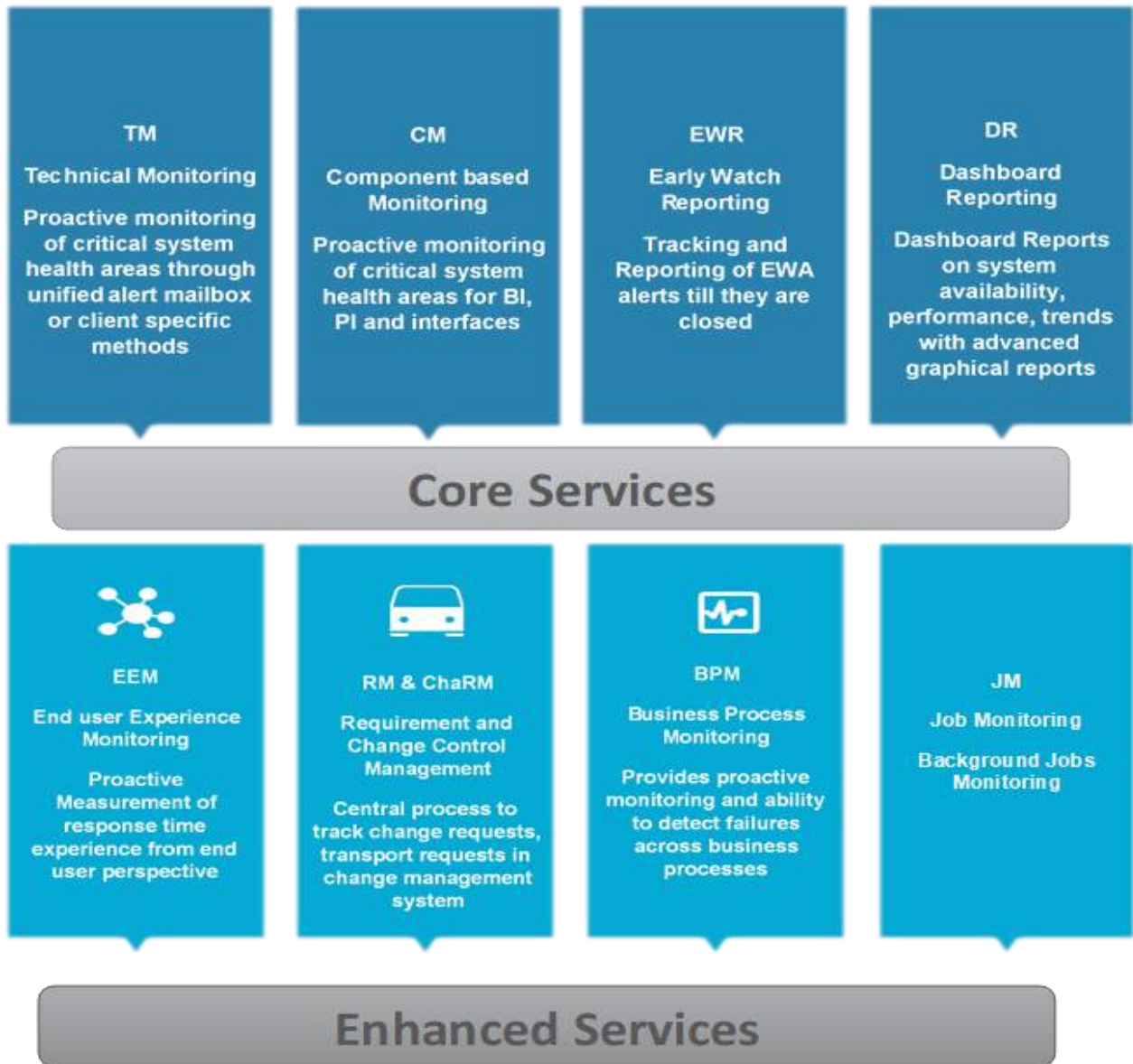
ESMoC Operators will be continuously looking at the dashboard for system health and alerts. Once alerts are received, they will follow guided procedures of Alert Lifecycle (developed exclusively by Echelon). If any alerts specifically call for invocation of Major Incident Management, then as part of event management protocol Project Managers will be notified and customers teams engaged to resolve the underlying issue affecting the system till closure of the alert

A team of SMEs will always be available to jump in and help ESMoC operators or project teams in cases of critical issues or problem management bringing in their expertise in critical areas such as Databases, Business Processes, Functional Configurations, Technical Configuration



ESMOC SERVICES

04

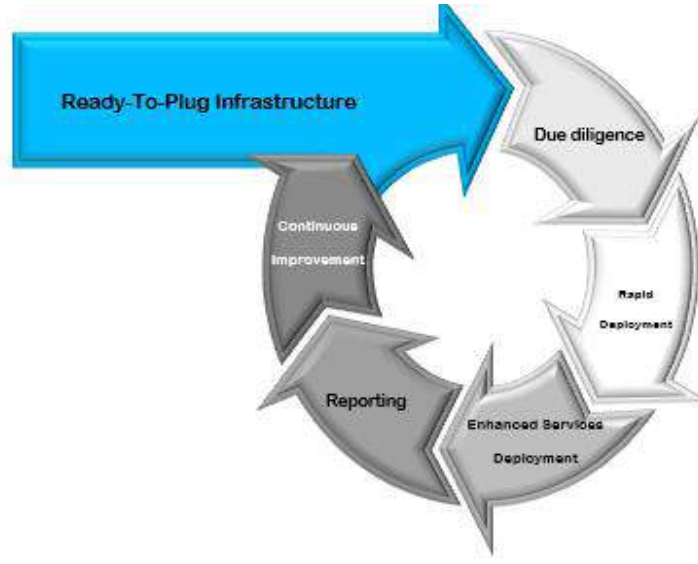


How ESMoC Can Be Setup

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Ready-To-Plug Infrastructure

Echelon will build a physical infrastructure involving the right seating arrangement and a set of LCD monitors to be used as monitoring wall to display dashboards.



Echelon will also develop the right software to take care of peripheral Monitoring requirements such as custom dashboards and SMS alerting Mechanisms. For the end customers this will be a Ready-to-Plug infrastructure.

Due Diligence

When a new customer is to be on-boarded, a deep dive into the customer landscape will be done to do an as-is assessment and then come up with additional setup requirements.

Rapid Deployment

Core services offered by ESMoC can be rapidly deployed (in 2 to 3 weeks).

Enhanced Services Deployment

Enhanced Services offered by ESMoC will need involvement from the customer's IT and Business teams so the enablement timeframe for these services is typically between 6 to 8 weeks per services.

Reporting

Once the core services are enabled, daily/weekly/monthly reporting of the ESMoC service will start based on the KPIs agreed. This will act as input for continuous improvements.

Continuous Improvement

After the stabilization period of 3 months, a continuous improvement program will be taken up. The objective will be two-fold. First, will be to improve the alerting matrix and mechanism. The second part is to provide inputs from ESMoC to bring in Continuous Improvements in key business KPIs. These business KPIs will be based on Business Process Monitoring such as number of invoices processed, number of orders received, and number of errors for postings.

Benefits

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Challenges	How will ESMoC Help?
Non-SAP Systems	ESMOC offers monitoring of non-Sap systems in business landscape
Critical Business Processes / Real time experiences	ESMOC closely works with end business to identify, monitor Business Processes, and establish End user experience monitoring
Rapidly detecting critical situations	ESMOC sets up industrialized monitoring operations by means of features such as Alert Tickers on large screens, Siren sounds for Critical alerts, Hot desks for SMEs which results in greater handling of critical issues and reduction in turnaround time.
Lack of Operational Transparency and complex interfacing between systems	ESMOC brings in transparency by means of single view of all the landscape. ESMOC works with Business to identify, monitor, and address issues with complex interfacing systems.
Absence of Single Dashboard view and unstable systems	ESMOC provides customized dashboards for business monitoring, incident management, key KPIs. All the landscape can be monitored and managed from ESMOC. This helps in addressing system stability issues by working on problem management areas.
Continuous Business improvements	By working closely with business and IT, ESMOC will analyze and establish clear KPIs and improvement areas for betterment of business outcomes. CI dashboards will help in achieving these improvements.
Complex and growing number of interfaces	ESMOC will provide consolidated and integrated dashboard view for all 3 rd party interfaces making it easier to identify and react on issues promptly.
Unstable systems causing business downtimes	Management dashboards customized according to systems in the landscape provide real time performance and availability snapshots. ESMOC will work on problem management areas to reduce downtimes.



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