

# Operations of hybrid landscapes with SAP Focused Run

Tom Merta, SAP April 2021

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## **Agenda**

Big Picture Operations Platforms

SAP Focused Run – Overview & Demo

Wipro Journey to SAP Focused Run

Delivery & Roadmap

Q & A

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# **Big Picture**



## Different strategic operations platforms for different target groups

## **SAP Solution Manager**



- Fully integrated ALM suite for on-prem-centric medium and larger customers
- Customers, who are satisfied with the currently provided functional scope

## **SAP Focused Run**



- Operations platform for service providers and high end hybrid customers
- Customers with advanced needs, which go beyond SAP Solution Manager and SAP Cloud ALM

## **SAP Cloud ALM**



- Fully integrated ALM suite for cloud-centric small, medium and larger customers
- Customers, who are requesting standardized cloud based operation platform

# SAP Focused Run Overview



## **SAP Focused Run – Value Proposition**

Ensure healthiness of hybrid SAP landscape by monitoring and alerting - Increase operation efficiency by automating operational tasks - Enable root-cause analysis on deep technical level

- Is a powerful solution for customers & partners to operate their solution centralized and highly automated with minimal TCO impact
- Addresses advanced customer needs in scalability, data volumes, security, automation, openness, dashboarding & artificial intelligence
- Uses power of SAP HANA as a platform, including replication, partitioning, predictive analytics, and compression
- Offers machine learning and automated correlation based on the collected monitoring & alerting data (AIOPs)
- Provides feature rich and powerful functionality dedicated to application operations of IT solutions
- Is a licensed SAP product which requires a perpetual license & maintenance contract



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## SAP Focused Run – Scope in detail

Advanced Integration Monitoring – Focused on correlation of e2e message flows and integration related exceptions

Advanced User Monitoring – Focused on end user performance and utilization based on real as well as synthetic user activities

Advanced Application Management – Focused on application aspects as monitoring of application healthiness and jobs as well as service availability, IT calendar and work mode management

Advanced Configuration Monitoring – Focused on monitoring of configuration & software changes including validation of security policies

Advanced System Management – Focused on monitoring of systems, databases, and hosts as well as EarlyWatch Alert, license management and remote service delivery

IT Infrastructure Monitoring – Focused on monitoring of technical infrastructure components (no own visibility in this layer)

## Advanced Alert & Event Management

Calculation of specific alerts based on predefined thresholds

Unified alert inbox & alert handling procedures

Correlation of alerts to alert clusters to point more efficient to the root cause of an issue

## **Advanced Root Cause Analysis**

Dedicated RCA capabilities as system analysis, trace analysis and file system browser

Works on realtime raw data as well as aggregated historical data

Formalizes collected analysis knowledge to guided RCA

## **Operation Automation**

Execution of manual or automated actions triggered by alerts to increase resolution efficiency by time reduction

Automation of regular operations tasks to increase operation efficiency and quality

## Advanced Analytics & Intelligence

Provides flexible dashboards for data coming from different use cases (cross use case analytics)

Uses AI capabilities to derive intelligent decisions

Standardizes open API's for efficient data transfer

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## SAP Focused Run - Demo Advanced User Monitoring

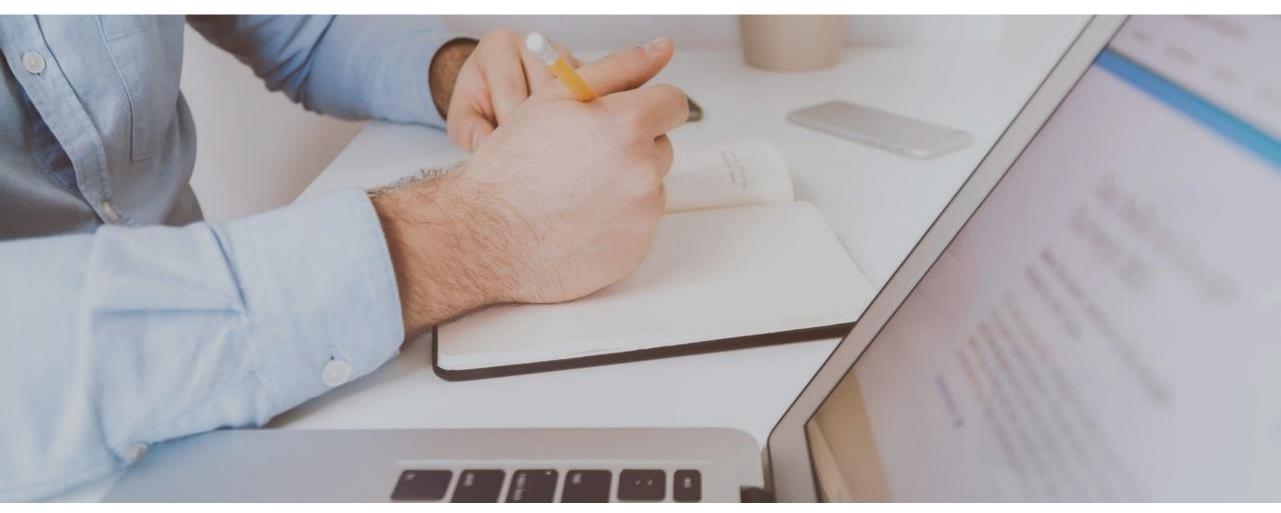


# Wipro's Journey to SAP Focused Run

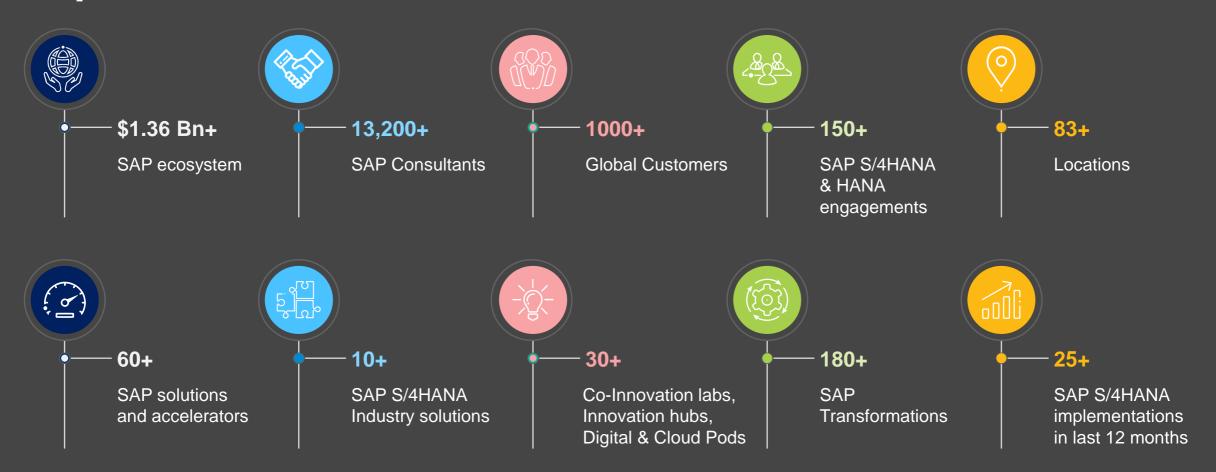


## SAP Focused Run Journey @ Wipro





## Wipro SAP Credentials





Intelligent **Enterprise** 



**Accelerated Cloud Approach** 



**Modernize Applications** 

## Customer's challenges & increasing expectations

**Current challenges** 

### **Business Disruptions**

Breakdown maintenance leading to business disruptions

## **Complex Environment**

- Multiple dedicated teams
- Multiple tools for monitoring & support
- · No provisions for real time monitoring

### No Forecasting solution

- · Non availability of tools to forecast potential issues
- No Preventive maintenance
- Non availability of Operation Control Center (OCC)

## **Low Automation** footprint

- Inefficient IT operation
- Challenges in identifying point of failure in a highly integrated complex environment

Increasing expectations

#### **Production Availability**

Ensure production availability to extent of 99.99%

## **Operational Efficiency**

- · Artificial Intelligent and analytics based operations & reporting, dashboard
- Supports hybrid landscape

## **Value for Money**

- Improved outputs at lower cost
- Solution available in shared model

#### **Performance Metrics**

Meet SLAs and progress towards to BLAs



## Our view of world class application services

**Application Services Characteristics** 











Co-existence of Development and Ops, Increase in Systems of Innovation, AI ML integration and test automation as a standard skillset

**Key trends** 

Top-performing organizations expect to develop 40% of their new critical solutions through digital technology

Google Home answers 81% of the queries correctly!

By 2021, 25% of digital workers will use a virtual employee assistant on a daily basis\* (eg SAP CoPilot)

**Expected Outcomes** 









**Economics** 

**Business Value Meter** 



## iFPA framework powered by Focused Run

(intelligent Forecasting, Predictive analysis, Auto-heal)

One stop shop monitoring

Technical & **Business KPIs**  Centralized operations

**Monitoring &** resolution adhering to client agreement



**Automated resolution** for Technical & **Business KPIs** 



ML based dashboard



Job monitoring, Batch schedule forecasting, Batch prediction

Global coverage (iFPA Framework) **Hybrid landscape** coverage

**ITSM** integration with automation

Integration with LaMa



## **Delivery Outcomes expected from FRUN + Auto-Heal**



Small technical footprint and reduced total cost of ownership



Hybrid landscape support



Near Zero Business Disruption



Real time business support and decision making



Enhanced user experience



99.99% availability through autohealing and predictive analysis



25% of incident reduction in 2-3 years period



Effort reduction upto 30-40% for Technical Support



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## Customer cases – Advanced monitoring transformation by iFPA



## **Situation**

- The Client is a global distributor of industrial products & electronic components. The company partners with industrial customers & suppliers engaged in the designing, building or maintenance of industrial equipment & facilities. It offers products & solution through Omnichannel model.
- It operates across 3 sectors such as manufacturing, Services and Infrastructure
- It is a vibrant and innovative organization with over 4500 SAP users of the various applications.
- The organization implemented SAP in 2002 and moving to cloud environemnt.

### **Problem**

- Manual system health check monitoring & report
- Breakdown maintenance
- No integration monitoring is in place
- Multiple teams worked on multiple monitoring tools
- Inefficient IT operations with low automation services
- Non availability of advance monitoring forecasting application / Machine learning models
- No futuristic tools available for hybrid operations
- OCC setup not exists in the environment to cover global IT operations
- No real time user monitoring
- More of manual monitoring with 24\*7 help desk support
- Manual batch monitoring



### **Solution**

- Enabling automated system monitoring & reports send to stockholders
- Implementing advanced monitoring applications forecasting metrics, predictive analysis for proactive maintenance
- Implementing Real user monitoring and synthetic user monitoring to address end users and location specific group of users issues proactively
- Implement Wipro's IP autoheal engine for Technical alert KPIs
- Enabling OCC for new advanced user experience and transparency
- Batch solution will provide enhanced analytics & scheduling forecasting



### **Outcome**

- Ensure 99.99% system availability for customer business. Hence, it led to improved in productivity.
- 25% of incident reduction through AI-Ops and autoheal engine.
- 25-30% of manual effort reduction post implementation of all standard offering plus Wipro IP's.
- **Enabling NextGen** technologies into customer landscape
- 90% Batch Schedules are streamlined with forecasting models
- Automatic mail triggered to Job owner for critical Batches.



#### **WIPRO Differentiator**

- Wipro's 3-pronged iFPA framework of Forecasting metric, Predictive analysis & Auto-heal engine for any AMS engagements across the four pillars of long term value:
- Implementation Success
- User experience success
- Operational success
- Financial success

\* Clients under NDA



## Business case and Benefit analysis for implementation of iFPA

Benefits to few of the large consumer clients

## Challenges



- **Lower Productivity**
- Higher Cost of Ownership
- Low automation footprint
- Skill gap and talent crunch
- Manual batch monitoring

## Solution



- SAP FRUN
- Wipro's Auto-heal Engine
- Forecasting metrics
- Al and ML based analytics
- Batch job analysis & schedule forecasting

## **Benefits**



- ~38% Effort savings
- ~20% TCO reduction
- Improved system availability
- Jump start services

\* Clients under NDA

# SAP Focused Run Delivery & Roadmap



## How to get and implement SAP Focused Run?

# SAP Focused Run Positioning Workshop

- As result of the workshop, SAP will provide a project proposal including Hardware sizing, License sizing, and possible consulting package
- Customers & Partners get full transparency regarding the boundary conditions for the SAP Focused Run implementation project

## Buy the SAP Focused Run license

The software is sold via SAP Global Price List by SAP Sales Organization. Customer individual discounts can be applied.

## SAP Focused Run Project Setup & Architecture Workshop

- Download the appropriate software package from the SAP Support Portal
- As a jumpstart the SAP Focused Run Project Setup & Architecture Workshop should be conducted

## More information can be found here:

https://support.sap.com/en/solution-manager/focused-solutions/focused-run.html

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## **SAP Focused Run - Roadmap**

FRUN 3.0 FRUN 3.0 FRUN 3.0 FP01 FP02 FP03 ...

Q4 2020 Q2 2021 Q4 2021 Q2 2022 ...

#### **UI** unification

 Finalization of UI unification based on collected customer feedback → Establish identical user experience and usability in all SAP Focused Run applications

#### **Agent less push**

 Support of agentless push based data transfer → Increase coverage for SAP cloud products for application monitoring

#### **Advanced Application Management**

Establish Advanced Application
 Management as new category for applications which require unified handling of cloud services and on-prem systems

#### **Health Monitoring**

 Provide Health Monitoring for unmodelled and non-correlated monitoring of cloud services and on-premise systems

#### **Synthetic User Monitoring**

 Enhance Synthetic User Monitoring with selenium based approach to record and replay user clicks

#### **System & Configuration Monitoring**

- Improved support for HA/DR solutions in LMDB, CCDB and System Monitoring
- Improved API access to aggregated and non-aggregated system monitoring data
- Trend analysis & improved policy management in Configuration Monitoring

#### **Application Management**

- Infrastructure improvements to streamline data collection for Health Monitoring
- More generalized Job Monitoring to support non-ABAP jobs and BW process chains

#### **Alert Management & Operation Automation**

- Integrated lessons learnt in alert clustering
- Improved usability in Guided Procedure FWK

#### **Integration & User Monitoring**

- Enhanced cloud support and analytics in Integration Monitoring & integrated log file scanning in Exception Monitoring
- Extended cloud support in RUM & integration of externally executed scripts in SUM

#### **Analytics & Intelligence**

- New content for OCC and operation DB's
- UI improvements and new prediction models in System Anomaly Prediction

#### Alert clustering

- Correlate alerts per use case but also cross use case to accelerate the problem resolution process
- Increase support to identify correlation potential and to derive associated correlation roles

#### **Consuming external data sources**

 Simplified consumption of external data sources including UI integration and alert correlation

#### **Adoption of machine learning**

- New algorithms for system anomaly prediction as semi supervised learning or reduction of prediction calculation interval (one minute model)
- Usage of machine learning to propose threshold setting and dynamic threshold adaptation

#### **Increase cloud content footprint**

- Extend scope for Integration Monitoring to S4 HANA Cloud and Concur
- Extend scope for Real User Monitoring to SCP Fiori Launchpad and SAC

#### **Prediction**

 Predict anomalies across all monitoring use cases to allow identification of problems before they influence availability of technical and business services

#### **Operation Automation**

- Close the gap between problem detection and problem resolution by delivering outof-the-box and automated problem resolution procedures
- Provide automation content for on-premise and cloud products to relieve operation staff from reoccurring tasks

#### Content, content, ...

- Follow SAP's strategy to cover the complete SAP product scope from operation perspective
- Support in particular all components belonging to Intelligent Suite as target architecture

# Thank you.

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## **Additional information:**

## **SAP Focused Run Home Page:**

https://support.sap.com/en/solution-manager/focused-solutions/focused-run.html

## **SAP Focused Run Expert Portal:**

https://support.sap.com/en/alm/sap-focused-run/expert-portal.html

