



Operations of hybrid landscapes with **SAP Focused Run**

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PUBLIC

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Agenda

Big Picture Operations Platforms

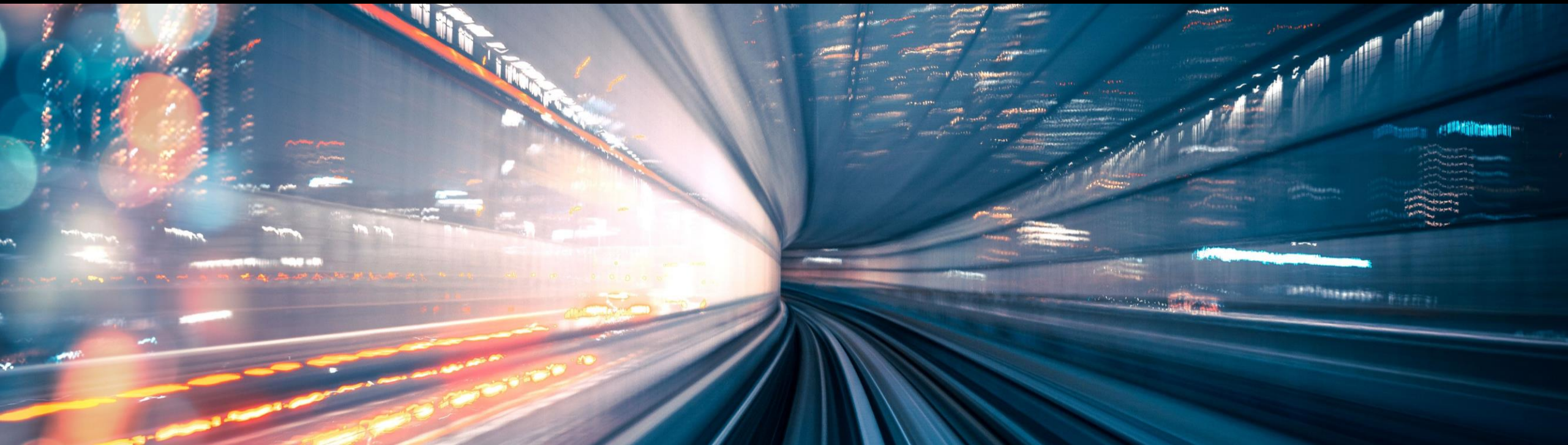
SAP Focused Run – Overview & Demo

Wipro Journey to SAP Focused Run

Delivery & Roadmap

Q & A

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



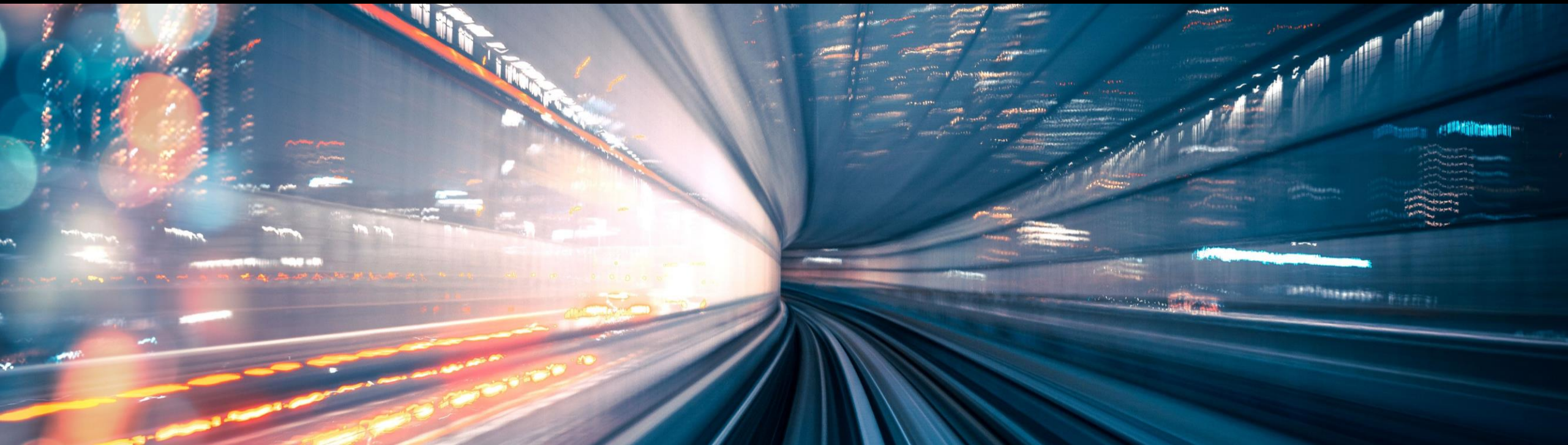
- Operations platform for **service providers and high end hybrid customers**
- Customers with advanced needs, which go **beyond SAP Solution Manager and SAP Cloud ALM**

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**



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 pre-defined 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 real-time 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

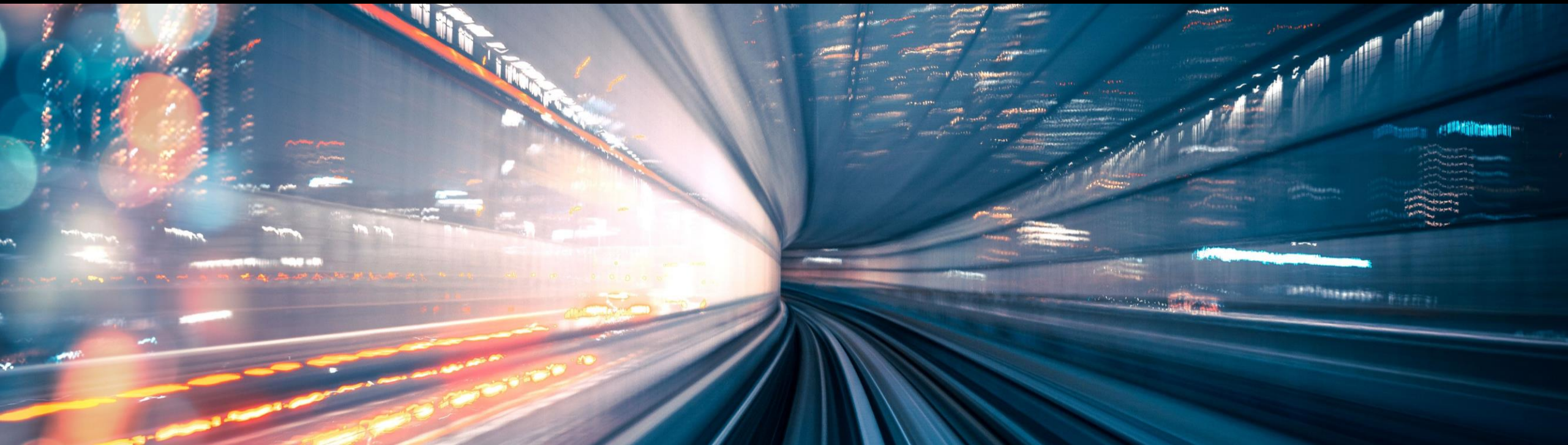
Provides flexible dashboards for data coming from different use cases (cross use case analytics)

Uses AI capabilities to derive intelligent decisions

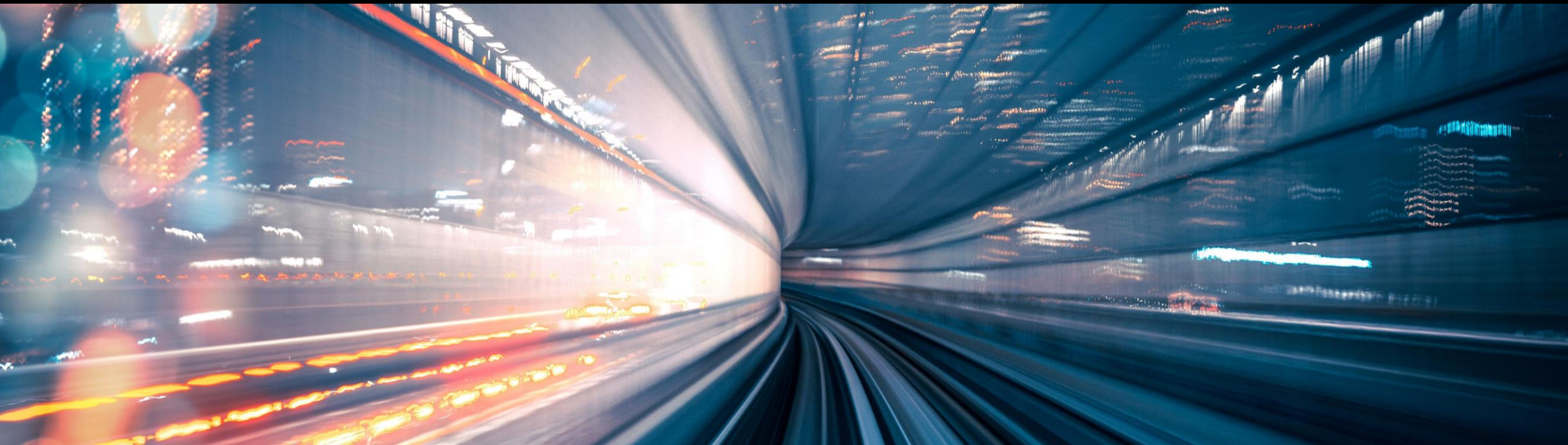
Standardizes open API's for efficient data transfer

SAP Focused Run - Demo

Advanced User Monitoring



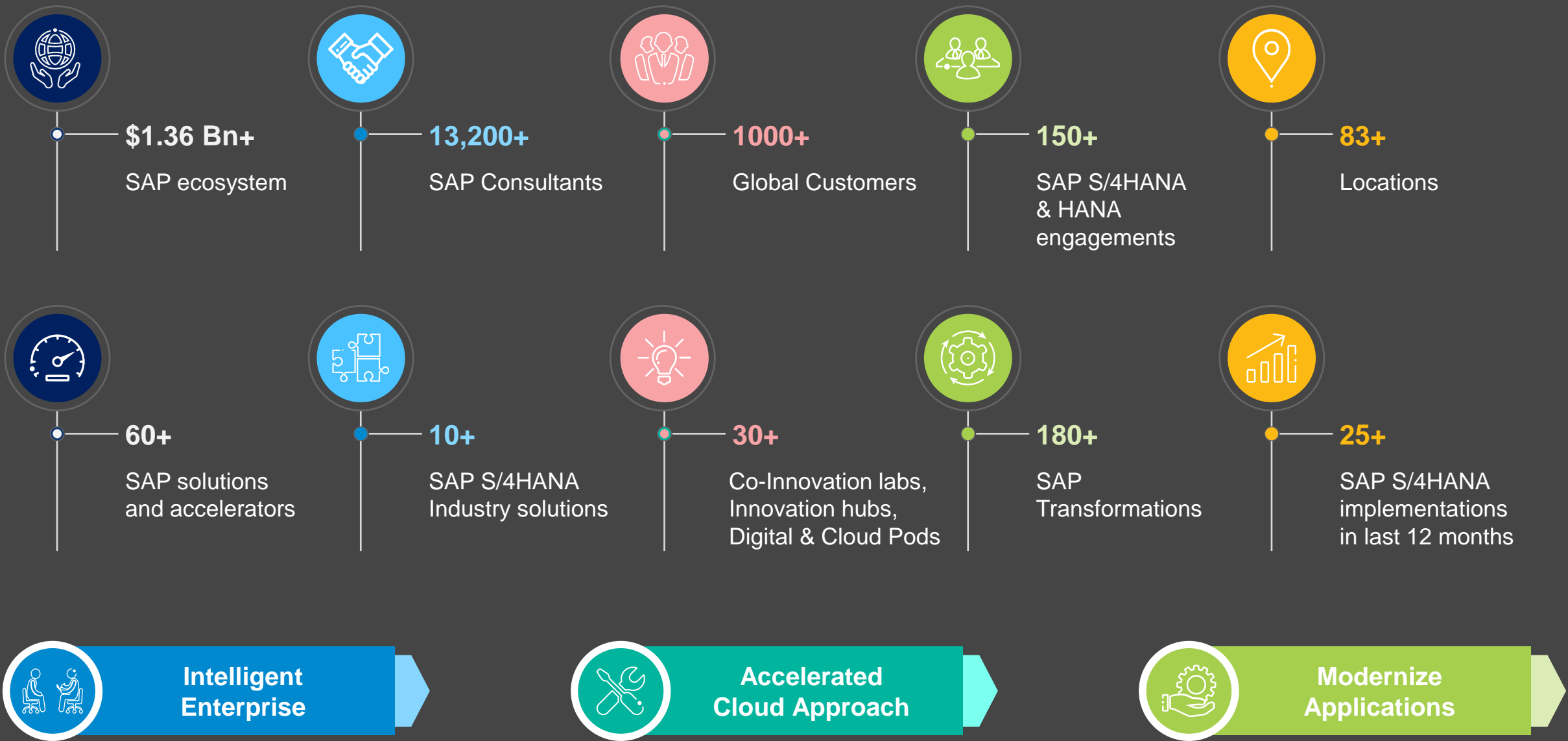
Wipro's Journey to SAP Focused Run



SAP Focused Run Journey @ Wipro



Wipro SAP Credentials



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

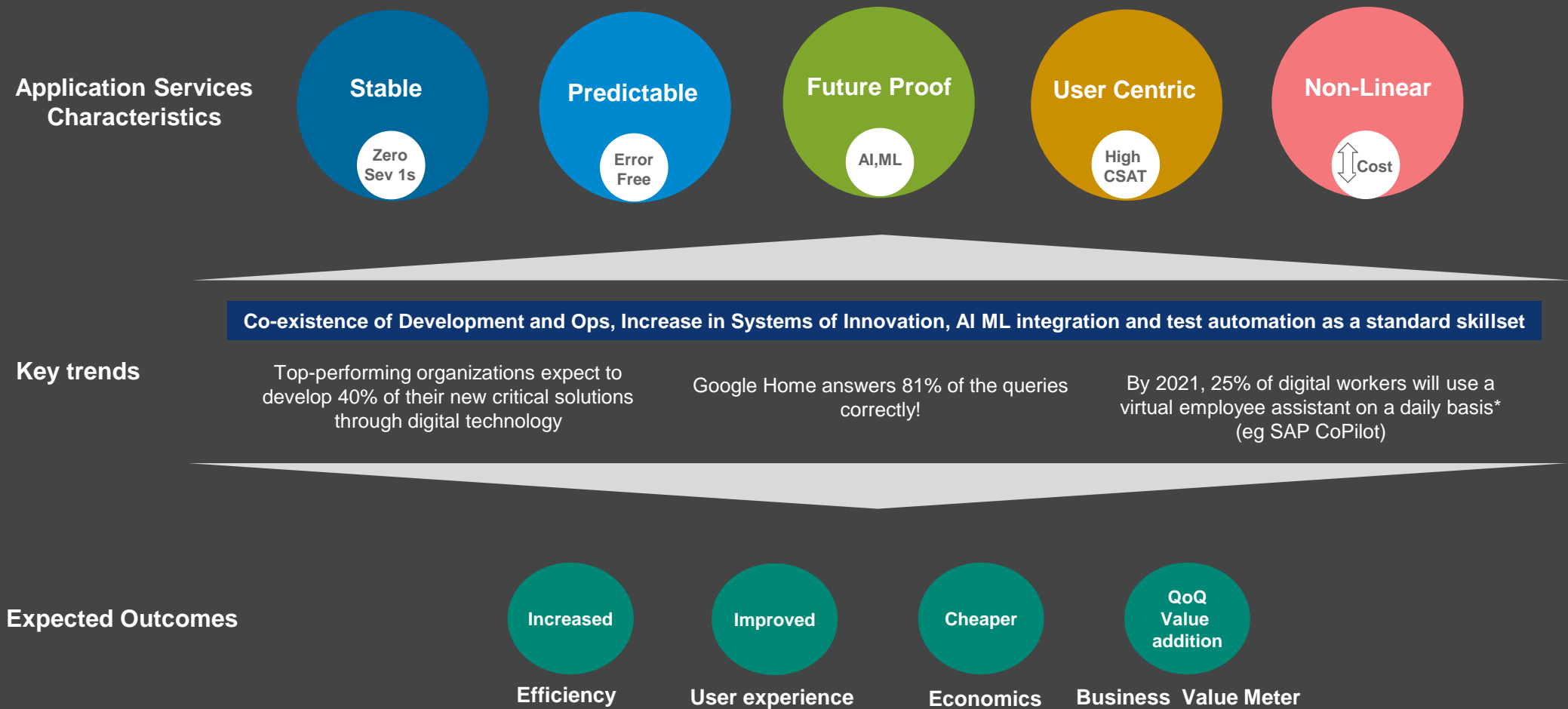
Value for Money

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

Performance Metrics

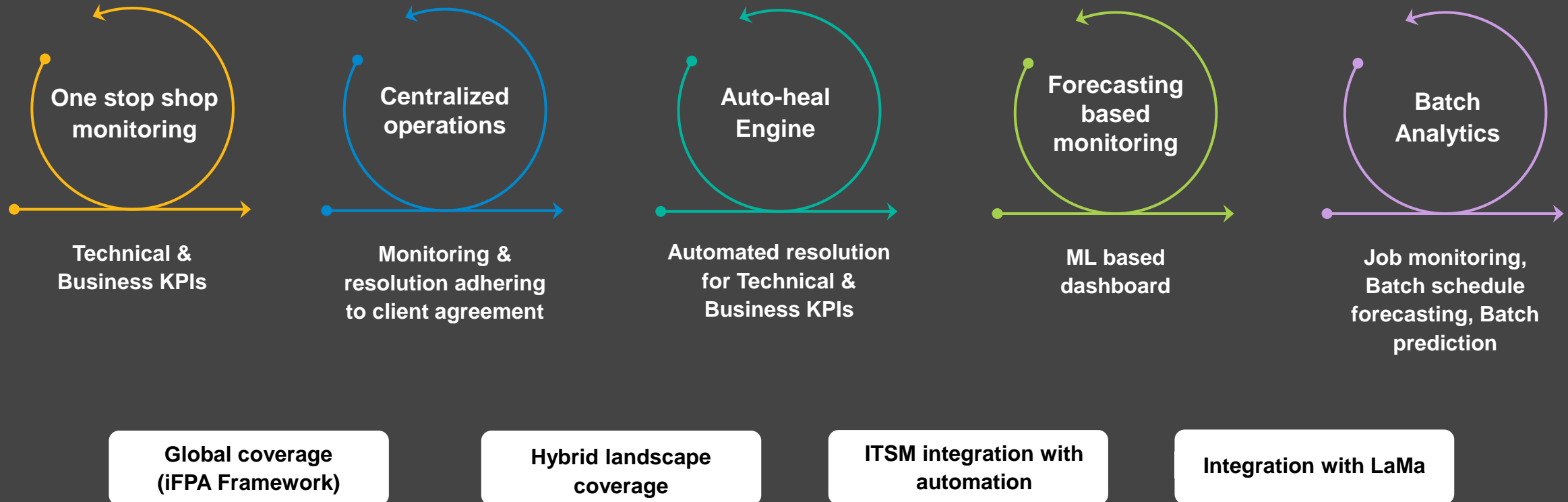
- Meet SLAs and progress towards to BLAs

Our view of world class application services



iFPA framework powered by Focused Run

(intelligent Forecasting, Predictive analysis, Auto-heal)



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 auto-healing and predictive analysis



25% of incident reduction in 2-3 years period



Effort reduction up to 30-40% for Technical Support

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 Omni-channel 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 environment.



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 auto-heal 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 auto-heal 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
- AI and ML based analytics
- Batch job analysis & schedule forecasting

Benefits

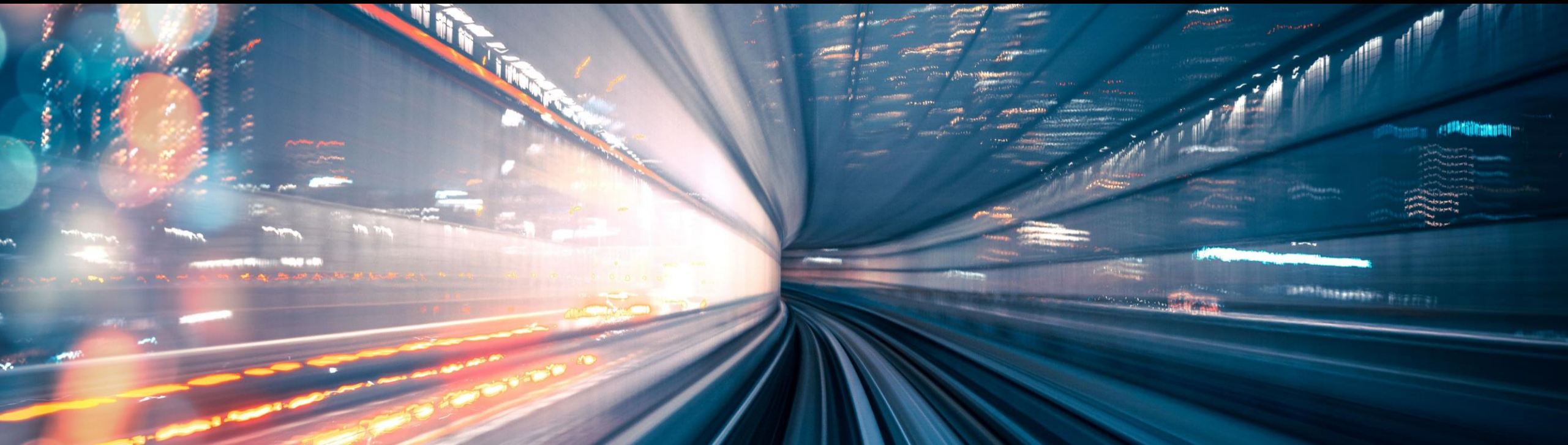


- ~38% Effort savings
- ~20% TCO reduction
- Improved system availability
- Jump start services

* 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.

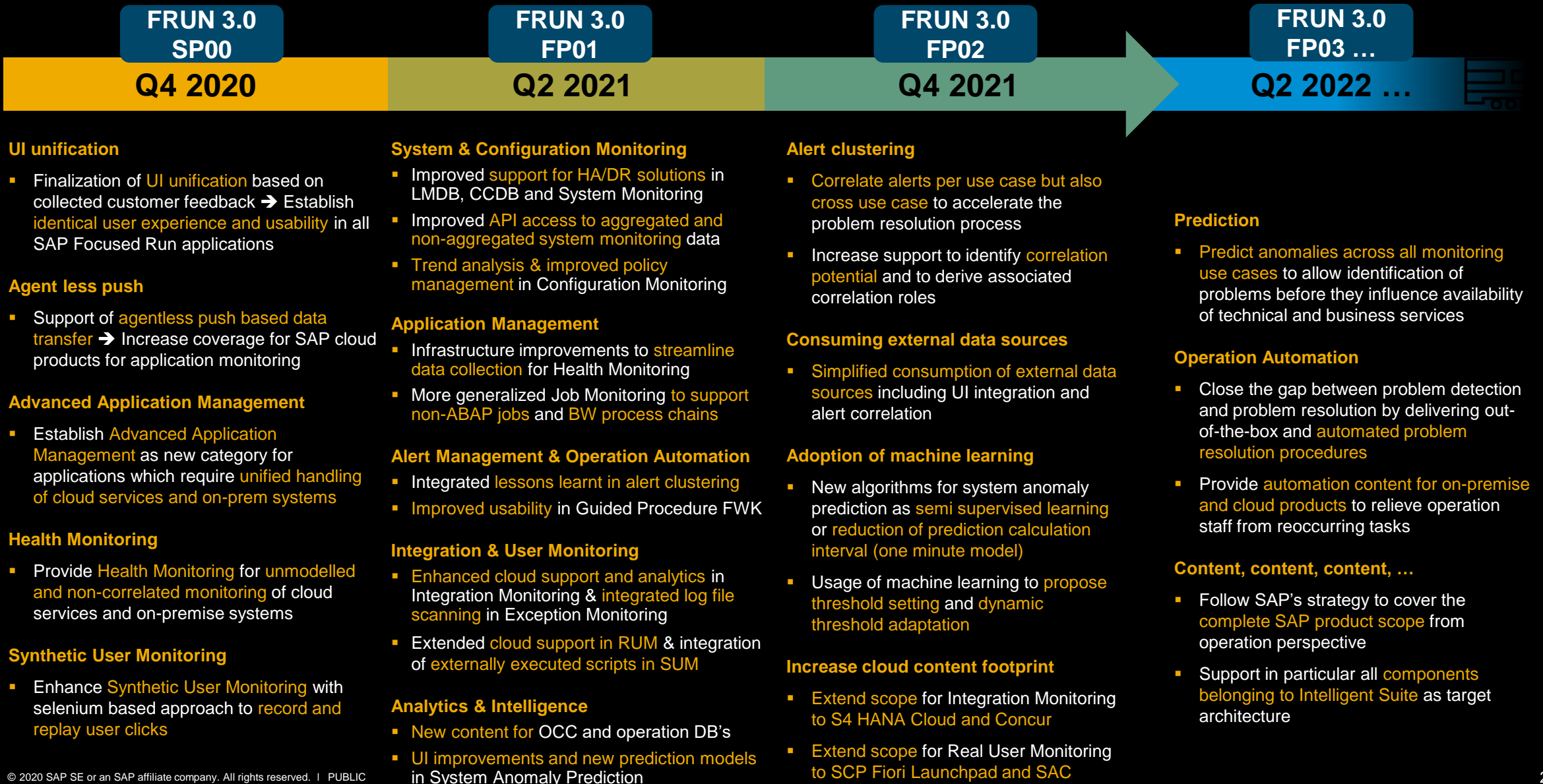
SAP Focused Run Project Setup & Architecture Workshop

- 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>

SAP Focused Run - Roadmap



Thank you.

Contact information:

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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>