

A leading healthcare company pinpoints in minutes, the root cause of SAP ERP business process issues

FixStream AIOps automates root cause analysis of SAP ERP issues by auto-discovering hybrid infrastructure entities and correlating them to SAP ERP business applications.



SITUATION

Need end-to-end visibility for quick root cause identification of issues impacting SAP ERP processes

- Impaired visibility in hybrid IT: Lack of dynamic and up-to-date inventory of IT infrastructure entities supporting ERP business processes
- High MTTR impacts business: Operational data is siloed, exists in disparate domains of SAP ERP stack. Manual correlation is time consuming, incomplete and easily gets out-of-date. Automated correlation between business, application and infrastructure is required
- Delayed order processing and failed integration between interfaces

Correlation of processes like Billing and Invoicing, Deliveries and Sales to the underlying infrastructure

SOLUTION

FixStream's correlation, visualization and analytics platform

- Smart auto-discovery of multi-domain application and infrastructure entities keeps inventory up-to-date. Topology mapping provides granular relationships between physical and virtual compute, storage, network entities
- Dynamic application discovery and dependency mapping of SAP components - SAP ECC / PI/BW/SCM/CRM/ HANA & Non SAP applications with underlying infrastructure, and an overlay of operational health and performance data collected from various sources.
- Scalable integration with SAP Solution Manager for business, operations and infrastructure metrics and time series event correlation enable quick identification of root cause for ERP user and business KPI issues

RESULTS

Rapid root cause analysis, infrastructure planning, auditing and compliance

- Reduced MTTR for SAP ERP KPI issues from hours to minutes
- Automated auditing and compliance of IT assets for ERP
- Optimized infrastructure resource planning and workload management for all SAP ERP applications
- Increased application assurance, improved ERP system uptime, transaction uptime, user satisfaction
- Faster value generation from IT to business, and precise business impact analysis ensures business continuity

Sequence of alerts, events and faults on a time-series graph, for SAP ERP. This pinpoints pattern that created the incident impacting the business process

