



- Assure continuous availability and optimal performance of SAP NetWeaver applications from an end user perspective
- Understand and establish a performance baseline while tracking end user service levels based on business objectives for your SAP NetWeaver applications
- Resolve SAP NetWeaver application performance problems quickly by looking into detailed end user activity
- Find and fix SAP NetWeaver application performance problems before your customers and end users find them
- Empower your SAP NetWeaver or Basis administrator by tying infrastructure performance issues obtained from CCMS or Solution Manager to end user functional activity
- Track, understand and analyze user activities accessed through SAP Portal applications

End User Management *for SAP*

Visibility into the End User Experience for SAP NetWeaver Applications

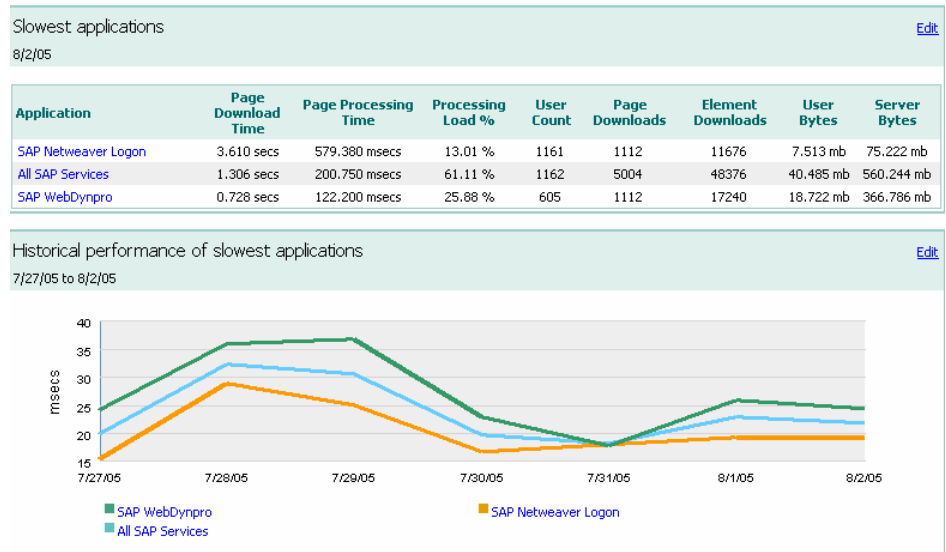
SAP's applications platform is evolving from a client-server architecture to a J2EE architecture — complete with a portal server and a workflow and business process engine. This platform enables SAP customers to assemble SAP applications to fit their business needs. It also allows them to connect their business workflow to the Internet via front-office applications that reach out to the entire employee population and connect consumers and suppliers to the back office.

SAP business managers need to ensure that online applications are available 24 x 7. They also need visibility into their applications from the end user's perspective in order to ensure that business operations are not affected.

End User Management for SAP enables you to guarantee optimal service levels by providing visibility into and assigning accountability for the end user experience. End User Management for SAP proactively manages the performance and availability of SAP NetWeaver applications from the perspective of the end user, without being intrusive to the application itself.

End User Management addresses the key elements within the SAP NetWeaver applications that contribute to performance degradation that need to be detected and resolved. These include, but are not limited to:

- Accuracy of content delivered to the end user
- Performance from different geographical locations
- Detailed information of the transactions with poor response times and a health report of the entire application
- Web page errors
- Long Web page builds



Application-centric End User Management: Group, understand and manage different SAP business services from an end user perspective.

System Requirements:

End User Management for SAP can be used for any http/https Web-based NetWeaver applications consisting of one or more of the following components:

- R/3 Application Server
- Internet Transaction Server (ITS)
- Web Application Server (WAS)
- Enterprise Application Integration (EAI)
- Enterprise Java Beans (EJB)

Intelligent Recording

An intelligent recorder enables customers to record key and routine SAP transactions accessed by end users either through a Windows-based client or a Web browser. This recorder can be used to record scripts without additional knowledge of any programming language. It is “the SAP application interface as the end user sees it” with a record button.

User Experience Monitoring

End User Management collects response times for all end user activity within the SAP NetWeaver application to help identify poorly performing transactions. All Web servers associated with a particular SAP NetWeaver application can be monitored, which helps verify load balancing and prioritize tuning efforts.

Business Service Grouping

Different activities or services that are actively monitored (synthetic transactions) can be logically grouped into Service Groups to help manage and understand end user activity for performance, availability and service-level management. These transactions can also be grouped and monitored based on different geographical locations.

Detailed Performance Metrics

End User Management for SAP monitors several key metrics related to response time, access speed, network bytes, page download, processing time, etc., at the overall enterprise, user, content, infrastructure and services levels to provide integrated information about the SAP NetWeaver application.

Proactive Alerting

There are several alarms configured out of the box to help SAP NetWeaver administrators manage service-level agreements (SLAs) for their applications. Additional alarms can be configured to proactively alert on a number of different security and response time errors at an enterprise, user, application or transaction level.

Integrated Diagnostics

For every transaction, whether active (simulated) or passive (real), Integrated Diagnostics provides the breakdown of response times for each of the steps that comprise the activity—without imposing any overhead on the critical servers that comprise the system.

SLA Tracking

SLA tracking helps establish historical, realistic and manageable service-level agreements at a business service, geographical and enterprise level for the implemented SAP NetWeaver applications.

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