Running a Real-Time Business in Hybrid Landscape

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About the Speaker

Aditya Khorana
Delivery Excellence Lead - APJ
Cloud Application Services, SAP

12+ Years in SAP Space – BASIS, Solution Manager, Focused Solutions, HANA, Cloud Delivery, Service Delivery Management

Mission - Deliver Value to customers by becoming their trusted advisor and Help Best Run Better
Why is this happening?
Customers are complaining
The system is down

The new world of business

Business Operations
Is not siloed.

Check the database

Where's the database guy?

No, it's capacity!

No, the root cause is integration!

IT Operations
AGENDA

1. What? – changes for customers with hybrid solutions

2. Why? – Proactivity is relevant and important


4. Conclusion

5. Q&A
SAP’s Strategy – From On Premise to (Hybrid) Cloud Solutions
Changes for Operations When Going Hybrid
Manage Hybrid Integration & End-to-End Business Continuity

IT responsibility is to manage cloud integration, identify and resolve business critical events in integration and ensure the business can use the end-to-end solution to run the core processes.

The Focus

Need to set up the relevant monitoring capabilities (tools), supported by best practices and operation standards, i.e.:
- Managing consistency of data stored in the cloud and on premise
- Integration monitoring to help reliable data exchange
- Exception management to forward relevant cloud exceptions to operations
- Job management

Managing E2E Business Process Health is another essential element of Hybrid IT Operations.
- It provides transparency of business critical events that could cause disruptions.
- It frames the management of disruptions with all relevant service providers.
- It provides the status of all IT elements relevant to the E2E business process.

The typical aspects on end-to-end Business Continuity
AGENDA

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SAP Ariba Network – Example Use Case

Infrastructure Overview

SAP Ariba

- Transaction Monitoring API
- Supply Chain Collaboration
- Cloud Integration Gateway (planned)

SAP Cloud Platform Integration

SAP Process Integration

SAP Ariba Add-on (SCC or CIG)

SAP ERP or S/4 HANA (Backend)
SAP Ariba Network
Process Overview & Point of Failures

- Job Failures and Exceptions
- Web Services Exceptions
- Ariba Network availability
- Master Data issues
- Exceptions in Ariba Network
- Data Inconsistency
Being **Proactive is Imperative** to achieve
**End to End Business Continuity** – In Realtime and Always On World

- **Handle Integration b/w Applications**
- **Monitor & Analyze Exceptions**
- **Configuration & Security**
- **Availability & Performance**

Ensure the Applications are working as expected and Secure
Ensure Applications are available for use from End User Perspective
Ensure Dumps, Job Exceptions, etc are monitored and Handled
Ensure data transfer & message exchange works to have real time data

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Only the Tip of Iceberg visible to End Users
AGENDA

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Guiding Principles For Running the World of Business Applications

01. Transparency
   - Transparency in Availability & Performance of Solutions
   - Process

02. Reliability
   - Reliability in Data Transfer and Message Exchange
   - Integration Monitoring

03. Control
   - Controlled changes without Business Impact

04. Consistency
   - Capability to identify data inconsistency across solutions
   - Business Process & Data Consistency Management

05. Trusted Advisory
   - Assess and advise on value added services
   - Knowledgeable Advisors

06. Detection & Analysis
   - Quickly Analyze Missing critical Exceptions
   - Exception Management

Change & Release Management
Performance and Availability Management
Tools
Process Flow with Ariba Metrics and KPIs (Buyer’s View)

- Overall Job Monitoring, ensuring all events captured
- Appl. Log Errors Monitoring
- Web Service Monitoring for Performance and Exceptions
- Data Consistency b/w ERP and Ariba
- Ariba Network Channel Availability
- Number of Exceptions in Ariba Network
- Appl. Log Errors Monitoring
SAP Cloud Application Services – Running the Intelligent Enterprise
Managed services through Centers of Expertise for all deployment models
CAS - Managed Operations Control Center

Value Delivered

- 24/7 monitoring your solution
- All events monitored and resolved if necessary
- Critical events preemptively resolved
- (Critical) Incident Management process driven from MOCC if necessary

Fixed price – stable solutions – optimal business process performance

- Improved stability and performance of solutions and business processes
- Reduction of number of incidents
- Reduction of cost of incidents
- Continuous Insight into your solution health
- Meaningful quantifiable analyses for system and business process improvement initiatives
- Management of Continual Improvement initiatives
- Seamless integration with SAP ecosystem (AMS/Product Support/MCC)

Central/Individual monitoring platforms
Physically collocated team of Experts
Global SAP Resource Expertise and Best Practices
Tools & Applications We Operate with..

SAP Public Cloud monitoring is not an own application in SAP Solution Manager, but rather a scenario that leverages several already existing SAP Solution Manager applications.

Integration Monitoring
- to ensure reliable data exchange between on-premise and cloud components and vice versa

Exception Management
- to forward relevant application exceptions from SAP cloud components to customer on-premise operations

Data Consistency Management
- to ensure consistency of data stored in SAP cloud and customer on-premise

Business Process Monitoring
- to provide Business Process KPIs for SAP cloud scenarios

User Monitoring & User Tracing
- to ensure availability and performance of SAP cloud scenarios from end user perspective

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AGENDA

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Conclusion and Key TakeAways

- Controlled Changes
- Secure & Consistent environment
- Improvement & Advisory
- Transparency & Reliability
- Risk
- Low ROI
- Compromised data
- Be disrupted
Q&A

For questions after this session, contact me at aditya.Khorana@sap.com
Thank you.