



Running a Real-Time Business in **Hybrid Landscape**

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PUBLIC

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About the Speaker

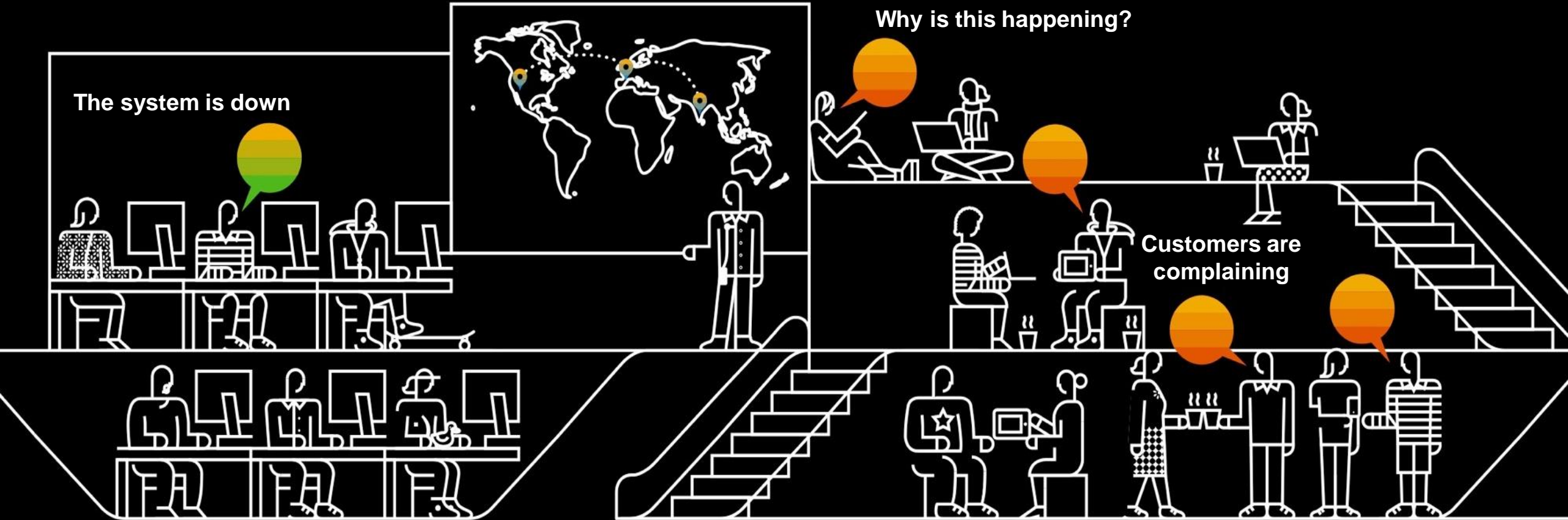
Aditya Khorana

Delivery Excellence Lead - APJ
Cloud Application Services, SAP

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

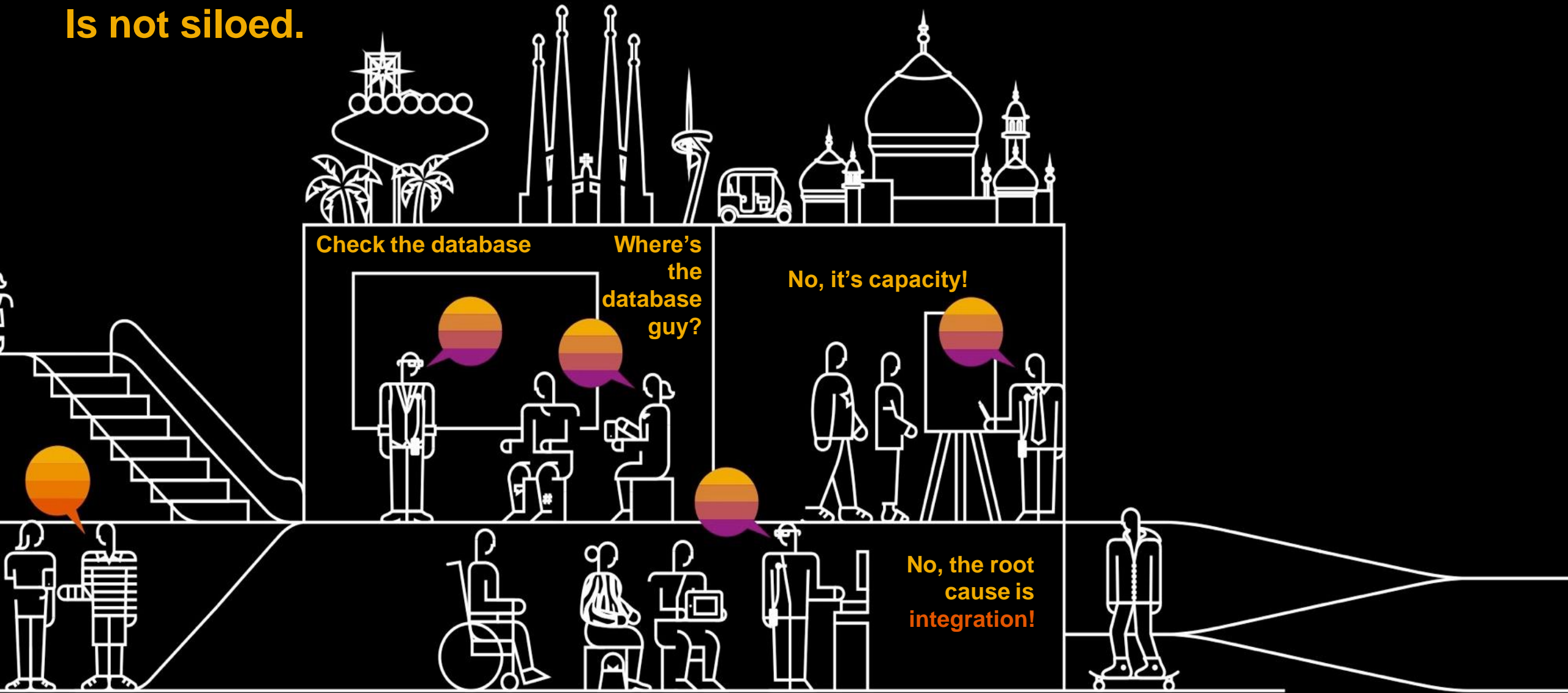
Mission - Deliver Value to customers by becoming their trusted advisor and **Help Best Run Better**

The new world of business



Business Operations

Is not siloed.



IT Operations

AGENDA

1

What? – changes for customers with hybrid solutions

2

Why? – Proactivity is relevant and important

3

How? – People, Process & Tools help Best Run Better

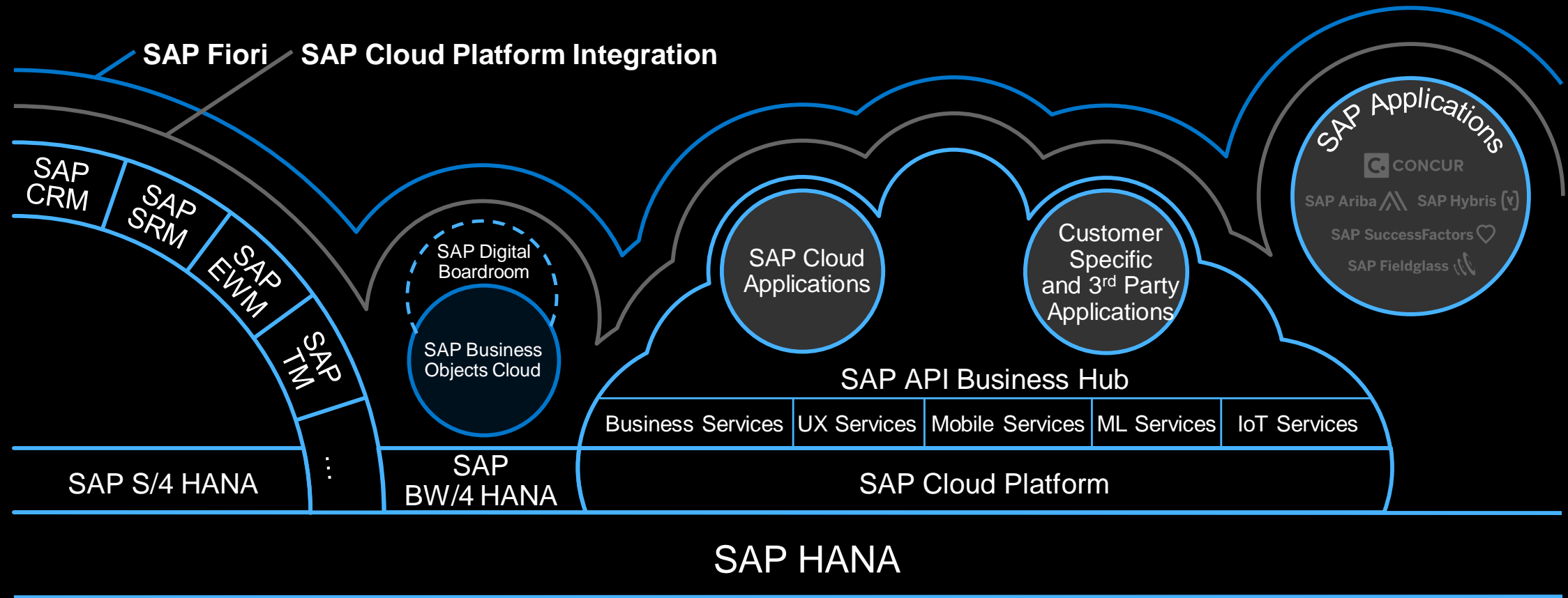
4

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

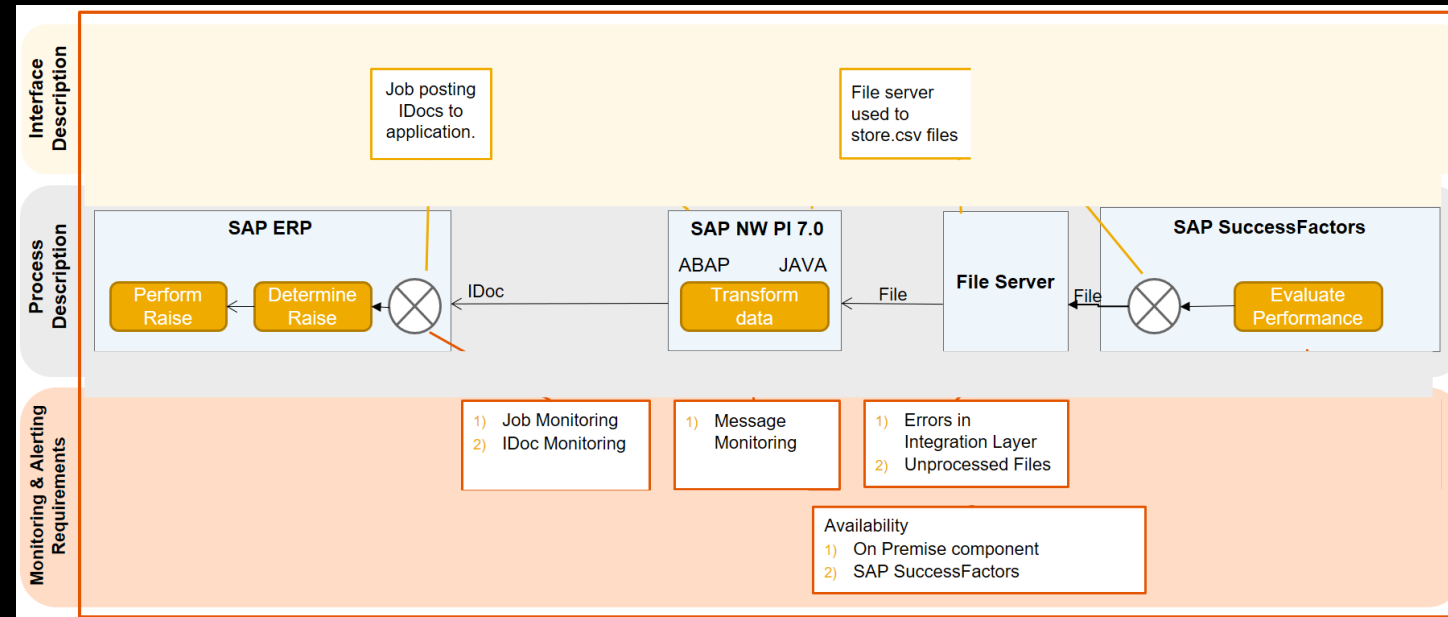
Need to set up the **relevant monitoring capabilities (tools)**, supported by best practices and operation standards, i.e.:

- 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



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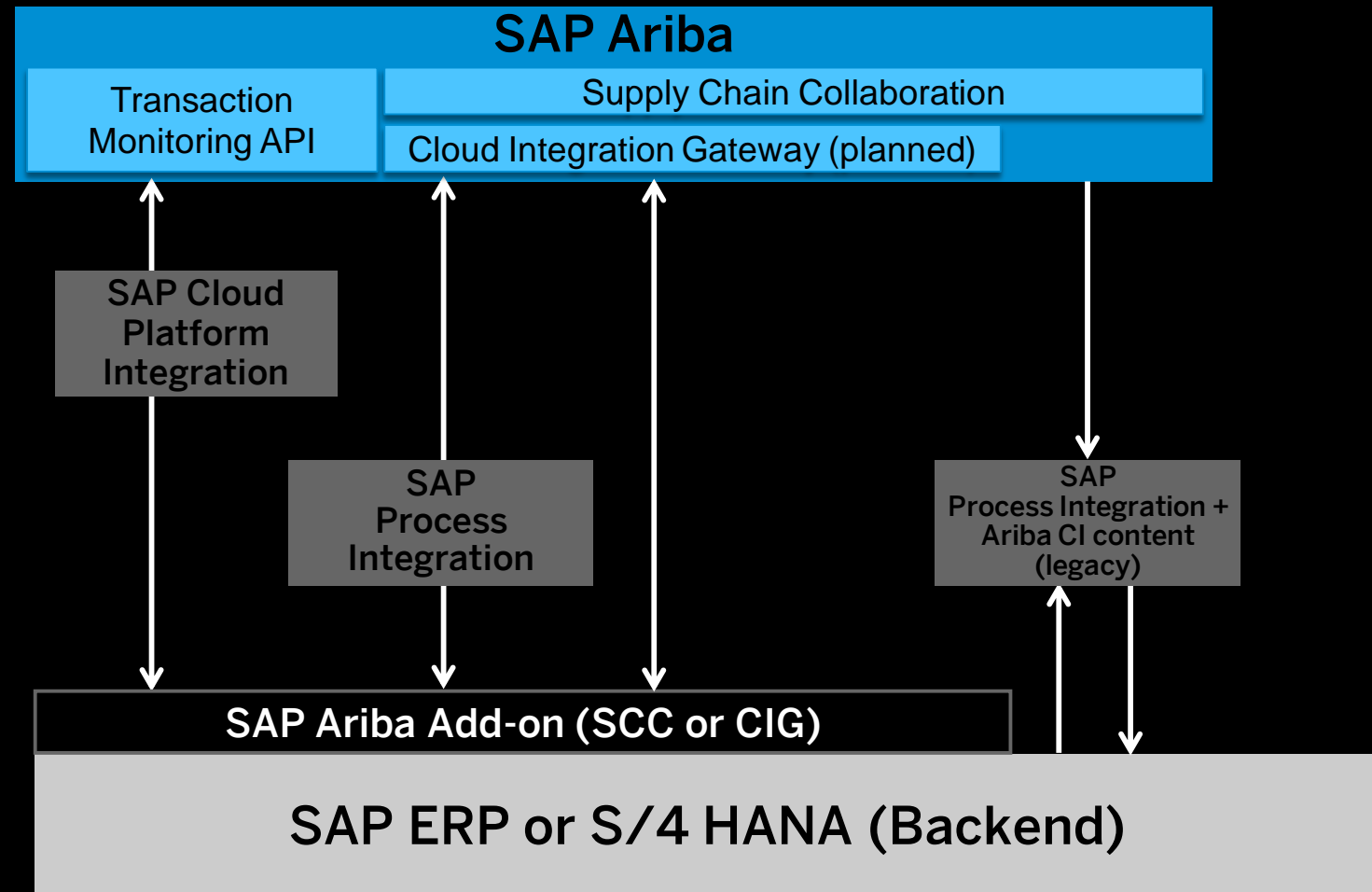
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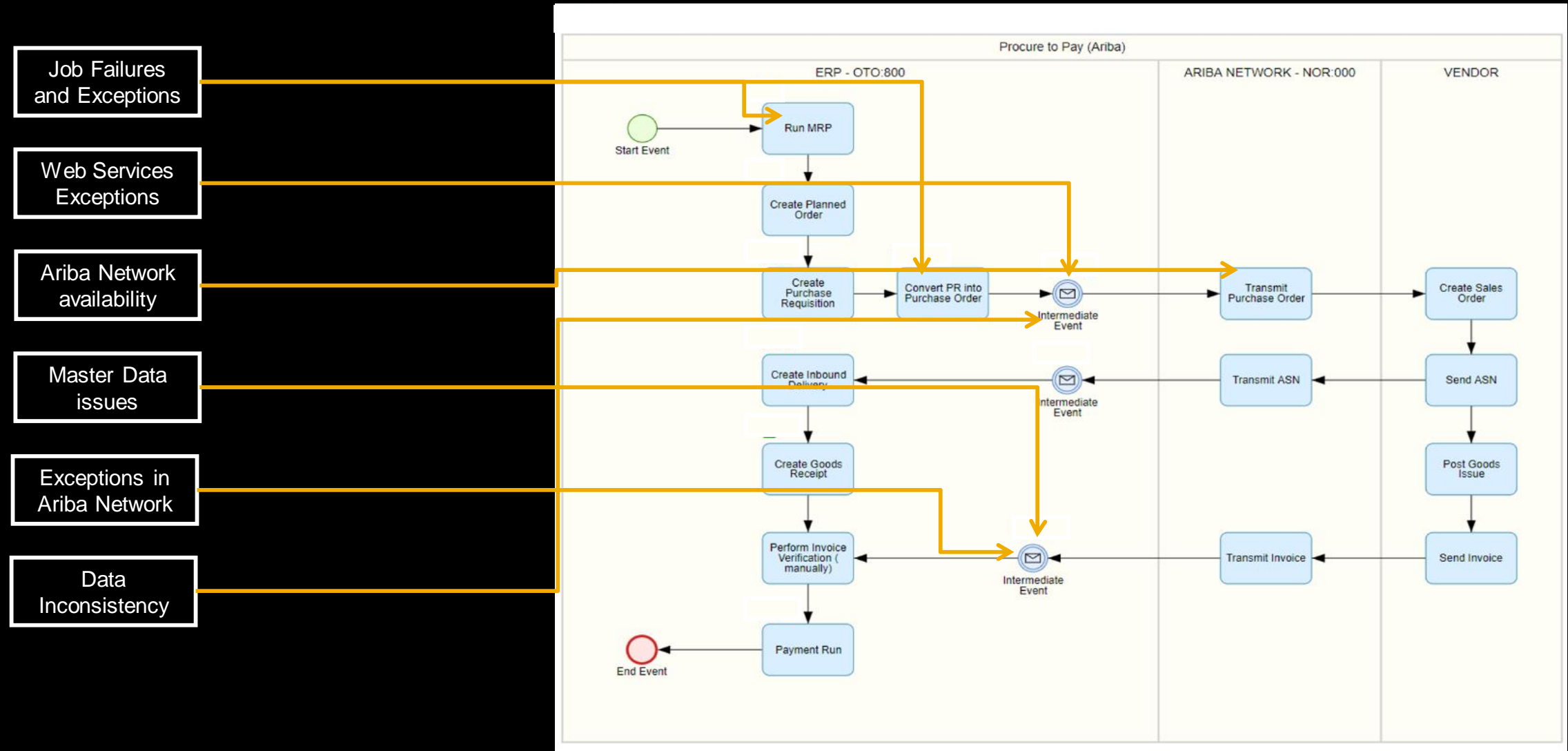
SAP Ariba Network – Example Use Case

Infrastructure Overview

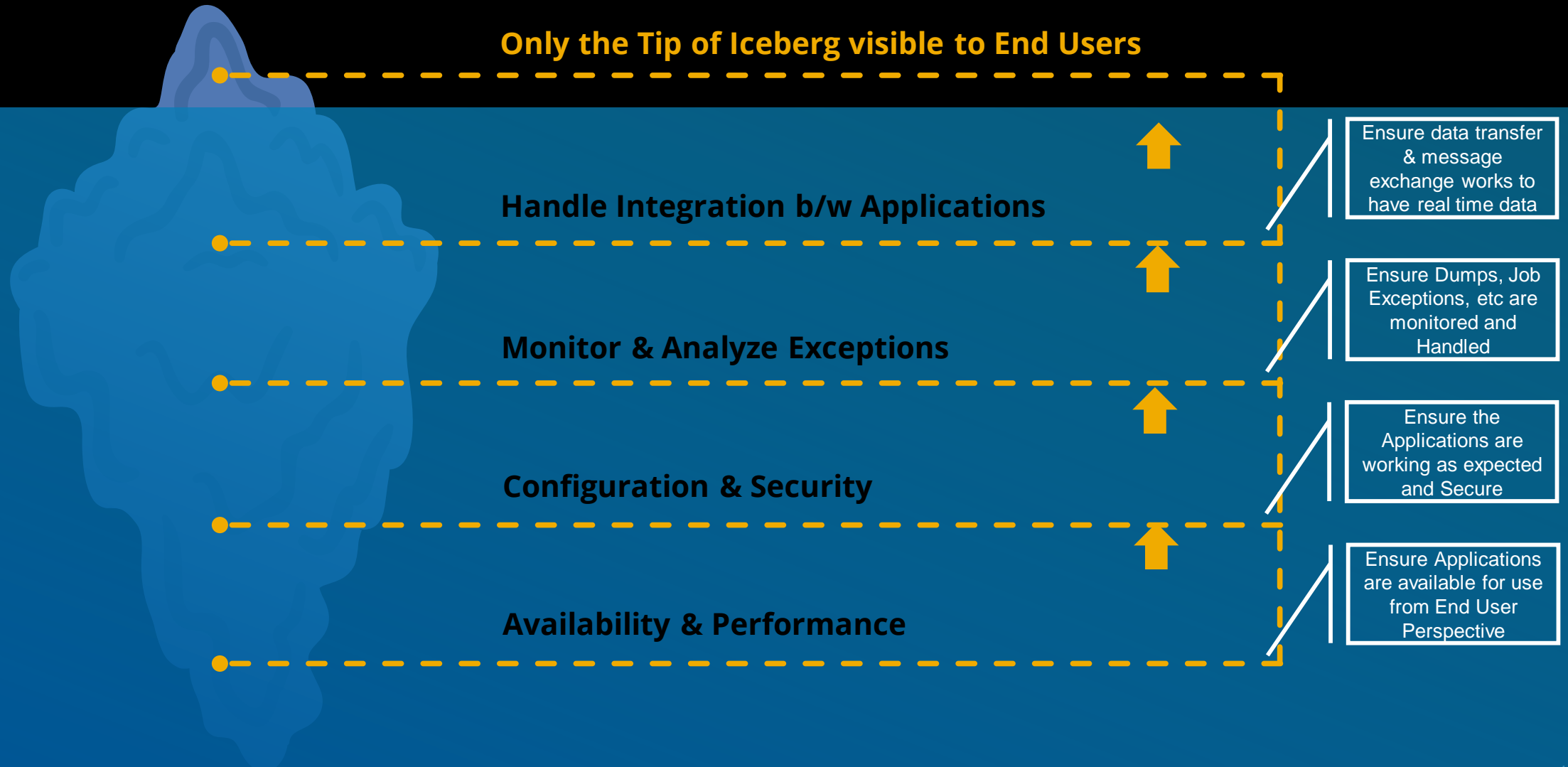


SAP Ariba Network

Process Overview & Point of Failures



Being **Proactive** is **Imperative** to achieve **End to End Business Continuity** – In Realtime and Always On World



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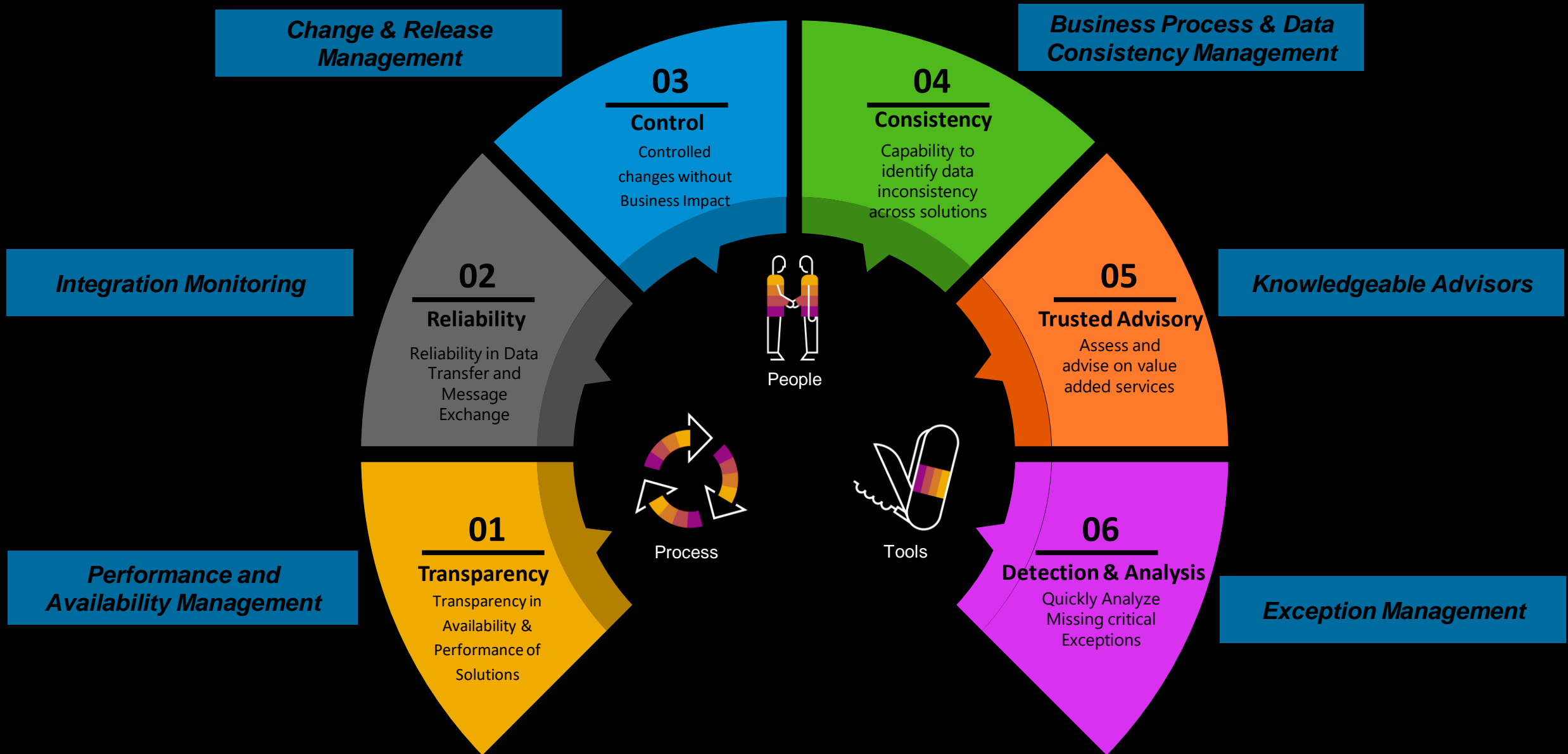
4

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Guiding Principles For Running the World of Business Applications



Process Flow with Ariba Metrics and KPIs (Buyer's View)

Overall Job Monitoring,
ensuring all events captured

Appl. Log Errors Monitoring

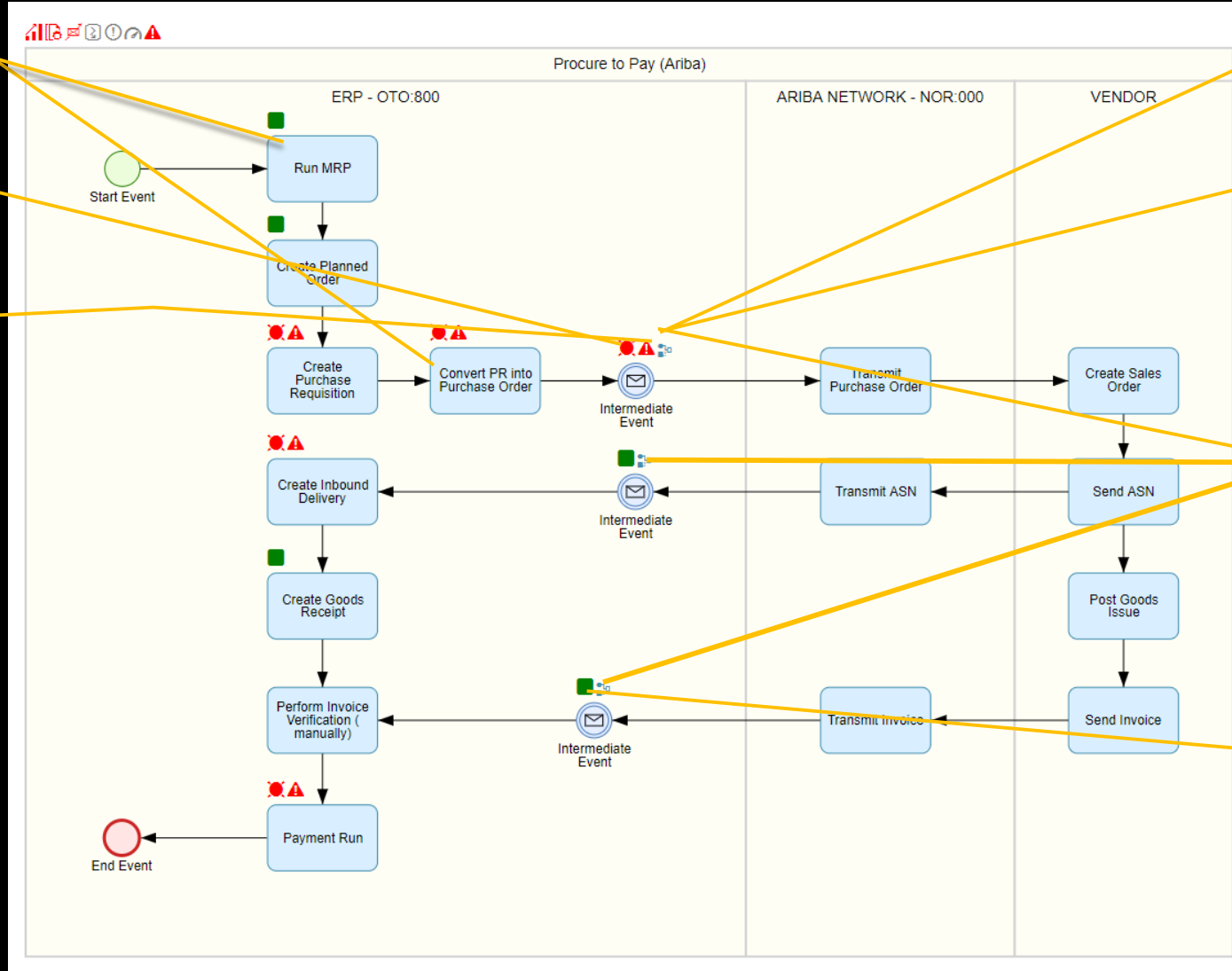
Web Service Monitoring for
Performance and Exceptions

Data Consistency b/w ERP and
Ariba

Ariba Network Channel Availability

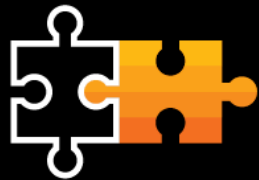
Number of Exceptions in Ariba
Network

Appl. Log Errors Monitoring



SAP Cloud Application Services – Running the Intelligent Enterprise

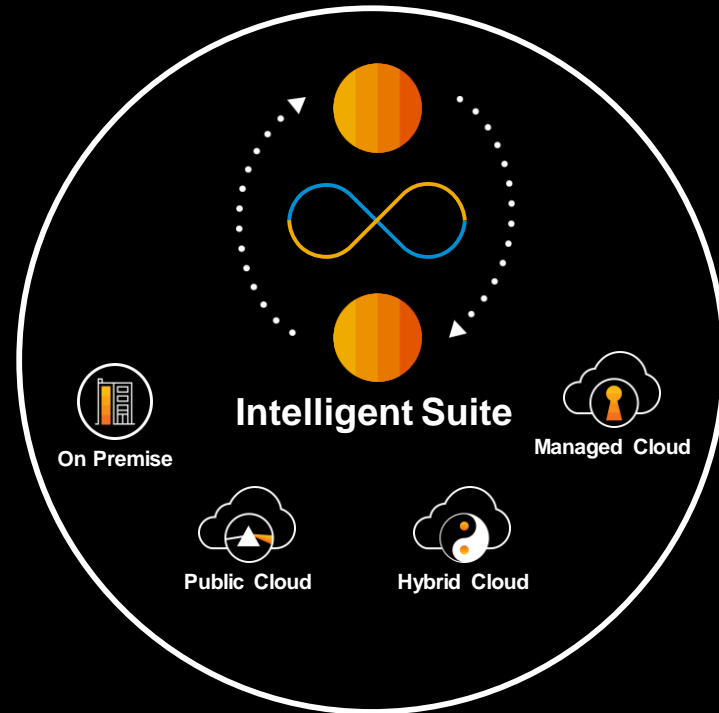
Managed services through Centers of Expertise for all deployment models



Application Management



Managed Security



SAP® Cloud Application Services



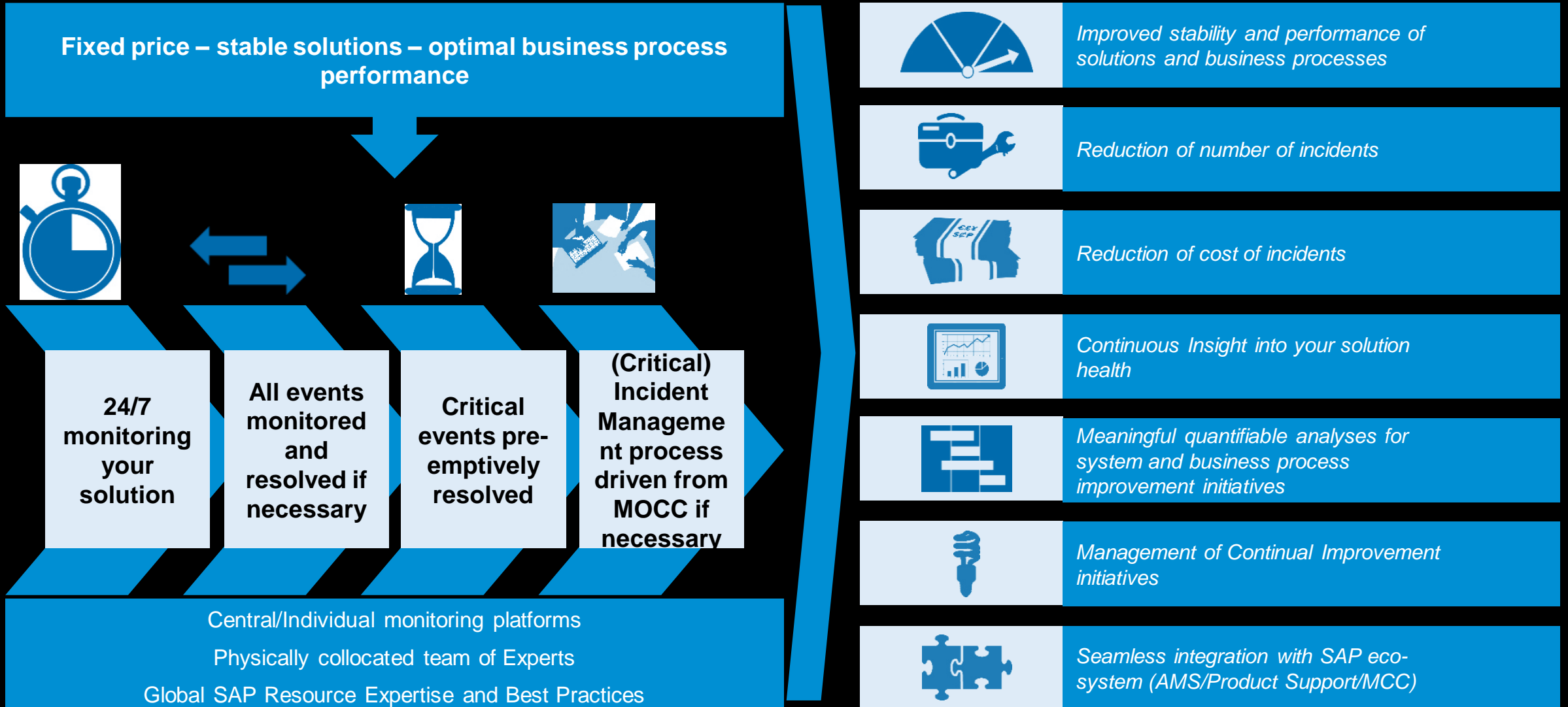
Managed Data



Managed Testing

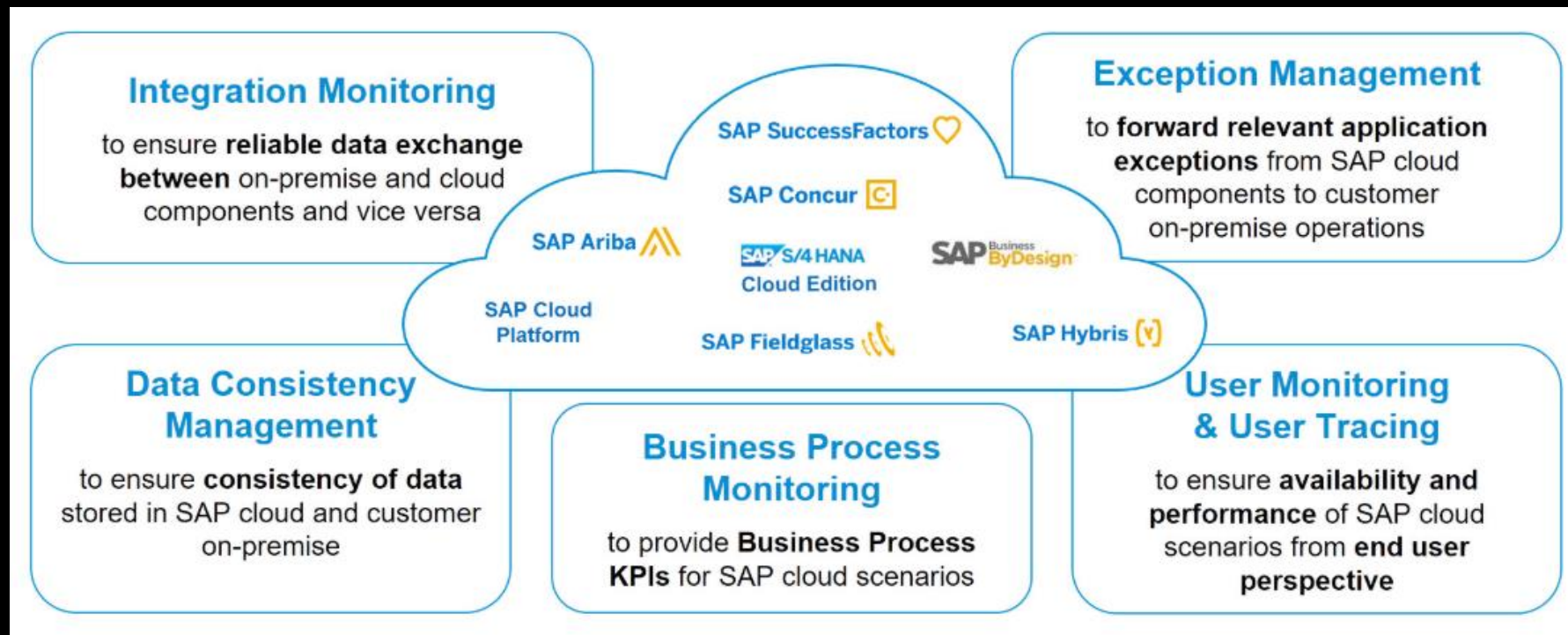
CAS - Managed Operations Control Center

Value Delivered



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.



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Conclusion and Key TakeAways



Q&A

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

Thank you.