



# The data driven collaboration platform

## SAP EarlyWatch Alert Workspace

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PUBLIC



Your Personalized Digital  
Support Experience



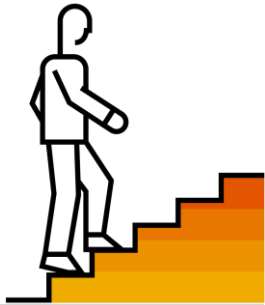
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# Observation in the Market of Hybrid Architecture Solution

## Typical IT department challenges



Fast and confident **decision making** requires the highest degree of **connecting people**, information, and insights to action.

IT will **invest less** in developing specialists for **ad hoc risk mitigation** and more in how to prevent business downtimes with **predictive analytics**.

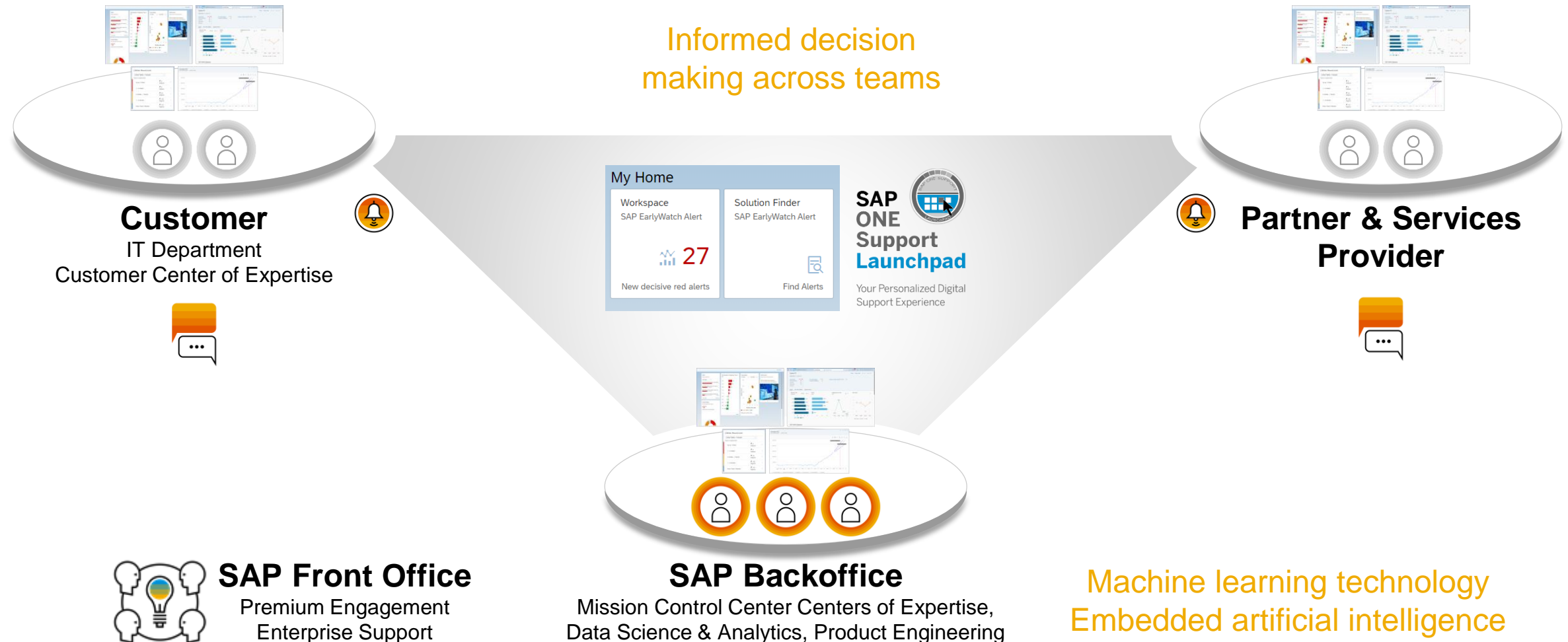
Keep **hackers** out of the business systems and prioritize the **protection** of the systems according to the most critical **cyber risks**.

To master **hybrid** architectures full **transparency** is needed across the **complete solution landscape**.

IT complexity is a strong drive to **reduce IT operation costs** through **standardization** and **automation**.

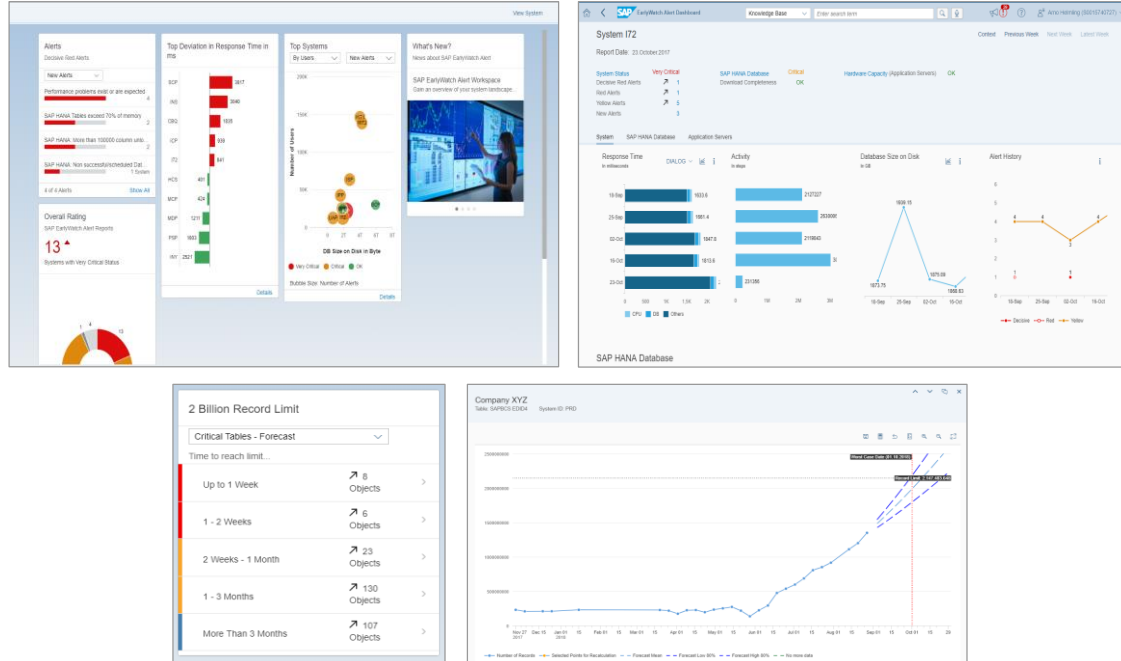
# SAP EarlyWatch Alert Workspace

Accelerate collaboration at any time based on ONE common data insight



# SAP EarlyWatch Alert Workspace

Get empowered to speak the same language across teams

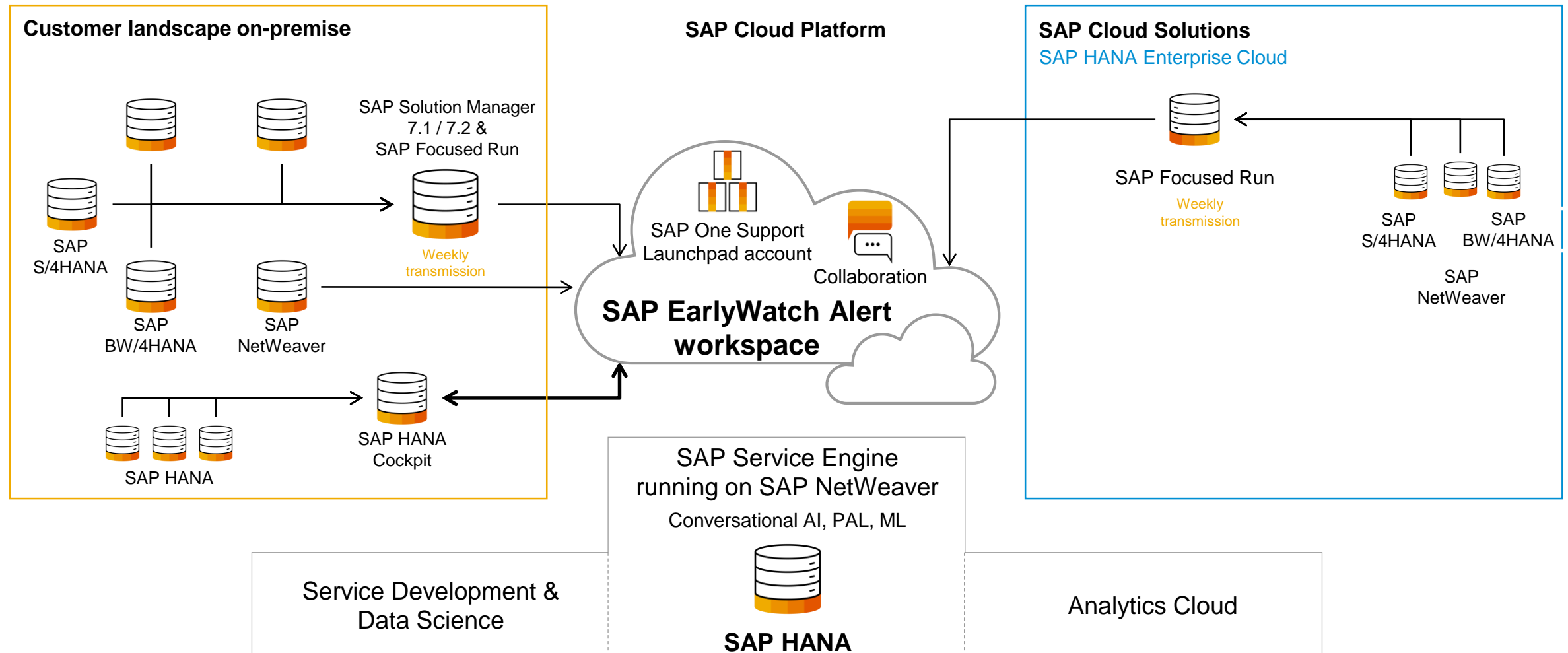


- One common view for all users
- Built for **simplicity** with Design Thinking
- One database with **3+ years history** of data
- One service engine using rules, predictions, and **Machine Learning**
- Transparency **at all times** for business continuity

**Work with proven standards at any place and under all conditions.**

# SAP EarlyWatch Alert Workspace

The Center of Data-Driven Collaboration



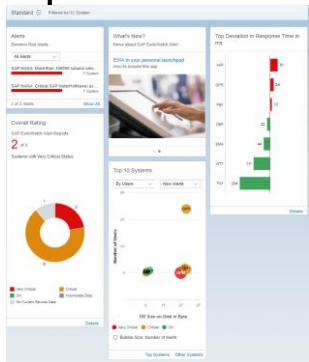


# SAP EarlyWatch Alert goes Cloud :

## EWA Workspace App advantages compared to classical EWA Report

[https://video.sap.com/media/t/1\\_q01f4lpq/188204803](https://video.sap.com/media/t/1_q01f4lpq/188204803)

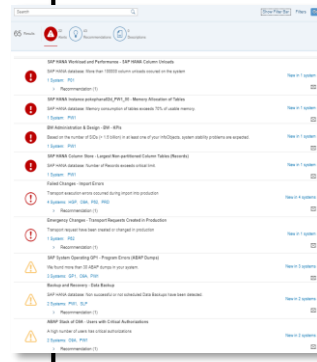
### Landscape summary



- Find top risks for business continuity
- Easily identify top improvement actions

**Fiori Overview Page**  
[Link](#)

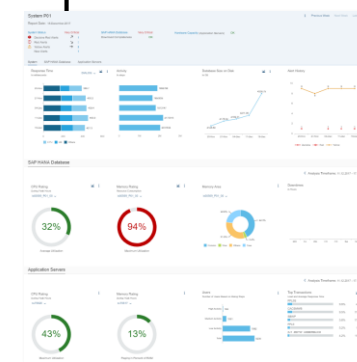
### Alert list per landscape



- Aggregated and prioritized alert view
- All report details with time travel
- Export excel with all alerts

**Powered by**  
**HANA Text Search**

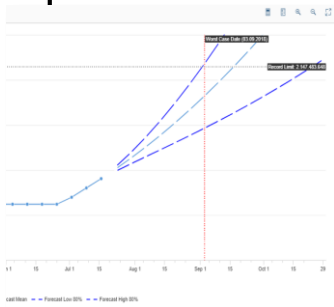
### Dashboard per system



- Identify serious bottlenecks
- Find critical trends in KPIs
- 3 years of history

**Embedded**  
**Analytics via CDS**  
**views**

### Predictive alerts

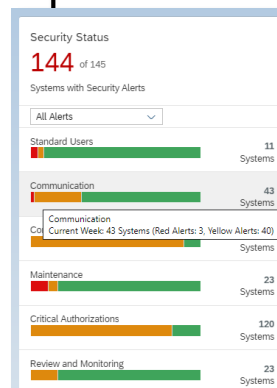


- Timely forecasts of critical situations
- Avoid business downtimes well in advance

**Powered by HANA**  
**Predictive Analytics**  
**Library (PAL)**

- 2 Billion Limit SAP HANA, Memory Forecast, Number Range Prediction

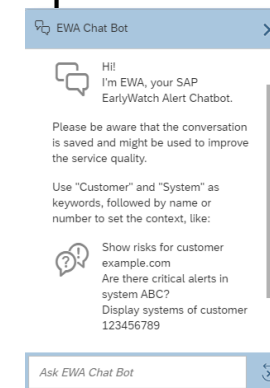
### Security risks per landscape



- Get secure and stay secure
- Hardening of security settings
- Perform easy security scans

**Fiori Overview**  
**Page**

### Active collaboration at all times



- Get informed about alerts
- Subscribe to new red alerts and predictive alerts

**Powered by**  
**email notifications**

# Notification Example

## 2 Billion Record Limit Forecast (View SAP IT Business Systems)

Critical object in system I3P detected.

The forecast detected an issue with priority 2: SAPI3P.EDID4 might reach the maximum number of entries. The calculated worst-case date is 24.08.2020. For details, see [App URL](#).

### Definition of priority:

The worst-case date is the result of an unfavorable, yet possible forecast - with a probability of 80% the limit is reached later. The priority depends on the period until this worst-case date is reached:

### Priority Period

- |   |                                      |
|---|--------------------------------------|
| 1 | less than 30 days                    |
| 2 | for the first time less than 60 days |
| 3 | for the first time less than 90 days |



# What Our Customers Are Saying

“ Many thanks for warning. We have taken immediate action and realized that our archiving did not work as expected. “

“ We are really liking the EWA Alert Workspace tool. The 2 Billion Record Limit forecasting feature saved us from an outage in our BW Prod environment. “

64.678

Visits in Jan 2021

60,000+

Customer systems

~ 15,000

Systems based on  
SAP HANA


~ 1.5 million

SAP HANA objects analyzed  
every week to  
predicted 2 billion record limit









**SAP EarlyWatch Alert Workspace | Live since August 2017 | SUGEN Award 2018**  
*The data-driven collaboration platform across teams of customer, partner and SAP*

# Configure My Home

**SAP** ONE Support Launchpad

Knowl...  *Enter search term*

## My Home

<p>System Data</p> <p> <b>8</b></p> <p>Favorite systems</p>	<p>Support Dashboard On Premise</p> <p></p> <p>Access dashboard</p>	<p>Service Messages On Premise</p> <p></p> <p>Service summaries</p>	<p>System Overview</p> <p></p> <p>Productive systems</p>
<p>SAP Passport Enable Single Sign-On</p> <p> <b>204</b></p> <p>Days to expire</p>	<p>Solution Finder SAP EarlyWatch Alert</p> <p></p> <p>Find Alerts</p>	<p>Reports SAP EarlyWatch Alert</p> <p> <b>3</b></p> <p>Very critical systems</p>	<p>Workspace SAP EarlyWatch Alert</p> <p> <b>0</b></p> <p>New decisive red alerts</p>

# Solution Finder

EarlyWatch Alert Solution Finder

Susanne Glaenger (S001396897)

Filtered by (2): System, Age

**Performance Evaluation (Performance Overview)**

Based on response times in your ABAP system performance problems may occur.

2 Systems: [CBD](#), [CBQ](#)

Performance → Others  
[New in 2 systems](#)

**SAP Application Release - Maintenance Phases (Software Configuration)**

Mainstream maintenance for your SAP product version has ended or will end in the near future.

1 System: [AAS](#)

> Recommendation (1)

Software Maintenance → Others  
[New in 1 system](#)

**Program Errors (ABAP Dumps) (SAP System Operating)**

We found more than 30 ABAP dumps in your system.

1 System: [AAS](#)

Stability → Others  
[New in 1 system](#)

**Known Issue (Statement)**

Check the mentioned SAP Note(s) for the recommendation concerning the statement and apply the recommendation if applicable.

3 Systems: [AAS](#), [CBD](#), [CBQ\(2\)](#)




[New in 3 systems](#)


## Service Readiness


Service Readiness → SAP Backbone Connectivity (0)



Service Readiness → Service Data (0)


# Reports in e-Reader Format







 EarlyWatch Alert Reports

K...

Enter search te






 Susanne Glaenzer (S00139689)






[Reports](#) /











CBQ Topics

Status: **Critical**   System ID: **CBQ**   Installation: **20983005**   Customer: **873861**   Language: English   Date:  13.07.2020  

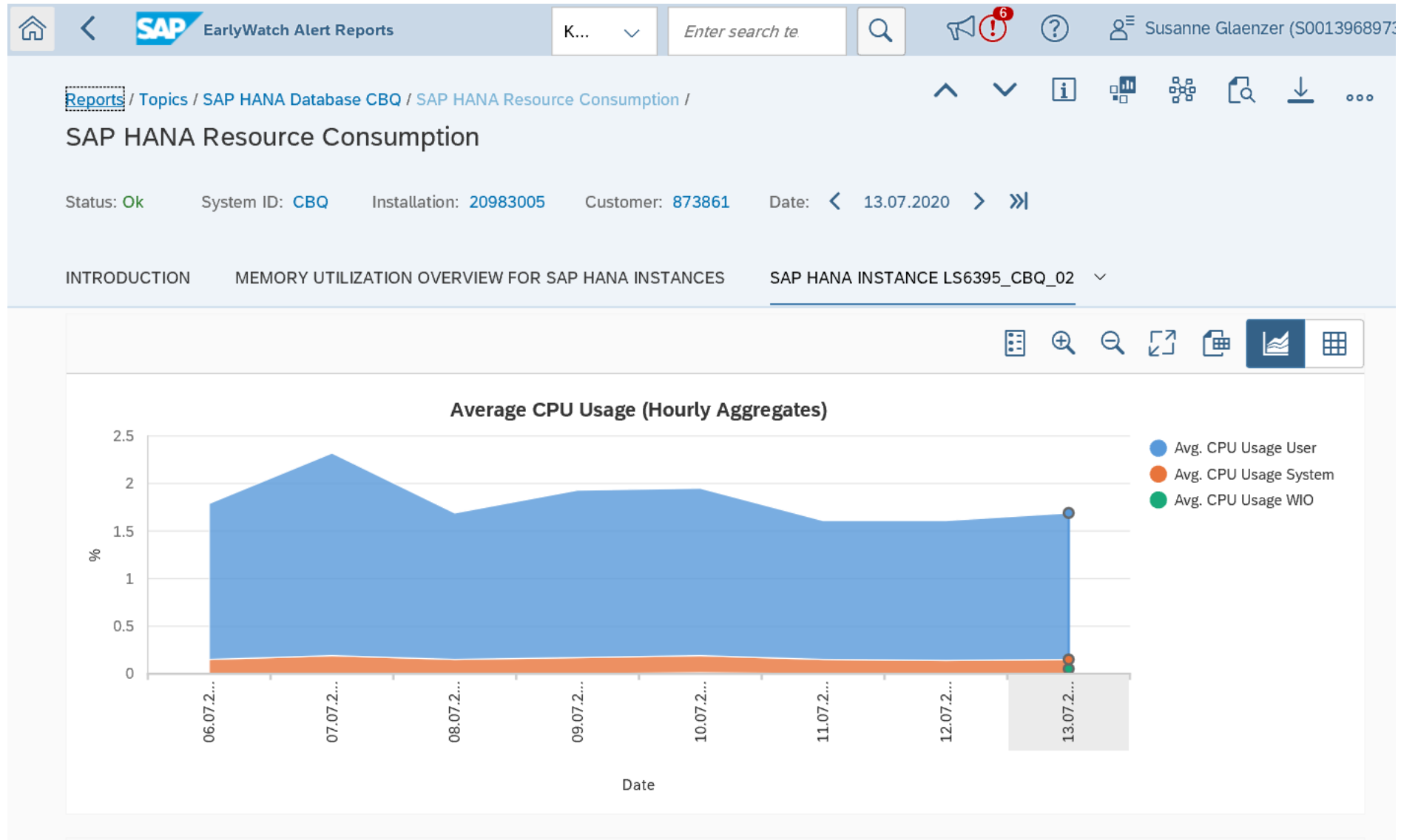
All Topics (66)   Favorites (10)   Very Critical (5)

Search

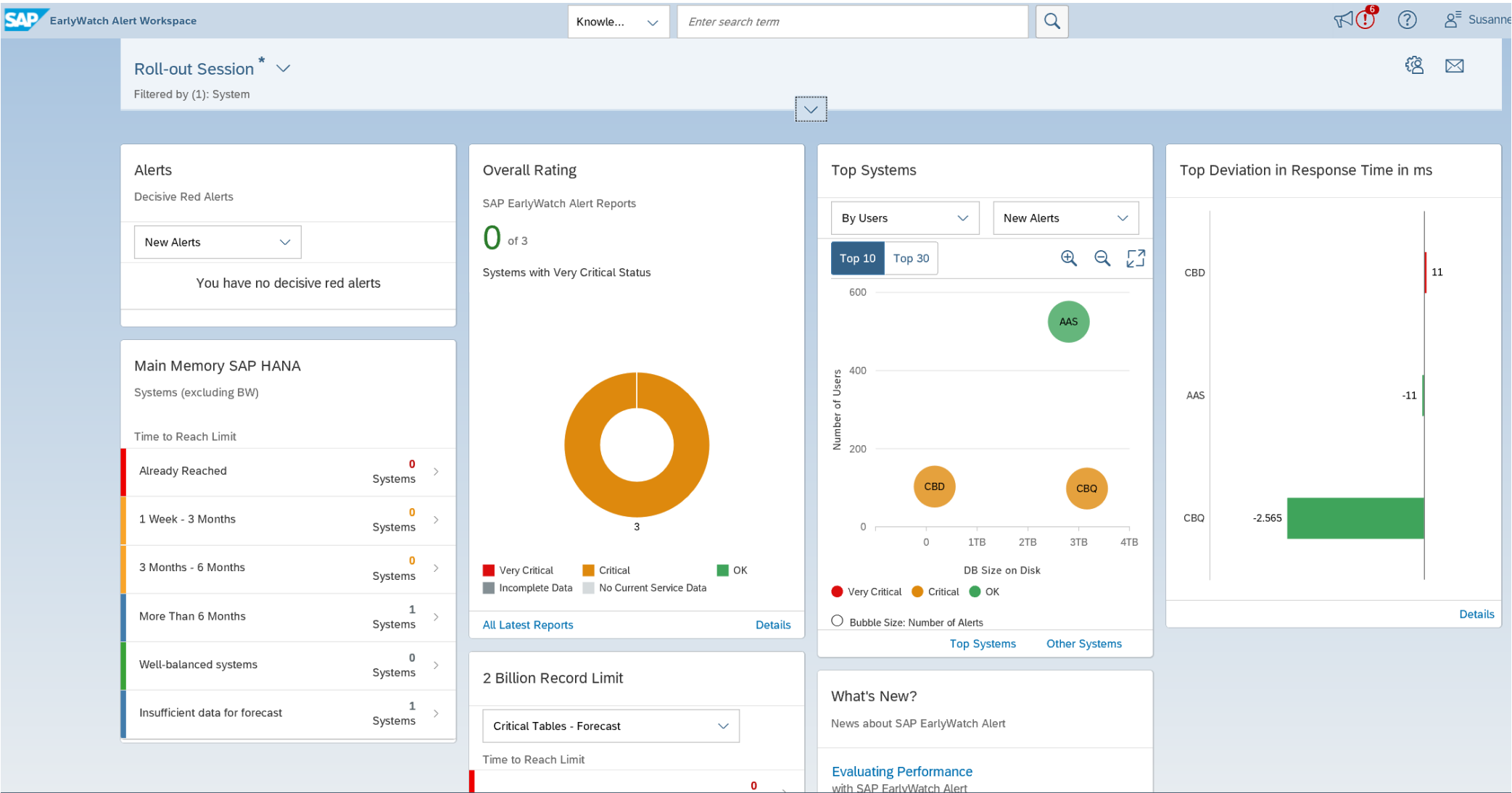


Favorite	Topic	Topic Rating	Subtopic	Subtopic Rating
	Service Summary	Critical		
			Performance Indicators for CBQ	
	Landscape		Products and Components in current Landscape	
			Servers in current Landscape	
			Hardware Configuration	

# Report Charts as SAP Fiori Diagrams



# Workspace Overview Page





# Dashboard per System

Home

Back

SAP

EarlyWatch Alert Dashboard

Knowle...

▼

Enter search term

🔍

🔊

🔔

?

👤

Susanne Glaenzer (5001396897)

System CBQ

▼

SystemSAP HANA DatabaseApplication ServersUser Experience

Analysis Timeframe: 06.07.2020 - 12.07.2020

CPU Rating

During Peak Hours

pwdf6845

▼

11%

Maximum Utilization

Memory Rating

During Peak Hours

pwdf6845

▼

9%

Paging in Percent of RAM

Users

Number of Users Based on Dialog Steps

Low Active Users

63

Medium Active Users

25

High Active Users

10

Total Users

98

Top Transactions

Load and Average Response Time

BI\_CLIENT\_RUNTIME

21,9%

385,740 ms

/IWFND/GW\_CLIENT

21,5%

27.365 ms

/STCSC/ESF\_TOOLS

20,8%

42.194 ms

DSA

14%

4.312 ms

SUT

6,3%

2.840 ms

User Experience

Usable SAPUI5 Applications

No. of correctly configured Apps in the last 5 weeks

9

9

9

9

9

0

0

0

0

0

Jun 15 2020

20

25

Jul 01

05

10

Application Components

Usable SAP Fiori Apps: 4

1

2

1

CA

SV

Undefined

Top OData Service Calls

Average Call Time in Milliseconds

EWA\_NRIV\_SRV

69.582,9 ms

EWA\_ANA\_ODATA\_SRV

50.882,7 ms

GSS\_RC\_GW\_SRV

1.683,9 ms

SBK\_INTERACTION\_SRV

210 ms

GSS\_RC\_SIC\_GW\_SRV

184 ms

Top Gateway Errors

Most Frequently Occurred Errors

/IWFND/CM\_CONSUMER101

307

/IWFND/CM\_CONSUMER122

169

/IWBEP/CM\_MGW\_RT000

28

/IWFND/MED167

20

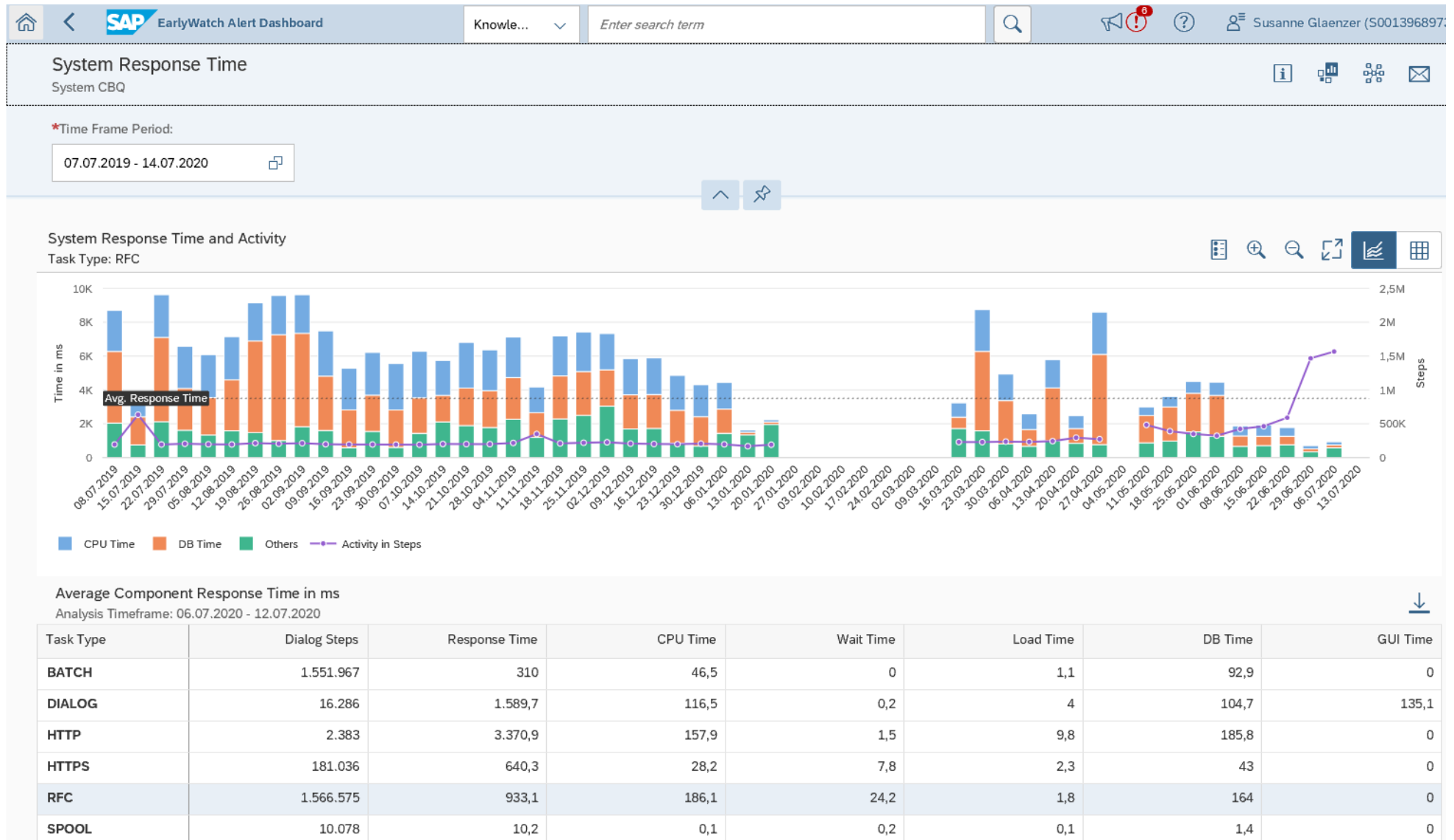
/IWBEP/CM\_MGW\_RT032

9

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16

# Average Response Time – Long-term



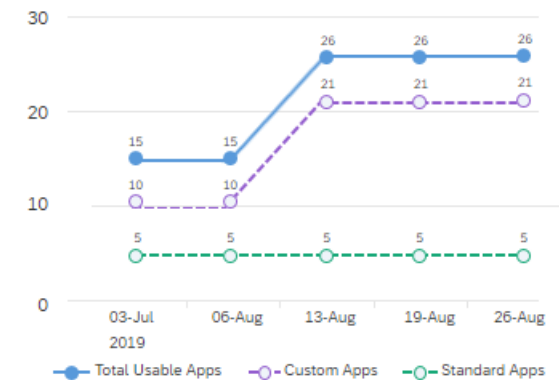
**SAP Fiori**

User Experience

Analysis Timeframe: 20.08.2018 - 26.08.2018

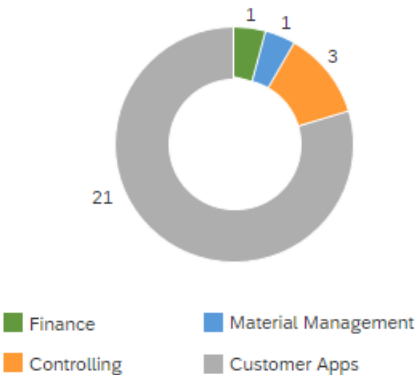
Usable SAPUI5 Applications

Number of correctly configured Apps in the last 5 weeks



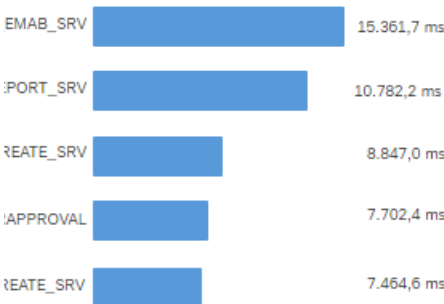
Application Components

Usable SAP Fiori Apps: 26



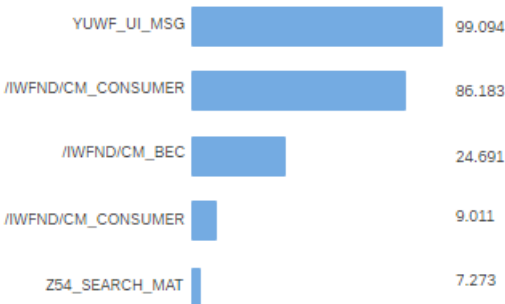
Top OData Service Calls

Average Call Time in milliseconds



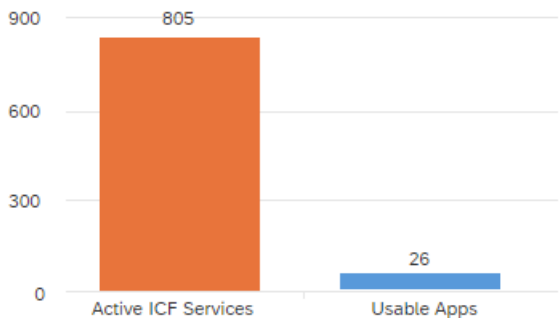
Top Gateway Errors

Most frequently occurred errors



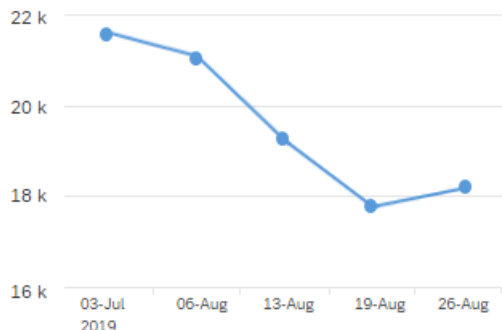
ICF Security

Activated vs. Usable Applications



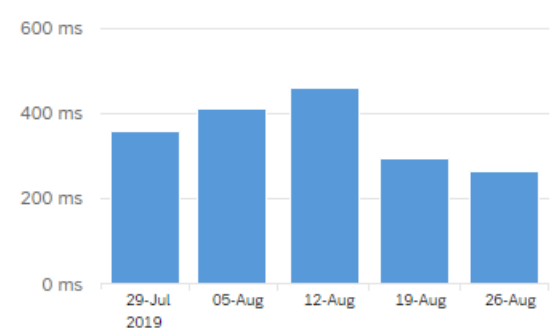
Fiori Launchpad Usage

Number of Launchpad Loads in the last 5 weeks



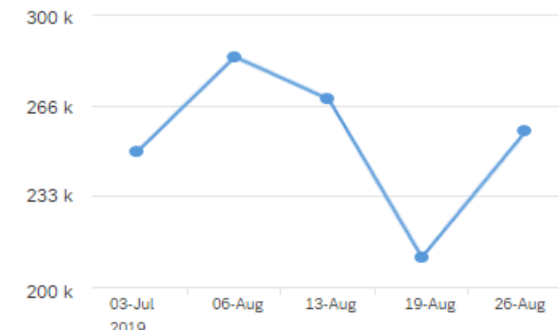
OData Requests

Average Time of all OData calls in the last 5 weeks

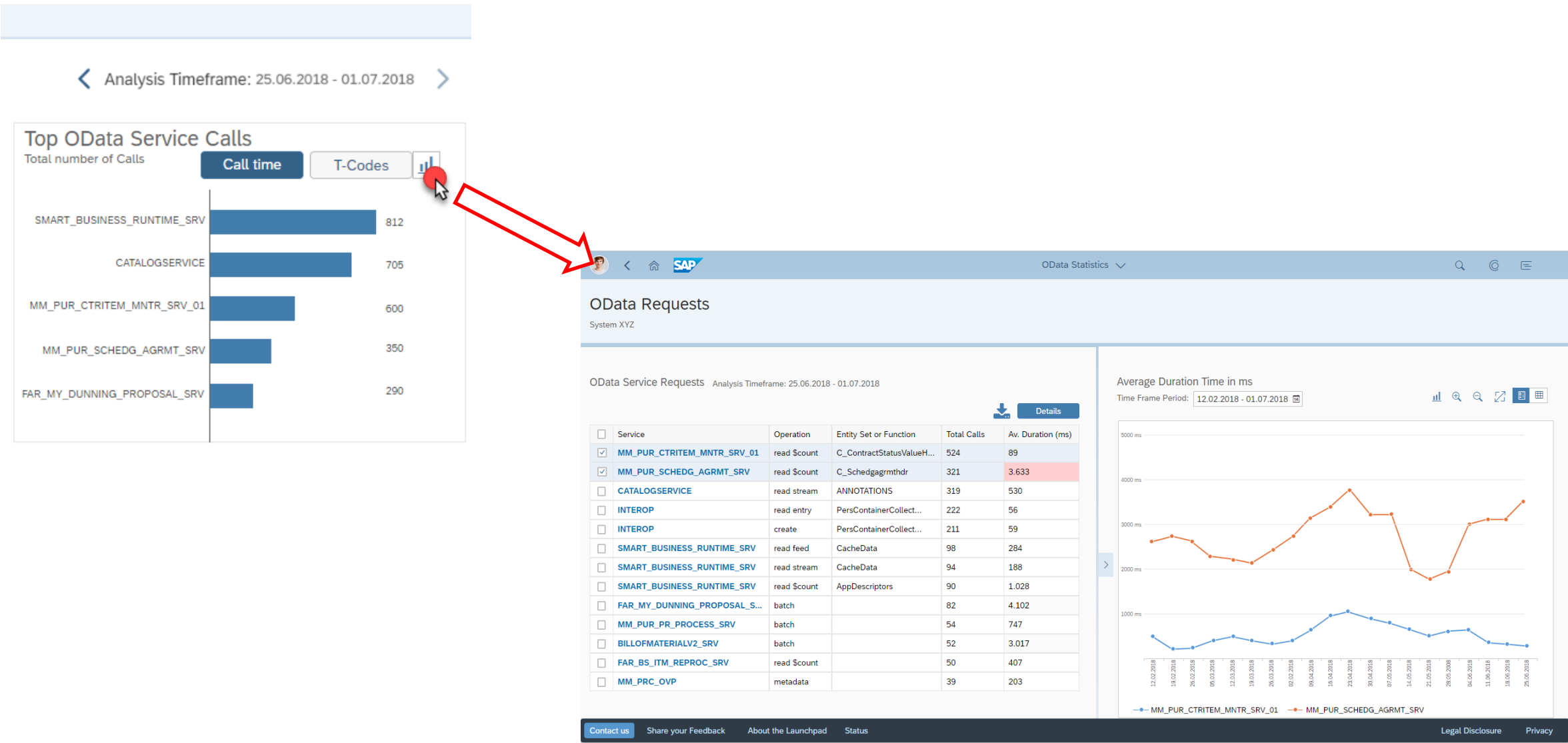


Gateway Errors

Total Number of Gateway Errors in the last 5 weeks



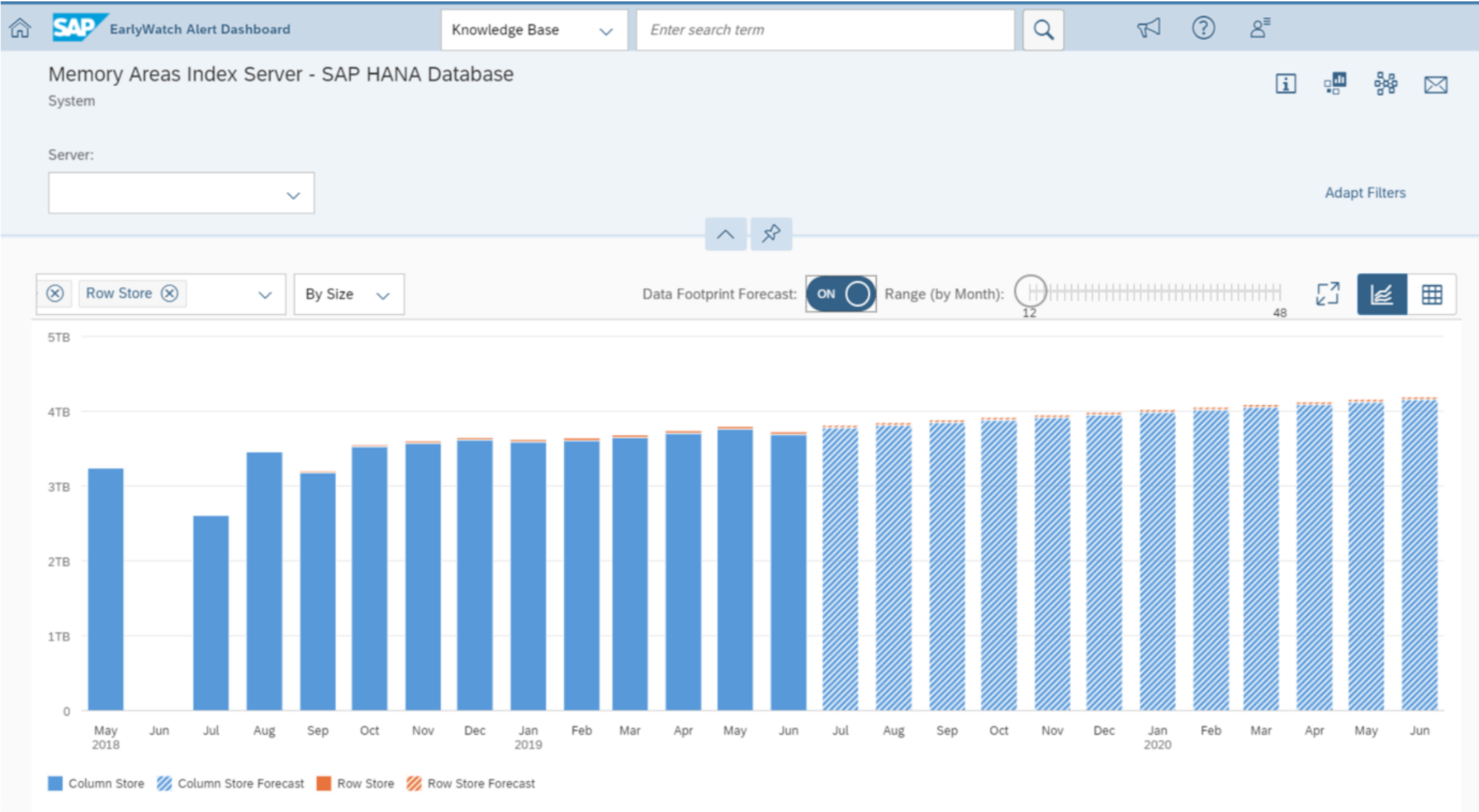
# Navigate from the OVP card to the *Details View*






# Predictions




# Data Footprint Use Case








# Critical Number Range Intervals



Number Range Limit

Knowledge Base 

Enter search term 


 Renate Mustermann 


Customer


System ID


Time Range

Number Range Object




Enter Customer Name or Number ... 

Enter System ID ... 

Critical: Up to 10 Days 



Objects (88) Forecast



Customer	System ID	Object	Prediction: Worst-Case Date	Remaining Numbers
Company One (0000000001)	<b>AB1</b> Installation Number: 0012345678 System Number: 000000000123456789	<b>Asset Number</b> Rolling Object: ANLAGENNR Subobject: 0001 Interval: 01	04.10.2019 (this week)	25 >
Enterprise Two (0000000002)	<b>B01</b> Installation Number: 0012345678 System Number: 000000000123456789	<b>CMFE MSG Log</b> Rolling Object: CMF_PROTOK Subobject KKT Interval: 01	04.10.2019 (this week)	266 >
Business Venture Three (0000000003)	<b>BHP</b> Installation Number: 0012345678 System Number: 000000000123456789	<b>Sub-number COKEY</b> Non-rolling Object: COKEY Interval: 01	05.10.2019 (this week)	76 >
Succesful Org Four (0000000004)	<b>XYZ</b> Installation Number: 0012345678 System Number: 000000000123456789	<b>Asset Accounting</b> Rolling Object: FIAA-BELNR Subobject: 1710 Interval: 03 Year: 2019	07.10.2019 (in 1 week)	15.592 >
Firm Five (0000000005)	<b>ABC</b> Installation Number: 0012345678 System Number: 000000000123456789	<b>Official Documents</b> Rolling Object: J_1AOFFDOC Subobject: TH0101 Interval: 11	09.10.2019 (in 1 week)	18 >
Six Limited (0000000006)	<b>BCD</b> Installation Number: 0012345678 System Number: 000000000123456789	<b>Material ledger doc.</b> Rolling Object: ML-BELEG Subobject: 08 Year: 9999	11.10.2019 (in 1 week)	6.844 >
Seven Inc. (0000000007)	<b>CDE</b> Installation Number: 0012345678 System Number: 000000000123456789	<b>SAPoffice: object</b> Rolling Object: SO_OBJ_USR Interval: 01 Year: 2019	11.10.2019 (in 1 week)	1.233 >

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# Did you know?

The SAP EarlyWatch Alert Workspace in SAP ONE Support Launchpad offers the new possibility to get informed automatically by email on critical findings in your SAP system landscape.

## Notify

It offers personalized alerts which will inform you about new very critical findings in general and predictive alerts for the SAP HANA which provides an early warning on important optimization potential.

## Customize

You can specify all systems or only a selection of systems of your choice.

## Select

There are additional checks available in the SAP EarlyWatch Alert Workspace compared to the classical EarlyWatch Alert report.

- Forecast for SAP HANA 2 Billion Limit
- Forecast for SAP HANA Memory Consumption
- Forecast for SAP HANA Memory Footprint of Column und Row Store
- Forecast for Number Ranges
- Notifications on Prediction Results and new very critical alerts by email
- Time travel on chapter level in eReader
- Aggregation per system landscape for topic alerts

## Enhanced



Watch the video for more information on **how to subscribe:**  
[https://video.sap.com/media/t/1\\_9mb5bgwq](https://video.sap.com/media/t/1_9mb5bgwq)



**Inform your colleagues and encourage them to subscribe today**

# References

## EWA WORKPLACE

**Access** the EWA workspace:  
<https://launchpad.support.sap.com/#/ewaworkspace>

## WATCH NOW

## WHAT'S NEW

**Stay Informed** About New SAP EarlyWatch Alerts  
You Are Interested In:  
<https://blogs.sap.com/2020/09/15/stay-informed-about-new-sap-earlywatch-alerts-you-are-interested-in/>

How to Subscribe to  
**SAP EarlyWatch Alert**  
Notifications in  
SAP ONE Support Launchpad



First Predictive Use Case:  
**SAP HANA 2 Billion Record Limit**



Third Predictive Use Case:  
**Data Footprint**



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# Thank you!

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SAP SE

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