The data driven collaboration platform
SAP EarlyWatch Alert Workspace

Susanne Glänzer
Global CoE Technology, SAP SE

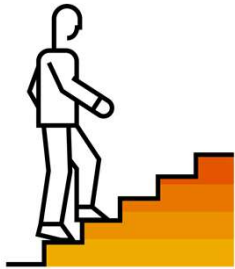PUBLIC

SAP
ONE
Support
Launchpad

Your Personalized Digital
Support Experience

THE BEST RUN **SAP**

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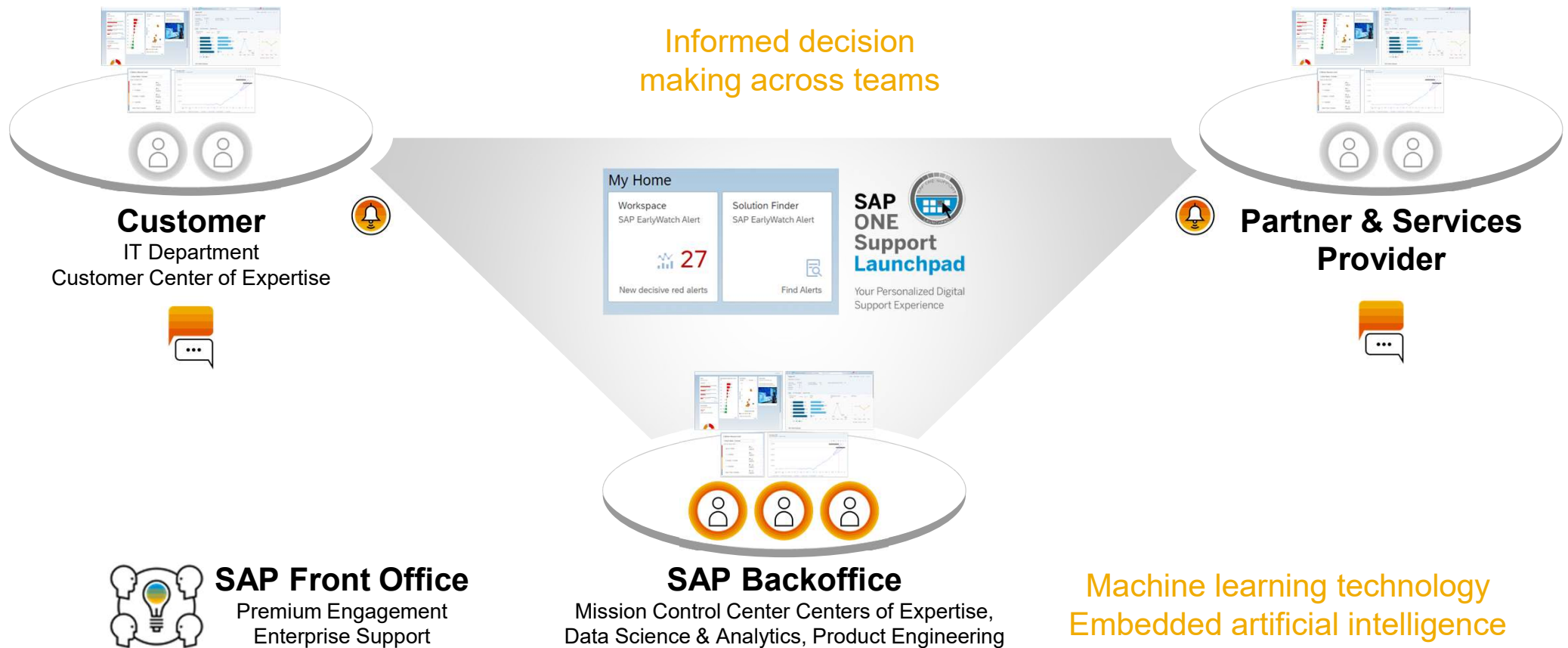
Keep **hackers** out of the business systems and prioritize the **protection** of the systems according to the most critical **cyber risks.**

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.**
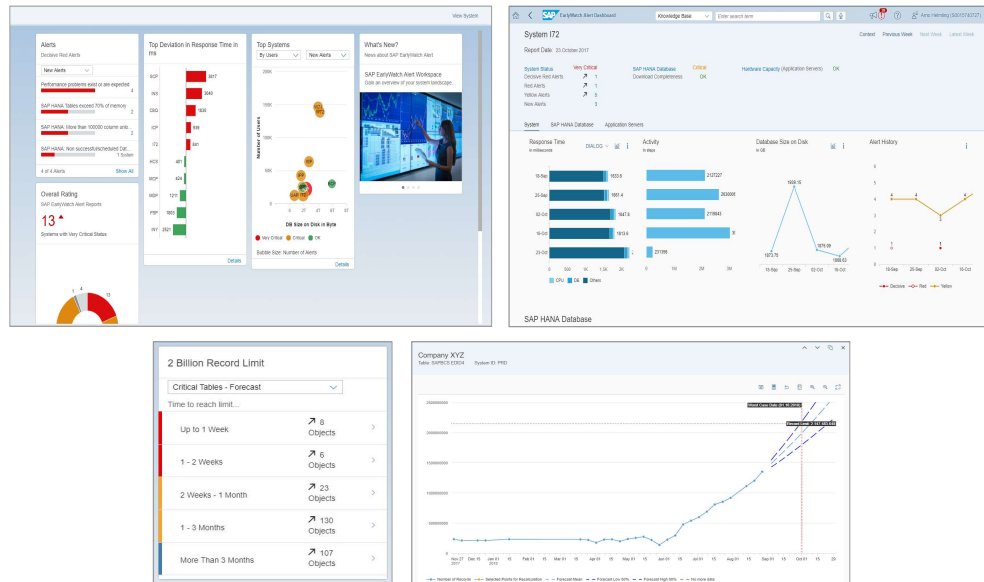
SAP EarlyWatch Alert Workspace

Accelerate collaboration at any time based on ONE common data insight

Informed decision
making across teams

Customer
IT Department
Customer Center of Expertise

My Home

Workspace
SAP EarlyWatch Alert

Solution Finder
SAP EarlyWatch Alert

27

New decisive red alerts

Find Alerts

SAP ONE Support Launchpad
Your Personalized Digital
Support Experience

Partner & Services Provider

SAP Front Office
Premium Engagement
Enterprise Support

SAP Backoffice
Mission Control Center Centers of Expertise,
Data Science & Analytics, Product Engineering

Machine learning technology
Embedded artificial intelligence

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

Customer landscape on-premise

SAP S/4HANA

SAP BW/4HANA

SAP NetWeaver

SAP Solution Manager 7.1 / 7.2 & SAP Focused Run

Weekly transmission

SAP HANA

SAP HANA Cockpit

SAP Cloud Platform

SAP One Support Launchpad account

Collaboration

SAP EarlyWatch Alert workspace

SAP Cloud Solutions

SAP HANA Enterprise Cloud

SAP Focused Run

Weekly transmission

SAP S/4HANA

SAP BW/4HANA

SAP NetWeaver

SAP Service Engine running on SAP NetWeaver

Conversational AI, PAL, ML

SAP HANA

Service Development & Data Science

Analytics Cloud

Key Collaboration Views and Benefits
Powered by SAP EarlyWatch Alert Workspace

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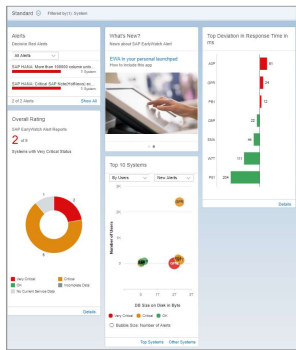
- Find top risks for business continuity
- Easily identify top improvement actions

Fiori Overview Page

Alert list per landscape

- Aggregated and prioritized alert view
- Get best practices for mitigation

Powered by HANA Text Search

Dashboard per system
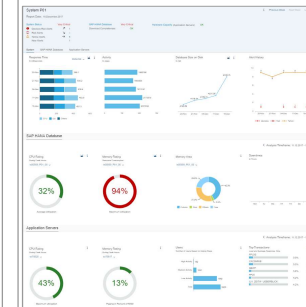
- Identify serious bottlenecks
- Find critical trends in KPIs

Embedded Analytics via CDS views

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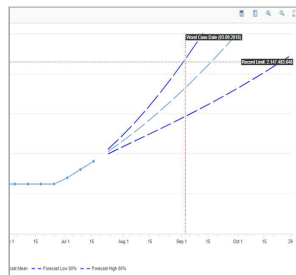
- Timely forecasts of critical situations
- Avoid business downtimes well in advance

Powered by HANA Predictive Analytics Library (PAL)

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
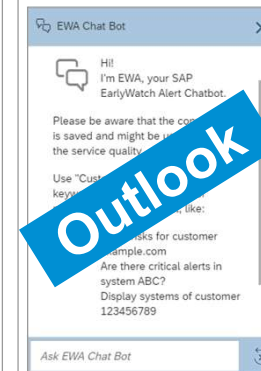
- Get informed about alerts
- Get embedded support
- Searchability

Powered by Conversational AI

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](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. "

~ 160.000

Visits in May 2020

64,000+

Customer systems

~ 21,000

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

SAP EarlyWatch Alert Blogs & Videos

SAP EarlyWatch Alert – From an automatically generated Word-Report for individual systems to a CLOUD Application that provides a comprehensive SAP Landscape Overview

For further Details please refer to these Blogs:

[Blog: Evaluating Performance with SAP EarlyWatch Alert](#)

[Blog: Using the SAP EarlyWatch Alert Solution Finder Effectively](#)

[Blog: Cookbook for SAP EarlyWatch Alert Workspace](#)

[Blog: SAP EarlyWatch Alert Workspace – gain an overview on your system landscape health](#)

[Video: Solve Alerts with the SAP EarlyWatch Alert Workspace](#)

[Blog: Displaying Security Alerts in the SAP EarlyWatch Alert Workspace](#)

Configure My Home
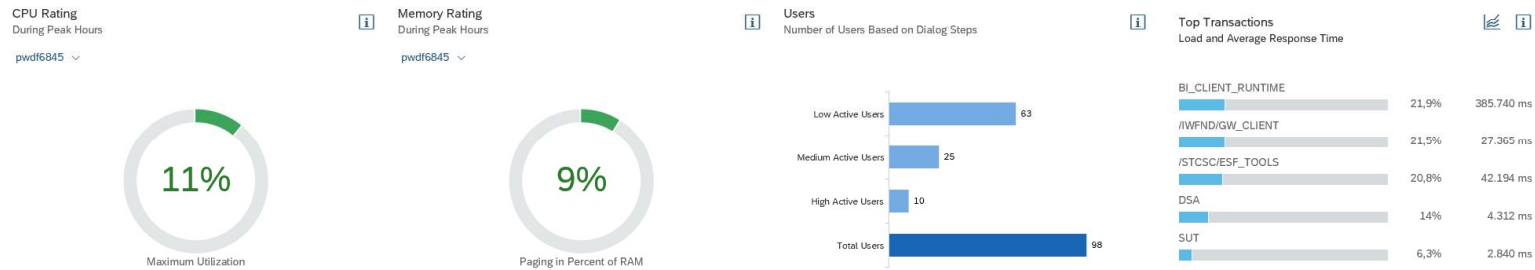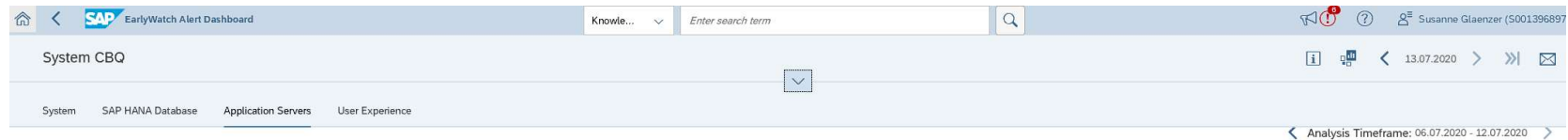
Solution Finder

Reports in e-Reader Format

Report Charts as SAP Fiori Diagrams
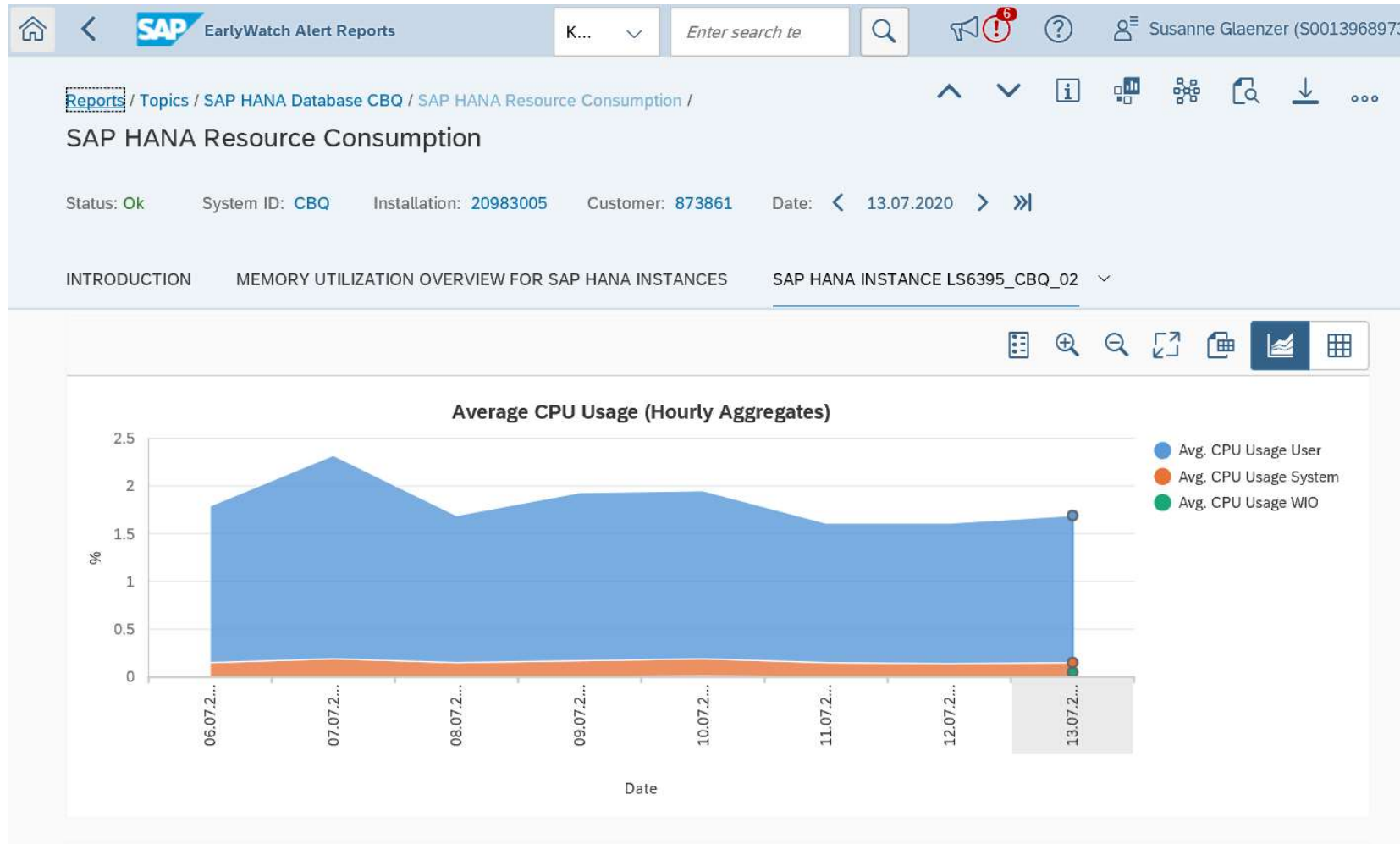
Workspace Overview Page
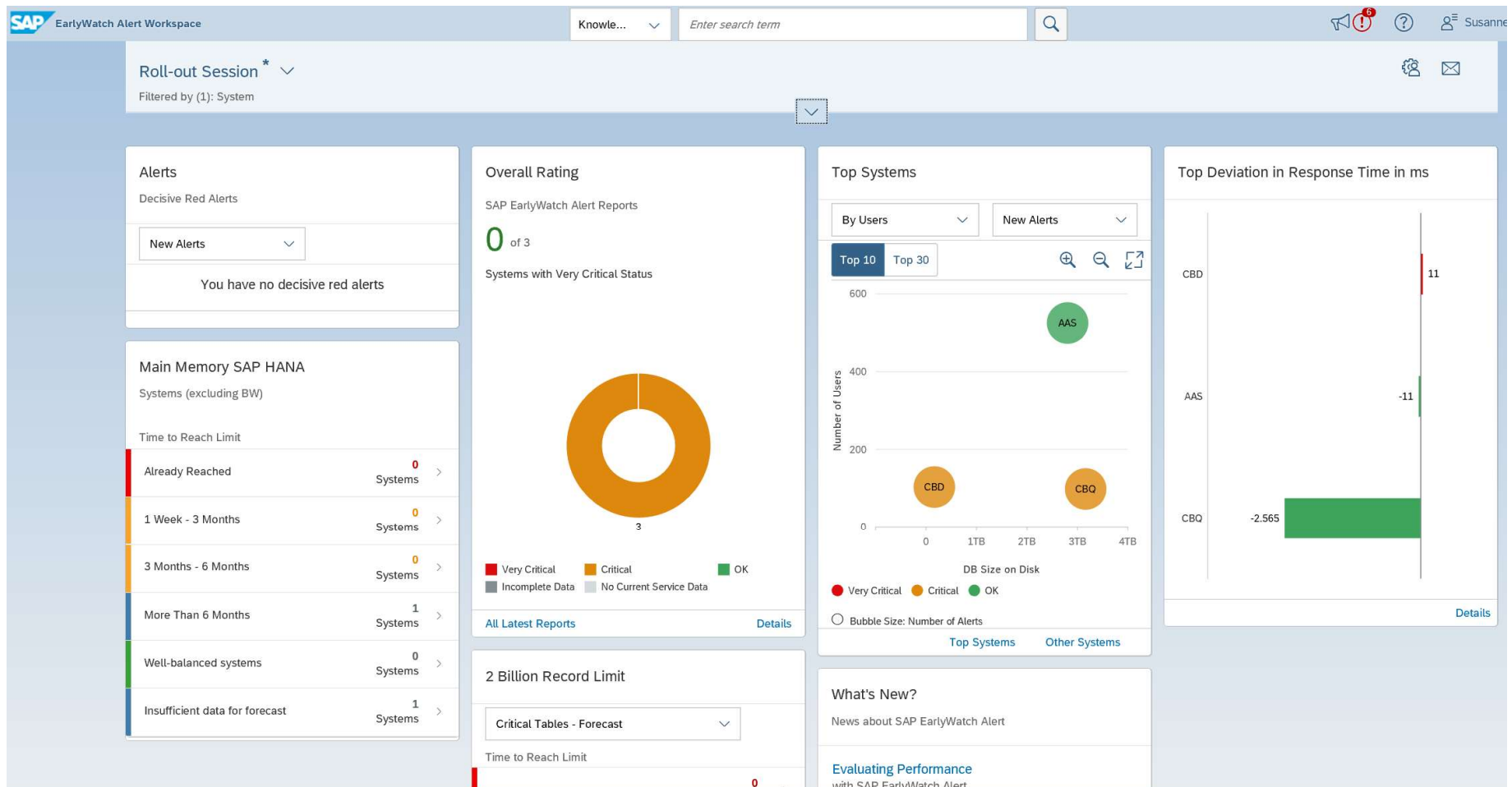
Dashboard per System
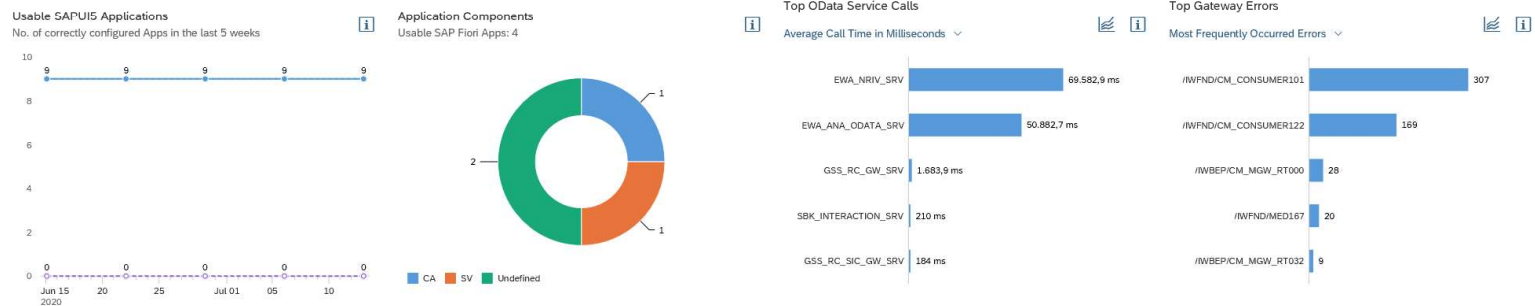
Average Response Time – Long-term
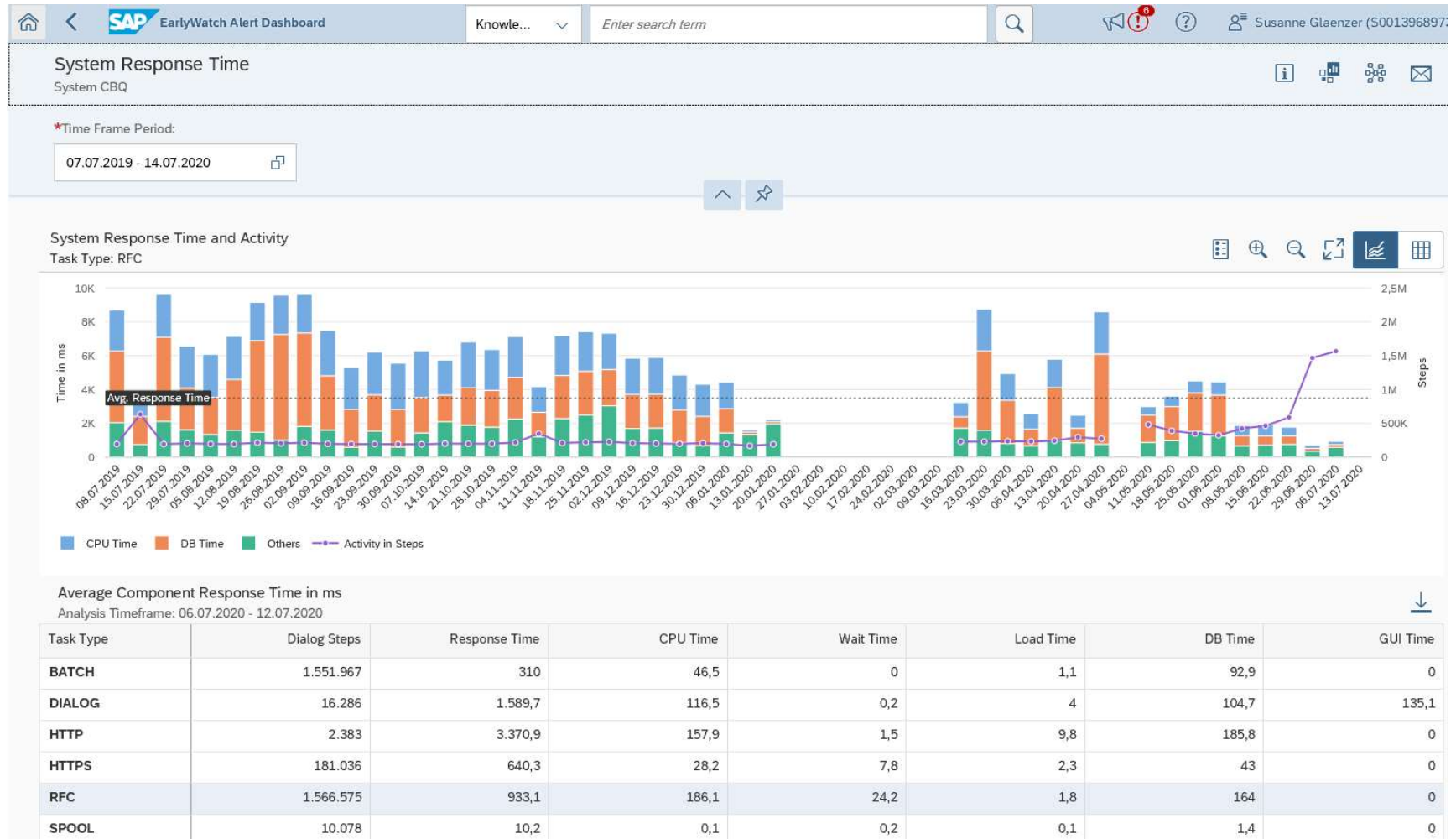
SAP Fiori

User Experience

Usable SAPUI5 Applications
Number of correctly configured Apps in the last 5 weeks

- Total Usable Apps
- Custom Apps
- Standard Apps

Application Components
Usable SAP Fiori Apps: 26

- Finance
- Controlling
- Material Management
- Customer Apps

Top OData Service Calls
Average Call Time in milliseconds ∨

EMAB_SRV	15.361,7 ms
PORT_SRV	10.782,2 ms
REATE_SRV	8.847,0 ms
APPROVAL	7.702,4 ms
REATE_SRV	7.464,6 ms
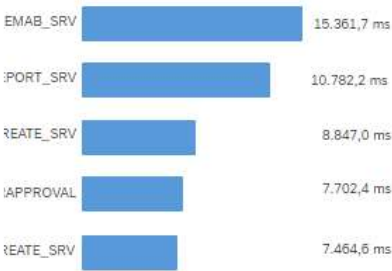
Top Gateway Errors
Most frequently occurred errors ∨

YUWF_UI_MSG	99.094
/IWFND/CM_CONSUMER	86.183
/IWFND/CM_BEC	24.691
/IWFND/CM_CONSUMER	9.011
Z54_SEARCH_MAT	7.273

ICF Security
Activated vs. Usable Applications
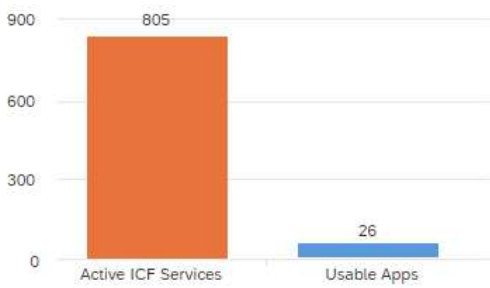
Fiori Launchpad Usage
Number of Launchpad Loads in the last 5 weeks

OData Requests
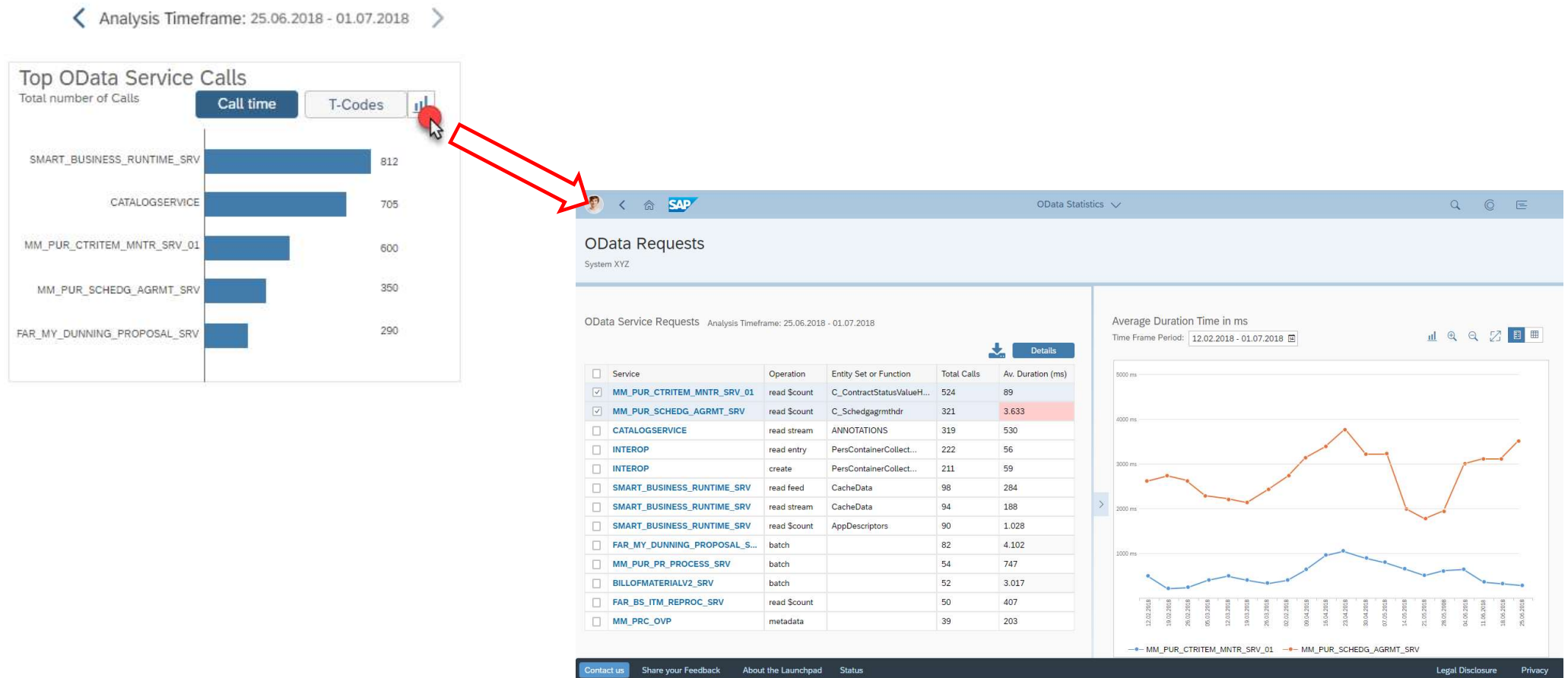Average Time of all OData calls in the last 5 weeks ∨

Gateway Errors
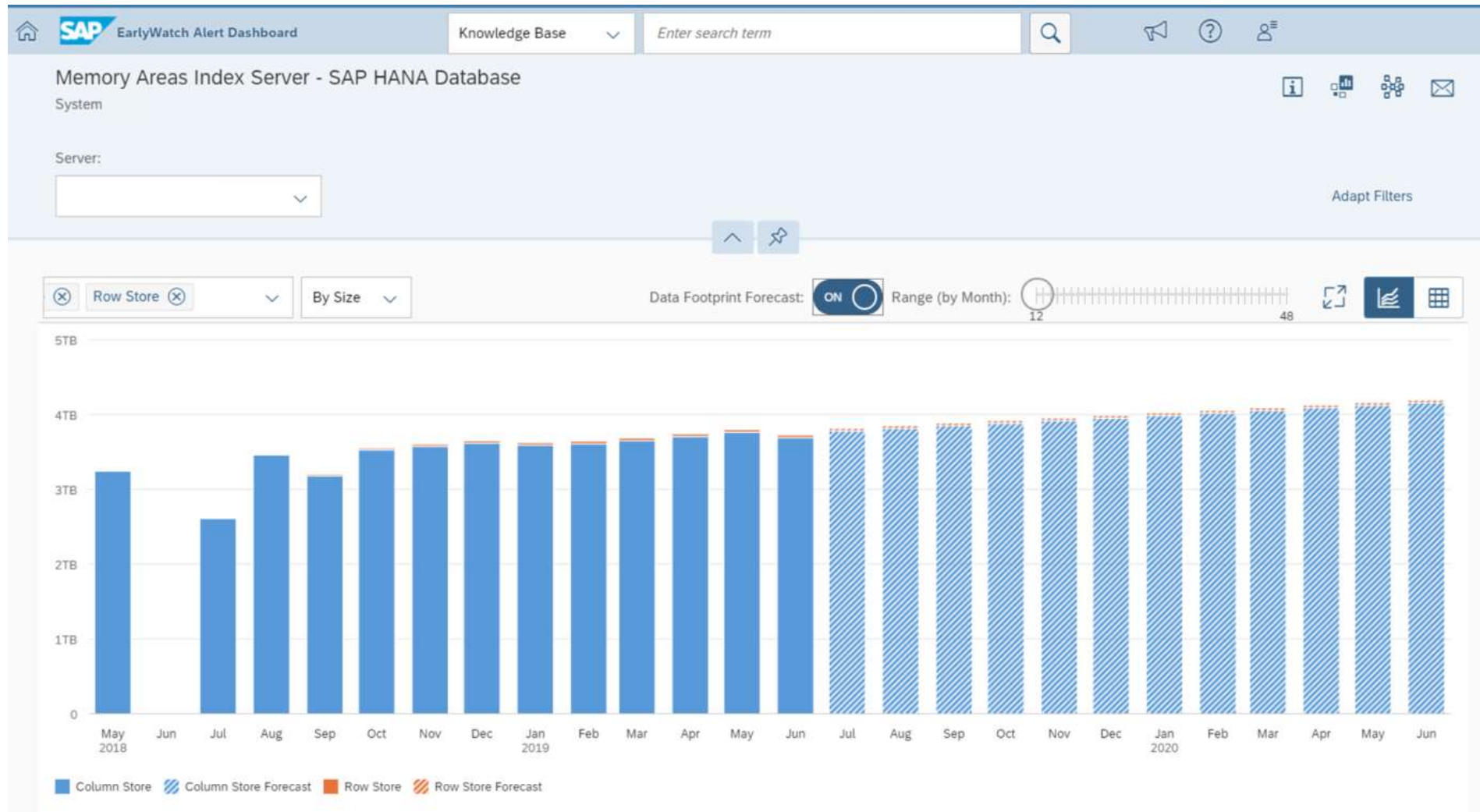Total Number of Gateway Errors in the last 5 weeks

Navigate from the OVP card to the *Details View*

Predictions

Data Footprint Use Case

Critical Number Range Intervals