



HPE Performance Services

HPE Performance Analysis for SAP application

Trigger points

- High average dialog response time
- SAP® transactions abort with “runtime exceeded” dump
- SAP transactions abort due to memory saturation
- Background jobs take longer than usual
- Work processes are intensely used or saturated
- SAP EarlyWatch Alert report shows performance chapters as “yellow” or “red”
- Specific SAP transactions get slower and exceed usual run time
- SAP buffer swaps are visible
- Suspicion of expensive Microsoft® SQL statements occur
- Requirement for recommendations to improve the overall performance

Description

SAP systems with all their different components and infrastructure options are complex, highly customizable environments. Regular adjustments are necessary to keep the performance on the required level.

In addition, performance issues can arise in many areas, as the system and its environment change over time.

SAP performance consulting services provide detailed information, in-depth analysis, and specific optimization recommendations for SAP systems tailored to individual needs. The center of our services is typically the SAP basis system with its hardware, database, and SAP application instances. If necessary, the scope of our investigations can be widened to storage, operating system, hardware details, and end-user perspective for an end-to-end view of a specific issue or a system in general.

Possible reactive scenarios range from analysis and optimization of a specific performance problem in SAP to accompanying large projects with many performance issues or high-performance goals. Proactive activities range from single general resource and performance checks to regular customized reporting, analysis, and optimization of entire SAP system landscapes.

Benefits

- Proactive and reactive services tailored to individual needs (from single incident to long-term engagement)
- End-to-end analysis that can even extend beyond SAP (storage, hardware, operating system, and more) for one team

- More than 15 years of experience delivering performance-related services and consulting for SAP systems
- Proven success in many critical situations
- The strategic partnership between Hewlett Packard Enterprise and SAP facilitates good collaboration and provides early access to insight information

Deliverables

- Discussion of goals and scope of service to estimate effort, and agree upon delivery details
- Preparation support for data collection and connection for remote delivery
- Processing and analysis of collected data and information obtained from the live system
- Comprehensive report with results and recommendations as agreed during the scoping
- Presentation and discussion of the results (remotely)

In summary

HPE Performance Analysis for SAP application helps customers to make performance predictable, which recognizes the impact of changes early. It also actively manages the customer's IT performance to support business in achieving its goals. If, by any chance, a performance issue occurs in the surveilled system these results assist in resolving the performance incident quickly and efficiently.

HPE Performance Services in brief

In today's world, business outcomes are a direct result of IT providing high availability and good performance

Customer requirements

- Agile responses to changing markets force business and IT to anticipate changes
- Execute changes quickly and without failure, while sustaining ongoing operations
- Business-critical IT must run reliably and predictably within the requirements defined by that business
- Complexity is rising as many IT components have to work together flawlessly (for example cloud, OpenStack®, and others)

Customer challenges

- Insufficient performance is binding resources, which prevents business agility and hinders the business from performing
- Highly skilled performance experts are not available or are high-cost individuals to hire from a financial point of view
- Performance demands are individualistic and differ for every business or customer; they need to be defined by service-level agreements (SLAs)
- A severe performance problem can result in an application being unusable




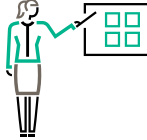
When are HPE Performance Services needed:

- Bad performance, increasing waiting time
- End-user or customer complaints
- Performance issues or escalations
- Business transformation projects
- Rolling out new technology
- IT teams investigating performance instead of focusing on their core topics
- Complex IT situations such as idea economy, cloud solutions, hybrid IT, and more
- Upcoming migrations and IT changes
- Need for predictable and reliable performance metrics

How HPE Performance Services can support (benefits):

- Careful evaluation of the current situation
- Sophisticated approach to tackle the performance-related challenge
- Precise and careful investigation by a specialist, a real subject-matter expert
- Written report with detailed findings with precise recommendations to solve the performance issues a customer is facing
- Effective and efficient way to solve a customer's performance problem

Customer example | HPE Superdome X shows poor performance after production start

 <p>Situation</p> <ul style="list-style-type: none"> • Major market and consumer research company serving many clients worldwide • PoC had shown exceptional performance and scalability of HPE Superdome X • After production starts, significant performance degradation was observed for a critical business process step 	 <p>Impact</p> <ul style="list-style-type: none"> • Customer IT team was busy for three days trying to solve the problem on its own, with other vendors, but without success • Customer was not able to fulfill contractual obligations toward its clients • Significant financial loss due to penalty fees 	 <p>Solution by HPE Performance Services</p> <ul style="list-style-type: none"> • In less than one day Hewlett Packard Enterprise found the solution • An analysis with an HPE proprietary tool (kitrace) was done • A problem in RHEL 6.7 memory management was identified and a workaround could be applied
 <p>Result: Now, HPE Superdome X is showing great performance since the identified workaround on OS level was applied</p> <ul style="list-style-type: none"> • After multiple days of struggle an HPE performance consultant was engaged, and the consultant solved the issue in less than one day • The customer operations returned to normal soon after the solution was provided • High satisfaction with the HPE provided infrastructure and with the HPE Performance Services team 		

Resources

hpe.com/h20195/v2/GetPDF.aspx/4AA5-1783EEE.pdf

hpe.com/h20195/v2/GetPDF.aspx/4AA5-9530EEE.pdf



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