

CA Unified Infrastructure Management for SAP



At a Glance

CA Unified Infrastructure Management (CA UIM) for SAP enables your IT teams to proactively monitor and manage service levels of your SAP implementations, including SAP ABAP, SAP HANA and SAP NetWeaver. The solution delivers insights that help prevent downtime and ensure SLA compliance, offering detailed quality-of-service metrics, comprehensive usage metering, service-centric insights and sophisticated alarms. By offering dashboards and templates and comprehensive coverage of SAP and non-SAP systems and services, the solution helps make it fast and easy for administrators to gain maximum benefits from their monitoring implementation.

Key Benefits/Results

- **Speed issue resolution.** Gain deep, actionable insights into SAP infrastructures and the services running on them, so your staff can spot and address issues faster.
- **Reduce cost and complexity.** Leverage unified views for monitoring the performance of your SAP and non-SAP environments, so you can eliminate the need to manage multiple tools.
- **Boost operational efficiency.** Use preconfigured monitoring templates and dashboards to reduce administrative effort and complexity.

Key Features

- **Comprehensive coverage.** Track relevant performance metrics from across all the tiers and elements in an SAP environment.
- **Out-of-the-box templates and dashboards.** Gain the capabilities you need to quickly and easily monitor SAP ABAP, SAP HANA and SAP NetWeaver.
- **SLA and trend reports.** Monitor performance against SLAs and analyze historical data to find the root cause of issues and better plan for future needs.
- **Unified Monitoring.** Monitor SAP and non-SAP infrastructure through a single console for better productivity and faster resolution.
- **Data security and regulatory compliance.** Use CA UIM to connect to the SAP system with a dedicated SAP authorization profile, so you can guard against unauthorized access to business data.

Business Challenges

SAP is at the heart of many organizations' most mission-critical business processes. If SAP systems, databases and supporting IT infrastructure are not functioning optimally, critical business functions—such as order-to-cash or financial close—can slow down or even become completely unavailable.

Performance issues need to be spotted and addressed quickly, before internal or external user experience suffers. However, identifying performance issues across multitier SAP implementations can be time consuming and challenging. To effectively troubleshoot issues within complex SAP environments, administrators need a comprehensive view of relevant performance metrics from across all the tiers within SAP implementations and related, non-SAP infrastructure elements.

Solution Overview

With CA UIM for SAP, IT teams can gain the comprehensive, actionable insights they need to optimize performance and service levels of their SAP infrastructures and their entire IT environment. The solution can monitor health and performance of SAP instances, database instances and file systems. CA UIM provides a holistic view of SAP environments and helps IT teams detect problems before they affect end users.

CA UIM provides a unified console that enables users to see alerts when issues arise, diagnose and troubleshoot problems, track trends and plan for future capacity needs. In addition, the solution provides built-in service level agreement (SLA) reporting that allows IT organizations and service providers to track compliance with service levels and gain the insights they need to avoid SLA compliance breaches and financial penalties.

CA UIM delivers a number of features that offer rapid time to value and boost staff productivity. The solution equips administrators with preconfigured templates for monitoring SAP ABAP, SAP HANA and SAP NetWeaver. The solution features out-of-the-box health and performance dashboards that give users immediate insights into SAP environments.

CA UIM is not just an SAP monitoring tool. The solution allows teams to proactively manage performance of their entire IT infrastructure—including big data technologies and cloud environments like Amazon Web Services—through a single, unified view and architecture. With these capabilities, CA UIM reduces cost, complexity and mean time to repair.

Critical Differentiators

Comprehensive coverage: With CA UIM, you can monitor the health and performance of the IT landscape, including SAP instances, database instances and file systems. The solution collects key metrics for availability, exceptions, performance, utilization, capacity, resources and users.

Historical views of performance: Because CA UIM stores performance data over time, IT administrators gain a baseline of normal SAP performance across network, storage, operating system, database and ABAP application tiers. When performance is degraded by cyclical workloads, such as processing associated with quarterly financial close, IT teams can more easily spot trends and proactively manage performance, for example by increasing capacity or rescheduling jobs to alleviate bottlenecks.

SLA management: CA UIM features integrated capabilities that enable you to easily create reports and alarms on SLAs for your SAP infrastructure and related services.

Intelligent alarms: The solution offers sophisticated alarm functionality that enables fast, effective response when issues arise. CA UIM features dynamic thresholds that minimize false alarms and improve staff productivity. The solution offers granular, automated alarm routing policies and integrates with leading service desk systems.

CA UIM provides intuitive, comprehensive visibility into SAP environments, including dynamic SAP HANA deployments.

The image shows two screenshots from the CA UIM interface. The top screenshot is titled 'Service Summary' and displays a table of service metrics for various hosts and targets. The bottom screenshot is titled 'Service CPU and Memory Performance' and displays a table of resource usage metrics for the same hosts and targets.

Host	Target	Pending Requests	Request Response Time	Service Status	Coordinator Type in Distributed Landscape	Requests Per Second
vhHAN100	vhhan100/preprocessor	0.00 #	0.00 s	UNKNOWN	NONE	0.02 GB
vhHAN100	vhhan100/compliserver	0.00 State	0.00 s	UNKNOWN	NONE	0.02 Reqpps
vhHAN100	vhhan100/daemon	-1.00 #	0.00 State	UNKNOWN	NONE	-1.00 Reqpps
vhHAN100	vhhan100/xsengine	0.00 #	0.00 s	UNKNOWN	NONE	0.04 Reqpps
vhHAN100	vhhan100/statisticsserver	0.00 GB	0.00 s	UNKNOWN	MASTER	0.12 Reqpps
vhHAN100	vhhan100/indexserver	0.00 #	0.00 s	UNKNOWN	MASTER	2.17 Reqpps
vhHAN100	vhhan100/nameserver	0.00 #	0.00 s	UNKNOWN	MASTER	0.01 Reqpps

Host	Target	CPU usage	Logical memory usage	Total Memory Size	Total memory usage	Shared Memory Used
vhHAN100	vhhan100/compliserver	0.00 %	6.37 s	81.10 GB	8.95 %	0.00 %
vhHAN100	vhhan100/statisticsserver	0.00 State	9.45 GB	81.10 GB	8.95 GB	39.33 %
vhHAN100	vhhan100/indexserver	0.00 %	9.62 GB	81.10 state	8.95 GB	92.77 %
vhHAN100	vhhan100/nameserver	0.00 GB	7.51 s	81.10 GB	8.95 GB	38.23 %
vhHAN100	vhhan100/preprocessor	0.00 s	5.77 GB	81.10 GB	8.95 GB	0.00 %
vhHAN100	vhhan100/xsengine	0.00 %	8.09 GB	81.10 GB	8.95 s	34.28 %
vhHAN100	vhhan100/daemon	-1.00 GB	0.00 GB	0.00 %	0.00 GB	

SAP performance trace transactions:

CA UIM can track several critical SAP performance trace transactions, including update requests (SM13), SAP system performance (ST03), work processes overview (SM50), system log message (SM21), SAP memory (ST02), application server instance overview (SM51), transactional RFC (SM58, SMQ1, SMQ2, SMRQ, SMQS), queued RFC (SMQ1, SMQ2, SMRQ, SMQS), CCMS (RZ20), background jobs (SM37), SAP database server monitor and administration (DB02), DBA planning calendar (DB13), database operation log (DB14), gateway monitoring (SMGW), printing—spool errors (SP01/SP02), logon groups (SMLG), database summary (ST04), SAP connect: send request status (SOST).

SAP HANA monitoring: With CA UIM, you can gain comprehensive monitoring visibility of SAP HANA infrastructures, including services, resource utilization, backups, connections, blocked transactions, threads, schemas, merge statistics, replication and log statistics.

SAP NetWeaver monitoring: CA UIM enables IT teams to monitor the status and performance of the Java™ services and kernels that are an integral part of the SAP NetWeaver system.

For more information, please visit ca.com/uim

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