



Varmuutta ja joustavuutta SAP-hallintaan

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MATERNA lyhyesti

- Kansainvälinen yritys, noin 1300 työntekijää maailmanlaajuisesti
- Liikevaihto 153 m€ vuonna 2009
- Avainosaaminen IT Service Management –prosessien jalkauttaminen ja koulutus
- Omaa teknologiatuotantoa työasemahallinnan ja virtualisoinnin ratkaisuille
- Saksassa vahva ulkoistuskumppani, julkisen sektorin portaaliratkaisujen toimittaja sekä mobiilisovellusten toimittaja
- Teknologiakonsultointia IBM- ja BMC-ratkaisuille
- IBM Premier Partner –tason kumppani
- Laaja projektiosaaminen ja referenssikanta
- Suomessa noin 30 teknistä ja myynnin sertifikaattia monitorointi-, ITSM-, työasemahallinta-, tietoturva- ja omaisuudenhallinnan ratkaisuille

The IBM SAP International Competence Center

IBM and SAP have established a jointly staffed IBM SAP International Competence Center (ISICC) focusing on SAP and IBM technologies...

- Founded in 1993, jointly staffed by IBM and SAP
- Located at SAP headquarters in Walldorf, Germany
- Central point of access for IBM and SAP projects
- Heart and home of the IBM SAP Alliance



IBM Service Management – A Unique Value for SAP Customers

Visibility



See Your Business
Services & Processes

Control



Manage Your Risk
& Compliance

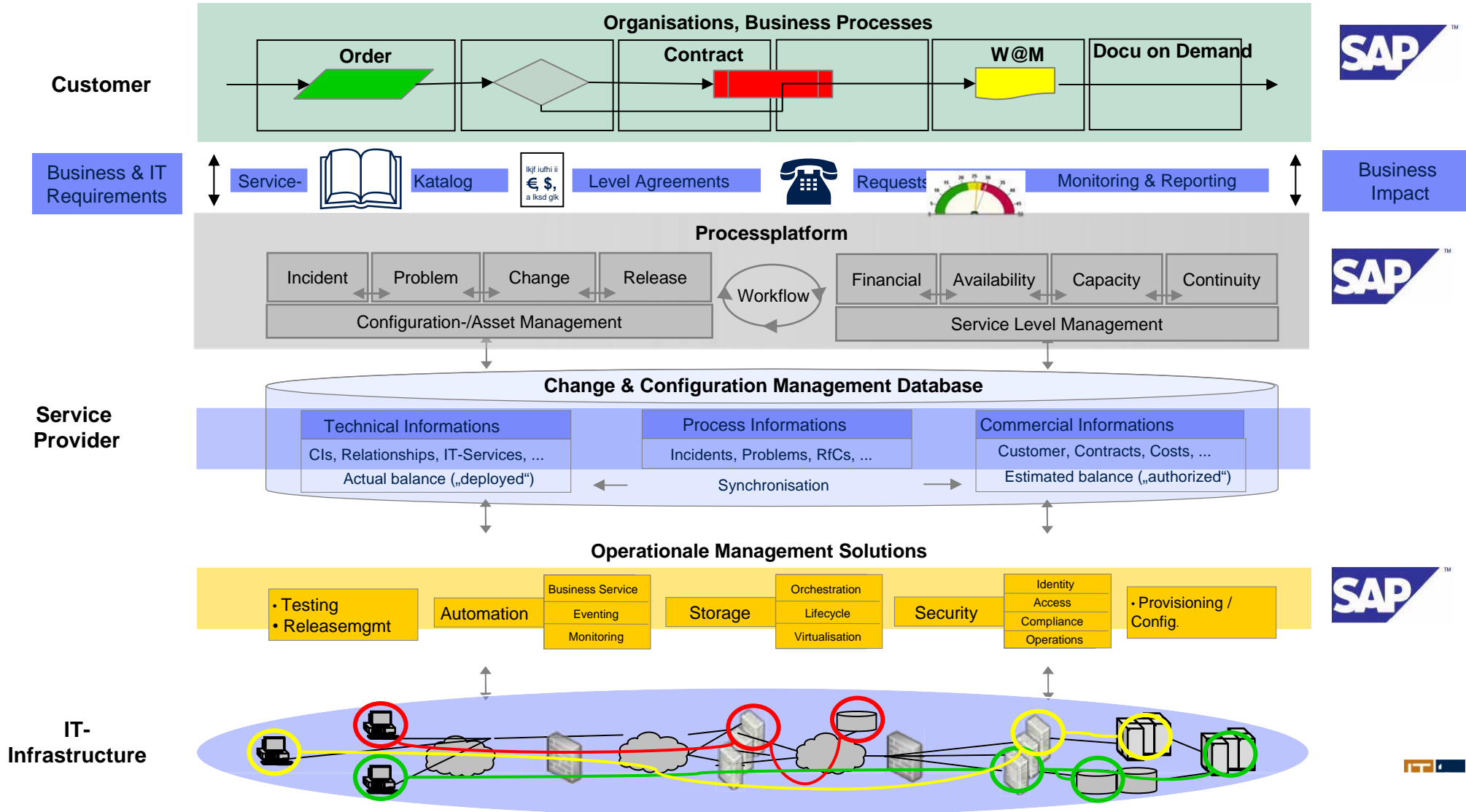
Automation



Build Agility into
Your Operations

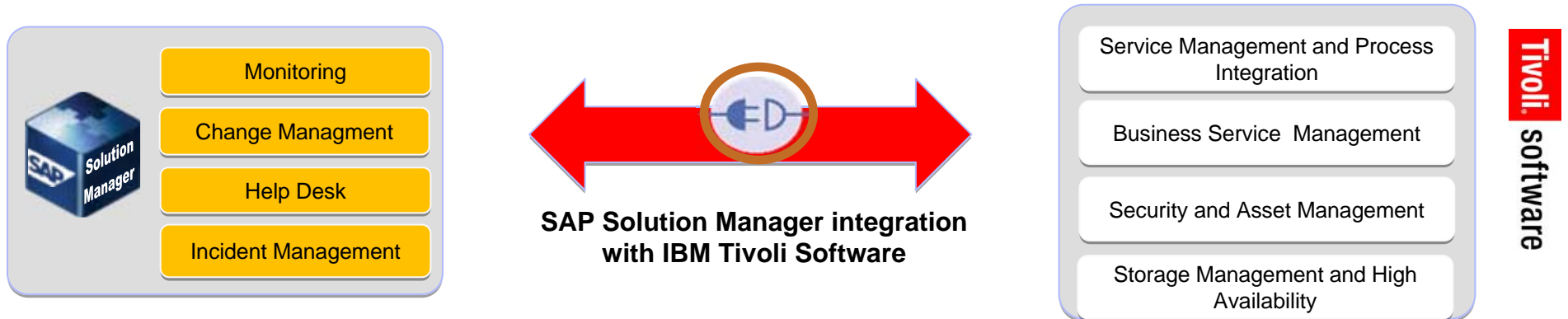
... to create and manage an SAP Dynamic Infrastructure

IBM Service Management – Overview



SAP Solution Manager – IBM Tivoli Software Integration

IBM Service Management solutions for SAP and IBM customers



Functional View

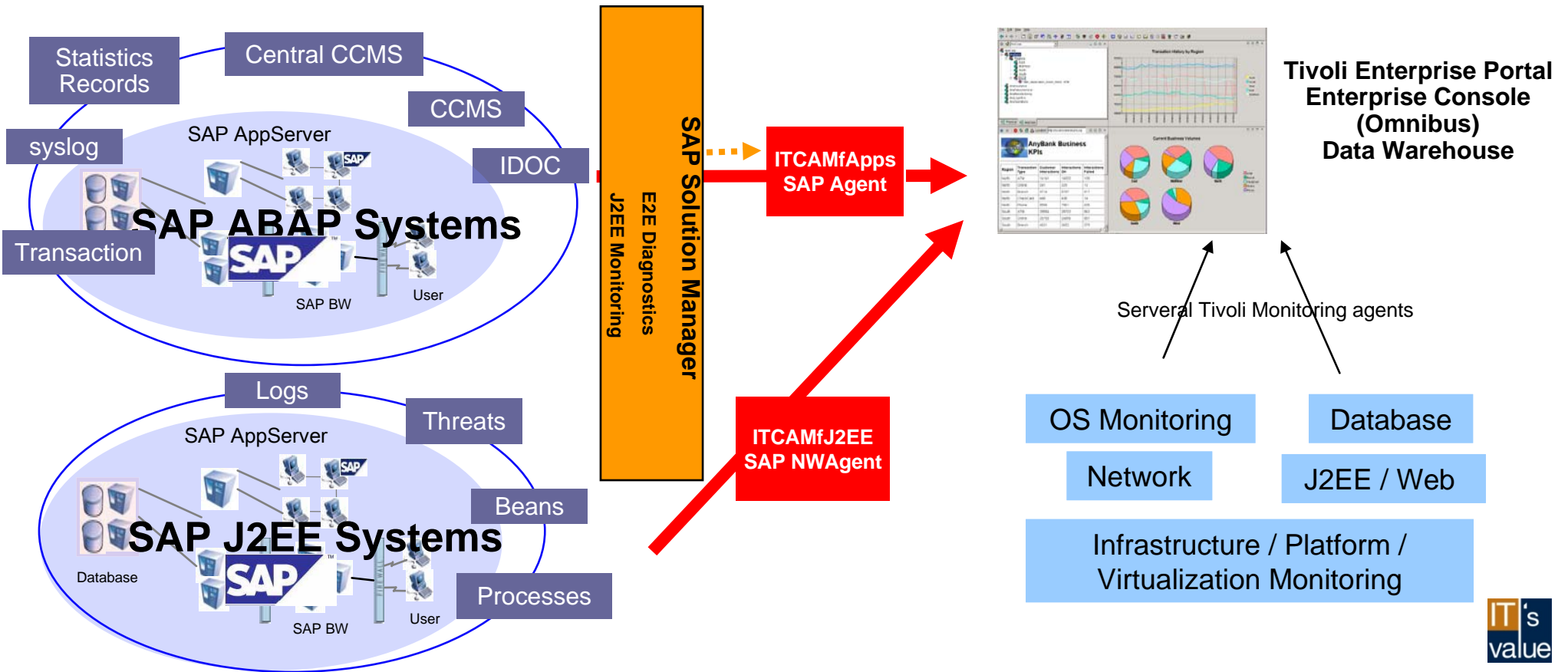
- Integrated central point of control in the overall SAP and non-SAP environment
- End-to-end Monitoring and transaction measurement of SAP applications
- Integration between SAP Help Desk and IBM Tivoli Service Request Manager (TSRM) or quicker resolution of incidents related to SAP environments
- Extended high availability solution for SAP applications
- Leading Storage Management for SAP landscapes (Flash Copy, Cloning, ..)

Customer Benefits

- Integrated Management of SAP and non SAP management
- Allows customers to combine SAP & IBM Tivoli best practices & standards
- Combine SAP Solution Manager life-cycle management capabilities with IBM Service Management capabilities and Tivoli SAP solutions
- Automated SAP and IT processes - Integration of IT and SAP service management processes

Tivoli SAP Monitoring Integration – how does it work

**Integrate SAP Management Information
Event Correlation and Reporting
Business Impact Management**



IBM Tivoli Monitoring – SAP 6.2 – Screenshots Example

Alerts - Microsoft Internet Explorer

Address: <http://candlex13.tivlab.raleigh.ibm.com:1920///cnp/kdh/lib/cnp.html?-.12000=SYSADMIN&-5001=MOPHYSICAL&-1021A=REPOR>

Welcome SYSADMIN

Tivoli Enterprise Portal

View: Physical

Instance Name	Occurrence Time	Severity	Number	Message	Raised By
amsaix11_TV1_00	10/18/05 10:11:43	Warning	9911	Excessive data collected for R/3 System Log	ITM
amsaix11_TV1_00	10/18/05 09:45:32	Critical	9902	Terminated updates	ITM
amsaix11_TV1_00	10/18/05 09:20:31	Warning	1399	LongRunners / Dialog / R3Services / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/18/05 05:55:31	Critical	1030	BasisSystem / R3Syslog / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/18/05 05:45:32	Critical	1793	AbapErrorInUpdate / Update / Update / R3Services / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/18/05 05:05:36	Critical	1794	ProgramErrors / Dialog / R3Services / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/18/05 05:05:31	Warning	1797	Shortdumps / R3Abap / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/18/05 00:40:02	Warning	1425	FrontendResponseTime / Dialog / R3Services / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/17/05 21:05:35	Critical	1036	Security / R3Syslog / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/17/05 20:05:36	Critical	29119000	SystemWideFreeBPWP / BackgroundService / Background	R/3
amsaix11_TV1_00	10/17/05 20:05:36	Critical	389589	STARTUPTOOL_00068 / Tooldispatching (short running tas...	R/3
amsaix11_TV1_00	10/17/05 20:05:36	Critical	30420	Messages / Tooldispatching (short running tasks) / Monifnr...	R/3
amsaix11_TV1_00	10/17/05 20:01:24	Warning	16840000	SpaceUsed / Program / Buffers / R3BasisSystem / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/17/05 18:15:12	Critical	1380	ResponseTime / Dialog / R3Services / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/17/05 18:02:00	Critical	1383	ResponseTime / PerformanceU1 / Update / R3Services / a...	R/3
amsaix11_TV1_00	10/17/05 14:41:10	Warning	16860000	SpaceUsed / CUA / Buffers / R3BasisSystem / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/17/05 14:29:01	Warning	1409	DBRequestTime / Dialog / R3Services / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/17/05 14:29:01	Critical	1407	Load+GenTime / Dialog / R3Services / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/17/05 11:27:46	Critical	1035	Spool / R3Syslog / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/17/05 08:45:15	Warning	1424	GuiCallbackTime / Dialog / R3Services / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/16/05 19:25:33	Critical	1410	MonitoringTime / Dialog / R3Services / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/16/05 19:07:29	Critical	1385	ResponseTime / PerformanceU2 / Update / R3Services / a...	R/3
amsaix11_TV1_00	10/16/05 16:13:43	Critical	1029	Background / R3Syslog / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/16/05 12:50:34	Warning	17621000	Freespace / db2TV1/log_archive / Filesystems / Operating...	R/3
amsaix11_TV1_00	10/16/05 07:56:24	Warning	16870000	SpaceUsed / FieldDescription / Buffers / R3BasisSystem / a...	R/3
amsaix11_TV1_00	10/16/05 00:51:49	Critical	1034	Communication / R3Syslog / amsaix11_TV1_00	R/3
amsaix11_TV1_00	10/15/05 10:10:34	Critical	17598000	Percentage_Used / usr/sap/TV1 / Filesystems / OperatingS...	R/3

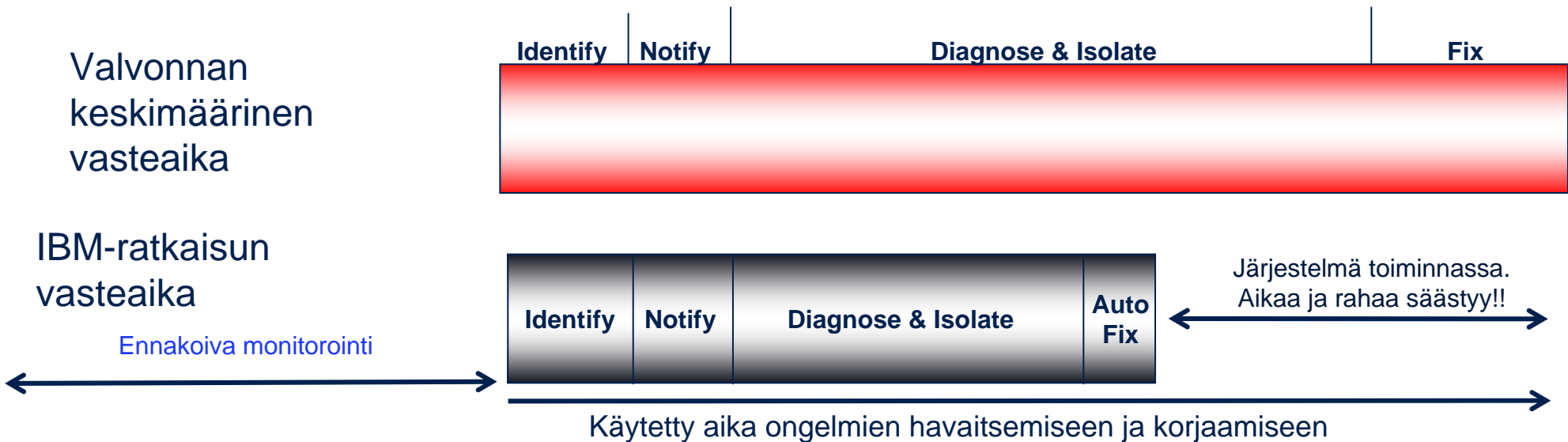
Event Console

Status	Name	Display Item	Origin Node	Global Timestamp	Local Timestamp	Node	Type
Open	R3_Alert_Crit	Terminated updates	TV1-amsaix11_TV1_00:Ins	10/18/05 14:27:07	10/18/05 14:27:07	HUB_CANDLEX13	Pure
Open	R3_Alert_Abort_Update_Crit	Terminated updates	TV1-TV1_system:Grp	10/18/05 14:26:35	10/18/05 14:26:35	HUB_CANDLEX13	Pure
Open	R3_Alert_Abort_Update_Crit	Terminated updates	TV1-amsaix11_TV1_00:Ins	10/18/05 14:26:35	10/18/05 14:26:35	HUB_CANDLEX13	Pure
Open	R3_Alert_Crit	Terminated updates	TV1-TV1_system:Grp	10/18/05 14:26:35	10/18/05 14:26:35	HUB_CANDLEX13	Pure
Open	R3_Alert_Crit	Terminated updates	TV1-amsaix11_TV1_00:Ins	10/18/05 14:26:35	10/18/05 14:26:35	HUB_CANDLEX13	Pure

Hub Time: Tue, 10/18/2005 02:27 PM | Server Available | Alerts - candlex13.tivlab.raleigh.ibm.com - SYSADMIN

IBM-ratkaisun edut

- ❑ Paras käyttöliittymä – sama tieto saatavissa kaikille
- ❑ Kattavin tuki eri valvottaville resursseille
- ❑ Nopea käyttöönotto ja vähäinen ylläpito
- ❑ Käytettävyys- ja suorituskykyraportointi
- ❑ Integroitavuus ja laajennettavuus (verkko, Service Desk, E2E)
- ❑ Ennakoiva ja automatisoitu valvonta



Monitoroitavat kohteet

Operating Systems	Infrastructure	Application and Collaboration	Business Integration	Web Environment	Database	Universal Agent
Windows	VMware	Exchange .Net Biztalk Commerce Content Manager Host Integration ISA Server Sharepoint Portal		IIS	SQL	Agentless or Agent Adapter
	Citrix			WebSphere		
	Clustering			WebLogic		
Linux	Virtual Servers and Clustering		CICS	Oracle	Oracle	
Unix			Siebel	Web Services	NetWeaver	
		SAP	IMS	JBoss	Informix	
AIX		Tuxedo	MQ	Apache		
OS/400		Domino	MQ Integrator	SunOne	DB2	
z/OS						OPAL solutions (100+ packages) Microsoft Message Queue and more.... Blackberry Micromuse

Q&A

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