Aternity

Aternity for SAP Applications

Actual End User Experience Monitoring for SAP

Aternity augments the monitoring capabilities of SAP and third-party tools by automatically monitoring and correlating together the three streams of data that constitute true user experience—user productivity, device health and performance, and application performance. Unlike domain-specific IT management products, Aternity monitors the end user experience of SAP from the perspective of the end user's device.

End User Experience Monitoring for proactive problem identification, trouble resolution, and change validation for on-premises and cloud-delivered SAP Business Applications.

SAP monitoring challenges

Identifying and resolving SAP application issues is complicated by the multiple layers of interdependent proprietary layers in the SAP environment.

Enterprises rely on SAP Solution Manager Diagnostics (SMD), Computing Center Management System (CCMS), System Guard for SAP®, or third-party monitoring tools for checking the availability and response time of the data center components and cloud infrastructure supporting SAP. But IT requires additional monitoring capabilities to understand the actual end user experience of the workforce as they use SAP business applications in the course of their jobs.

Change management in SAP is complex, whether it is transitioning SAP from ECC to S/4HANA, or upgrading to the latest enhancement pack of SAP ERP or version of SAP Fiori. IT requires visibility into end user experience to ensure these changes actually result in better service. What counts is the user experience your finance, manufacturing, sales, or support employees see when they conduct SAP transactions.

Aternity End User Experience Monitoring for SAP

Aternity augments the monitoring capabilities of SAP and third-party tools by automatically monitoring and correlating together the three streams of data that constitute true user experience—user productivity, device health and performance, and application performance.

Unlike domain-specific IT management products that monitor performance and availability of a portion of the IT infrastructure, Aternity monitors the end user experience of SAP, and every other business critical application, from the perspective of the end user's device. With Aternity, you can address a broad set of IT Service Management challenges for the entire IT organization and the line of business.
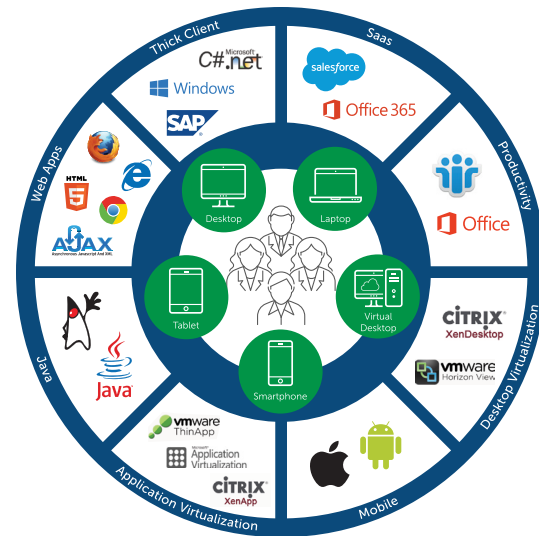
Troubleshoot SAP business applications from the user's perspective

Aternity augments SAP monitoring products, like SMD, CCMS, or System Guard, by monitoring the "click to render" time of the major steps within SAP Transaction Code processes, and notifying IT operations when response time exceeds automatically generated baselines or manually established thresholds.

- Generate proactive alerts to 3rd party systems, like ServiceNow when performance deviates from expected levels

- Develop automated remediation actions to resolve common issues, reduce trouble ticket volume, and improve customer service

- Isolate the likely cause of end user problems by analyzing the characteristics shared by affected users, then drill down into the details of the application or device to investigate issues

- Drill-down to Aternity APM to investigate problems in application transactions with a single click
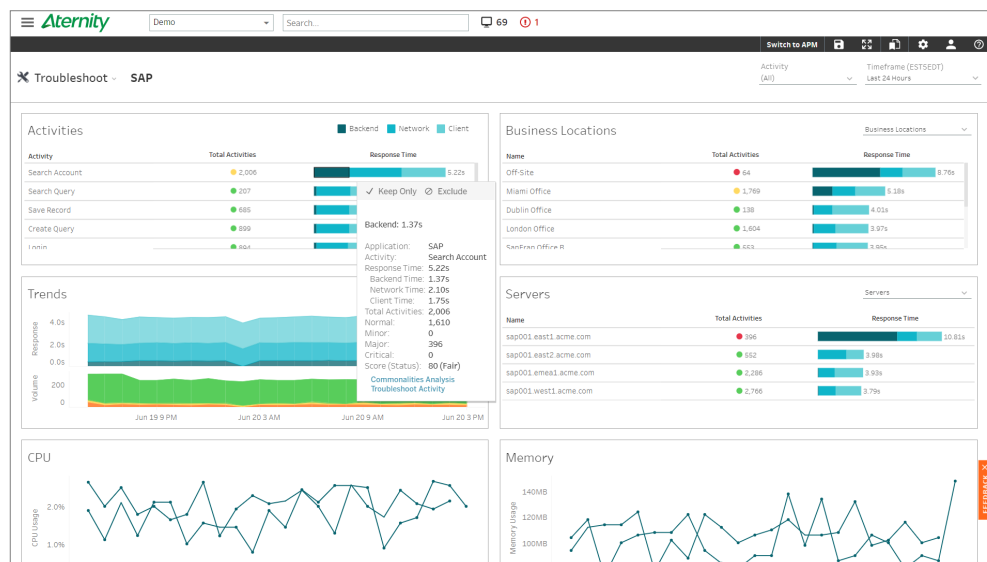
Troubleshoot slow response in SAP business applications by monitoring the response time of the key steps within the SAP Transaction Code process, isolating the source of delay, and displaying information by department, location, device type, or backend. In this case, the network is the primary source of delay for the Search Account transaction.
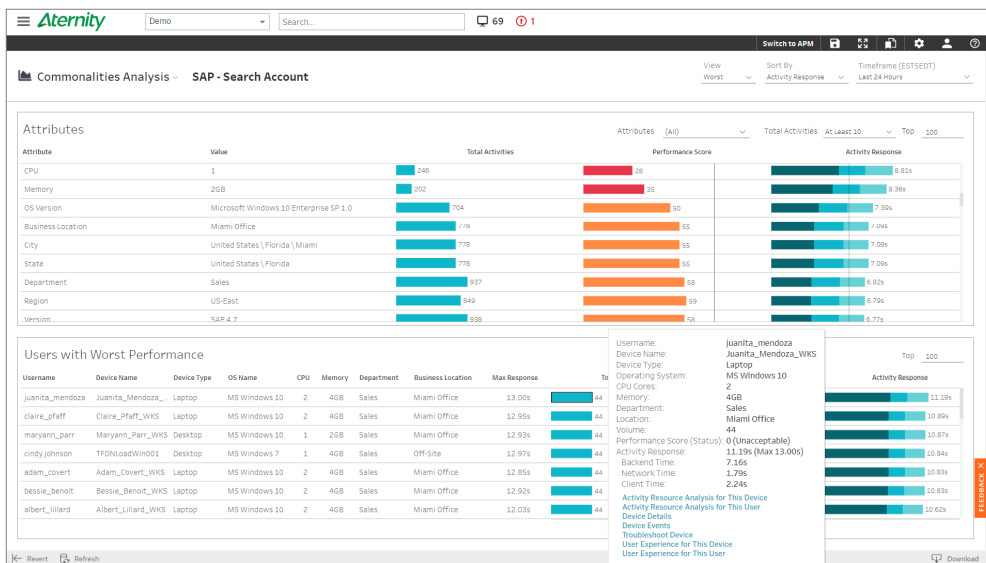
Isolate the likely cause of end user problems by analyzing the characteristics shared by affected users, then drill down into the details of the application or device to investigate issues.

Monitor the end user experience of any local, cloud, or enterprise mobile app

Aternity enables End User Services teams to troubleshoot end user issues quickly by correlating application performance and health (including key steps within an SAP Transaction Code process), as seen by the end user, to the performance and health of the user's device.

- Validate user complaints automatically—no need for excessive user interrogation or stopwatch timing

- Troubleshoot in real-time and historically, non-invasively, without impacting the user's productivity

- Isolate problems to the user's device, the network, or the backend to reduce finger-pointing

- Resolve issues quickly by drilling into device details to pinpoint device components causing the problem
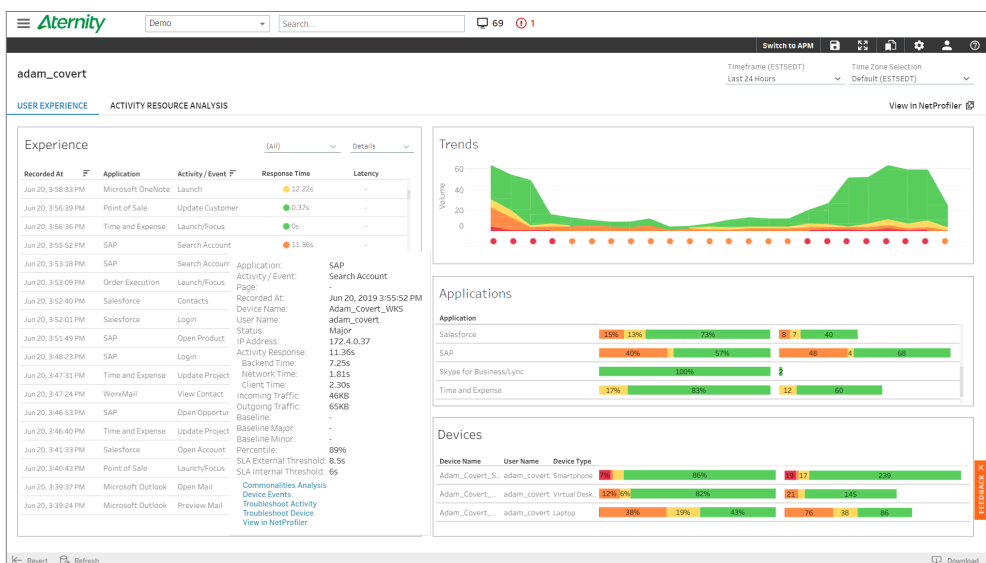

Review all of a user's applications running on any device. Identify every business activity performed, including major steps of SAP Transaction Code processes, and track response time vs. baseline. Use color-coded status to immediately validate complaints of poor application performance. In this case, the majority of delay in the "Search Account" transaction is due to the S/4HANA backend.

Validate the impact of IT change on workforce productivity and customer service

With Aternity, business and IT executives can measure the impact on end user experience of strategic IT projects, like cloud, mobility, and data center transformation, as well as more routine, tactical changes like upgrading to the latest version of SAP ERP and Fiori or making changes to the S/4HANA backend.

- Validate the impact of change by analyzing end user experience before and after a change to infrastructure, applications, or devices, to ensure the desired results are achieved

- Quantify the financial impact of app performance on workforce productivity by analyzing every transaction made on business critical apps, including key steps within SAP Transaction Code processes

- Determine where investment is needed most by analyzing Transaction Code process step performance relative to SLAs, by department or geography

- Analyze trends in app adoption across the enterprise to track the effectiveness of key strategic initiatives like cloud, mobile, and virtualization
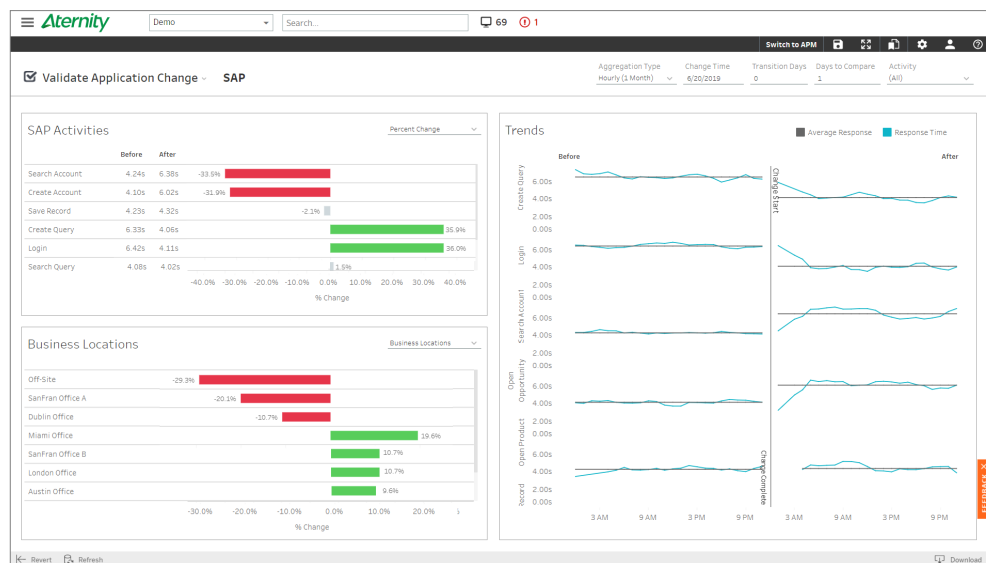
Validate the impact of a change to applications like SAP ERP or Fiori by comparing the response time of key SAP Transaction Code process steps before and after the change. In this case, the change results in slower response for the Search Account and Create Account transactions.

Get started today

Aternity helps you ensure the reliability of SAP and every other business-critical application, running on mobile, virtual, and physical devices. In addition to on-premises deployment, Aternity can be run in the cloud, enabling customers to get up and running fast, with no major capital investment, hardware provisioning, or server deployment.

Get instant access to Aternity running in our cloud environment: aternity.com/free-trial.

About Aternity
Aternity, the enterprise-class Digital Experience Management company, transforms the employee experience in the digital workplace, with enterprise-scale analytics for every application, all transactions, any device, and all users. Aternity's AI-powered visibility and self-healing control help IT optimize business application performance to improve employee productivity and customer satisfaction, mitigate the risk of IT transformation, and drive down the cost of IT operations. To learn more about Aternity, visit aternity.com.