PROTECT YOUR SAP®
BUSINESSOBJECTS™ BI PLATFORM
REMOTE SUPPORT COMPONENT

Better manage, monitor, and evaluate your SAP® BusinessObjects™ Business Intelligence platform by utilizing our new system monitoring and analysis platform. The remote support component from SAP is for customers who have SAP BusinessObjects solutions and a valid maintenance agreement.
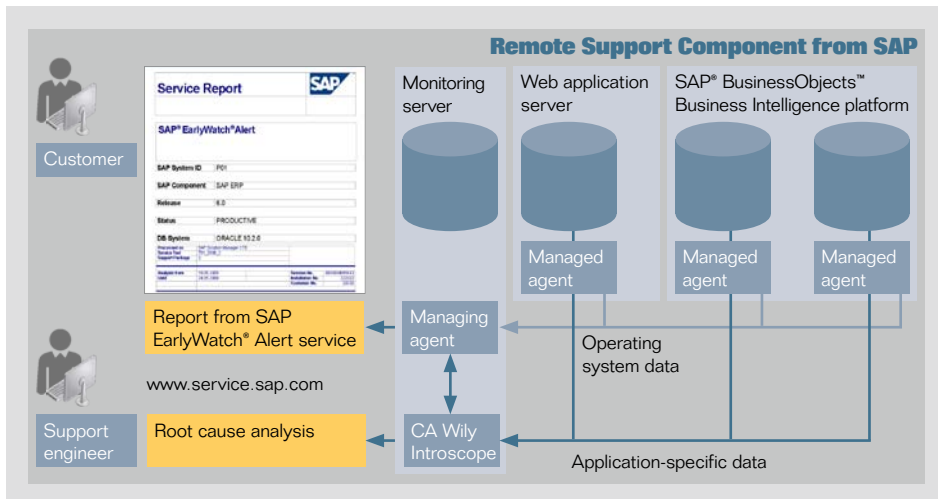
Your SAP® BusinessObjects™ BI Platform in Focus

Today's global marketplace is challenging successful organizations to operate complex business processes in extended IT landscapes at the lowest possible cost. Added to this challenge is the need to innovate and improve global business processes on an ongoing basis to remain competitive. To meet these challenges, organizations often need to gain access to proactive expert support and advice that can help them control business complexity, integrate solutions, and optimize application lifecycles.

Remote Support Component: Three Main Approaches

The remote support component from SAP is designed to help organizations by providing new levels of support previously unavailable for the SAP® BusinessObjects™ Business Intelligence (BI) platform. The component provides advanced diagnostic functions for SAP BusinessObjects solutions (see Figure 1) through three main approaches: the SAP EarlyWatch® Alert service, root cause analysis, and automatic updates.

Protect Your Investment with SAP EarlyWatch Alert

The SAP EarlyWatch Alert service monitors your SAP BusinessObjects BI platform, including the software landscape and configuration settings. The data is collected, periodically analyzed, and compiled in a report made available via the SAP Service Marketplace extranet. The report highlights areas of concern, which can aid in troubleshooting the issues. Areas of concern might be system and hardware configuration, software versions, key performance indicators, detailed service settings, or technology checks of the platform. The report, which is updated weekly, provides the health and status of your platform by collating the following information:

- Service summary
- Performance indicators
- System configuration
- Performance overview
- Workload distribution
- System operations
- Hardware capacity
- Database compatibility checks and database access checks
- Version checks and parameter settings
- Trend analysis (runtime and usage, audit statistics)

Benefits of SAP EarlyWatch Alert

Benefits of the SAP EarlyWatch Alert service include getting an up-to-date overview of your BI platform status on a regular basis (see Figure 2). In addition, the service can help you increase the productivity and stability of your software landscape, distribute the workload across the different components in your software landscape to maximize performance, and minimize unplanned downtime.

Figure 1: Architectural Overview of the Remote Support Component from SAP

Report from the SAP EarlyWatch® Alert Service

SAP® BusinessObjects™ BI Platform – Technology Checks

⬤ The settings of the server running your SAP® BusinessObjects™ BI platform were compared with
⬤ the parameters that are recommended. Some settings may affect the performance of your SAP
⬤ BusinessObjects solutions.

This section provides an overview of your SAP BusinessObjects solution from a technical perspective.

Rating	Check Description
ⅲ	Settings of the central management server
ⅲ	Settings of the processing server for SAP BusinessObjects Web Intelligence® software
ⅲ	Settings of the cache server for SAP Crystal Reports® software
ⅲ	Report application settings
ⅲ	Job server settings

Figure 2: Sample Report from the SAP EarlyWatch® Alert Service

Resolve Issues More Quickly with Root Cause Analysis

In today's heterogeneous IT landscapes, finding the root cause of an incident can be challenging. The complexity of available access channels, when combined with the multiple back-end technologies available, creates a need for a structured approach in order to isolate a problematic component and determine the root cause. By means of the root-cause-analysis function, the remote support component provides quick access to all monitoring data and relevant information related to the BI platform, enabling a systematic, top-down approach to determining where and why a problem occurred.

What this can mean for you is:
- Prompt root cause analysis across diverse technologies based on the use of expert tools, which are specifically designed to facilitate assistance from SAP support engineers to quickly resolve issues
- Ability to monitor your software landscape so you can proactively spot issues before they become serious problems
- Efficient collaboration with SAP experts resulting from the automatic data gathering and transmission of key environment variables to SAP

Stay Current with Automatic Updates

The remote support component from SAP contains a convenient update feature. When new functions or corrections are available for the remote support component, the update is automatically downloaded and installed so that you always have the latest analysis features and functionality from SAP. This installation occurs in the background and does not affect the operation of the SAP BusinessObjects BI platform being monitored.

Benefits of the Remote Support Component

Customers who take advantage of the remote support component will receive the following valuable benefits:
- Real-time monitoring of the SAP BusinessObjects BI platform through the use of CA Wily Introscope software from CA Technologies
- Early identification and resolution of potential issues before they can affect

the larger ecosystem and lead to business process downtime

- Reduced IT operation costs, less system downtime, increased IT staff efficiency, and overall increased customer satisfaction
- Efficient collaboration with SAP due to automatic data gathering and integration with the SAP ecosystem, resulting in faster issue resolution
- Delivery of SAP Enterprise Support services for the SAP BusinessObjects BI platform (valid SAP Enterprise Support agreement required)
- Ability to monitor the SAP BusinessObjects BI platform at regular intervals, analyze platform workload, detect potential performance bottlenecks, and identify incorrect configuration settings through the tools and support provided by the SAP EarlyWatch Alert service

Find Out More

To learn more about the remote support component, call your local SAP representative or visit our Web site at www.service.sap.com/rsc. To learn more about our industry-leading support and maintenance program, SAP Enterprise Support, please visit our Web site at www.service.sap.com /enterprisesupport.

About SAP

As the market leader in enterprise application software, SAP (NYSE: SAP) helps companies of all sizes and industries run better. From back office to boardroom, warehouse to storefront, desk-

top to mobile device – SAP empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition. SAP applications and services enable more than 109,000 customers to operate profitably, adapt continuously, and grow sustainably. For more information, visit www.sap.com.

Optimizing Business Performance Through Innovative Solutions
Our mission is to make every customer a best-run business. Our software and services help customers optimize their business processes. SAP customers can use business analytics to attain insight, efficiency, and flexibility to respond to changes in the business environment with more agility and effectiveness and capture the full benefits of business networks. By leveraging innovative technologies to help companies become best-run businesses, we help customers around the globe perform at a significantly higher level of effectiveness and efficiency. In reaching for this goal, we are also contributing to global economic development on a grand scale.

The SAP product portfolio comprises enterprise resource planning and related applications such as supply chain management, customer relationship management, product lifecycle management, and supplier relationship management, along with business intelligence and analytic applications. And our software is available on demand, on premise, and on device. Essential to the SAP product portfolio is the enablement of complete data and process consistency for our

The remote support component provides advanced diagnostic functions for SAP BusinessObjects solutions through three main approaches: the SAP EarlyWatch Alert service, root cause analysis, and automatic updates.

customers, no matter which environment they are operating in.

Helping Companies Run Better
Today, customers in more than 120 countries run SAP applications – from distinct solutions addressing the needs of small businesses and midsize companies to suite offerings for global organizations. Our solutions, which cover standard business applications and technologies, as well as specific industry applications, are designed to help companies run better. They can make an organization's business processes more efficient and agile, enable real-time decision making, and create sustainable new value, no matter the operating environment. Incorporating in-memory computing technology across our data management offerings allows customers to instantaneously access any data, anywhere, any place, in real time.

Summary

The remote support component from SAP is designed to meet the needs of customers running SAP® BusinessObjects™ solutions. By monitoring your SAP BusinessObjects Business Intelligence platform on an ongoing basis, the tool provides proactive support services and processes that help you keep your business in continuous operation.

Business Challenges

- Operate complex business processes in extended IT landscapes at the lowest possible cost
- Innovate and improve global business processes on an ongoing basis to remain competitive
- Resolve issues quickly whenever they occur

Key Features

- **Proactive expert support and advice** – Get help to control business complexity, integrate solutions, and optimize application lifecycles
- **Root cause analysis** – Give your IT staff access to a range of effective self-help tools to identify and address problems quickly
- **SAP EarlyWatch® Alert service** – Get a complete picture of the health of your SAP BusinessObjects Business Intelligence platform
- **Automatic updates** – Always have the latest analysis functionality from SAP

Business Benefits

- **Early identification and resolution of potential issues** before they can affect the larger ecosystem and lead to business process downtime
- **Maximum software performance** due to even distribution of platform workload
- **Reduced IT operations costs, less system downtime, and increased IT staff efficiency** through ongoing monitoring and awareness of software landscape status
- **Efficient collaboration with SAP** due to automatic data gathering and integration with the SAP ecosystem, resulting in faster issue resolution

For More Information

To learn more about the remote support component, call your local SAP representative or visit our Web site at www.service.sap.com/rsc. To learn more about our industry-leading support and maintenance program, SAP Enterprise Support services, please visit our Web site at www.service.sap.com/enterprisesupport.

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