

# Upstream to Downstream: Turn Manufacturing Data from SAP into Doing

Keep Your Line Moving And Customers Happy With  
AI-driven Monitoring for SAP Technology Stacks

splunk>





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# Modern Manufacturing Needs **Modern Data Tools**

**The digitization of manufacturing has created a new requirement for success: harnessing data in the service of automation, efficiency, and resilience.**

The returns of highly connected, IoT-enabled, data-driven manufacturing are immense. According to the Information Technology and Innovation Foundation, digital factories will generate somewhere between \$1.2 trillion and \$3.7 trillion in value worldwide by 2025.

And 2020 was the year we learned just how critical a resilient supply chain is to the health of the global economy as the pandemic delivered an abrupt shock to manufacturers everywhere.

Yet, as manufacturers digitize more areas of their operations, the growing volume and diversity of data places ever more pressure on existing enterprise resource planning (ERP) software, such as SAP.

For the many thousands of manufacturers using SAP, the software has never been more mission-critical. That means it has never been more important to have complete visibility and health monitoring into your SAP environments. And that's why we built Splunk Service Intelligence for SAP®.

For SAP customers who want to better monitor and manage their SAP environment, Service Intelligence for SAP® Solutions (SI for SAP) is an out-of-the-box feature within Splunk IT Service Intelligence (ITSI) that offers complete visibility and predictive SAP health monitoring. Service Intelligence for SAP® correlates your SAP data with your IT infrastructure data, giving a high-level view into the health of services as well as the ability to dive deeper into investigations, accelerating the time it takes to detect and respond to issues and outages by 80 to 90 percent.

## **Why You Need It**

For all the benefits SAP brings to manufacturing and supply chain operations, it can be complex. It's not always easy to see what's happening in your SAP environment, much less gain insight into what's going to happen. That's why you need predictive, prescriptive, and real-time insights across diverse and large-scale SAP environments.

## SAP Challenges



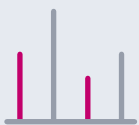
### Tool sprawl:

IT teams have a hard time seeing what's happening in SAP-dependent systems.



### Time-consuming manual checks:

SAP doesn't provide a single, system-level view and monitoring is difficult to automate.



### Data overload:

The large volume of data SAP generates makes it susceptible to issues of poor data integrity.

## How Splunk Helps



### At-a-glance view of service health:

Prebuilt dashboards provide a unified view of SAP and business health with ML-based predictive analytics designed to monitor the performance of SAP, SAP HANA and S4/HANA on-prem and cloud deployments.



### Real-time analytics and alerting:

Eliminate manual checks, remove silos, and reduce mean time to identify (MTTI) and repair (MTTR) with a consolidated view of infrastructure and applications.



### Automatic identification of data issues:

Splunk monitors data, detects integration issues and alerts the right team to issues like iDoc data errors, RFC errors and queue size issues for advanced troubleshooting. Business transactions flow smoothly to prevent business interruptions.



# One Dashboard for Business Services, SAP, and Infrastructure Health

A high level view with the ability to click and drill down



- Monitor critical business performance
- SAP systems — resource utilization, availability
- Important SAP KPIs, e.g., user response times, queues and iDocs
- Cloud or data center infrastructure health



# The Advantages of Splunk Service Intelligence for SAP®



## Reduce costly outages

Splunk monitors data, detects integration, transaction, and infrastructure issues, and alerts the right team to potential issues before they become problems.



## Streamline incident response

Eliminate situations where multiple teams are getting in each other's way working to resolve the same problem.



## Find problems faster

A single view of your infrastructure and applications eliminates silos and the need for manual health checks.



## Boost IT Productivity

With a decline in high priority tickets, your IT teams can get back to working on meaningful projects that support the bottom line.

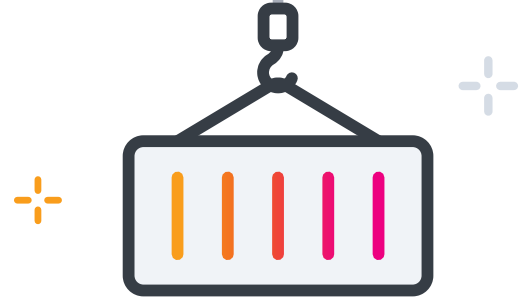
## Mini Case Study – 3M, SAP, and Splunk

With sales in nearly every country, more than \$30 billion in annual sales, and some 100,000 patents, 3M is one of the most successful manufacturers in the world. Downtime and outages can cost the Fortune 500 company millions of dollars. But with Splunk monitoring SAP data, 3M was able to avoid outages and reduce costs.

- **Automatic notifications** of critical SAP services
- **Reduced MTTD** ~ 80-90% for critical focus areas
- **Reduced MTTR** ~ 70-80%
- **Reduced root cause analysis costs**
- **Reduced war room costs**
- **65% less war room activity**

**“Splunk allowed us to reduce our unplanned downtime by 64 percent and war room activity by 65 percent.”**

– Michael Flint, 3M It Ops Manager



# Build Your Future With Splunk

Manufacturing is moving to the cloud and Service Intelligence for SAP® gives operations teams and executives the confidence they need to optimize and control cloud costs with full visibility into their SAP environments. With Splunk, manufacturers can improve operational performance using real-time intelligence into cloud provisioning.

Designed from insights gleaned from customers, and constantly optimized with regular releases and simple, reliable upgrades, Service Intelligence for SAP® helps you stay running and ahead of your competitors.

**Discover More Today**

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