VERITAS™ Luminate™ FOR SAP PROVIDES END-TO-END PERFORMANCE ANALYSIS OF YOUR APPLICATIONS

VERITAS Luminate™ is specifically designed to take technical data and present it in a way that is easy to navigate and understand. Now, all concerned members of the organization (CIO, Business Executive, Basis Team, Infrastructure Managers, Help Desk, and Development Managers) can view performance metrics and quickly understand the impact on the business.

HIGHLIGHTS

- Analyze business-level SAP performance data
- Identify SAP organizational service level violations by application modules or business function (e.g. Manufacturing Department in the electronics division in Ireland using MM (Materials Management) module
- Utilize SAP's existing data to define organizational components and locations
- Pinpoint the availability of SAP components (if the application is not available it is not performing)
- Network availability is measured by pinging network devices in different locations
- Application availability is measured by executing SAP application calls on each server in the SAP instance

COMPREHENSIVE APPLICATION PERFORMANCE ANALYSIS

VERITAS Luminate is the only solution available today that delivers immediate access to comprehensive analysis of SAP service level performance from the user perspective. VERITAS Luminate utilizes service level information to provide moving averages, comparisons to targets, and analysis by user organization, location, and application module on a continuous basis. The combination of product and services converts raw data to meaningful information through sophisticated collection and analysis.

VERITAS Luminate delivers the end-to-end performance analysis that empowers everyone—from CIO's to technical staff—to identify the actions and resources necessary to manage and improve SAP service-levels.

VERITAS Luminate provides SAP teams with immediate benefits since deployment time is measured in minutes—not weeks or months. It provides IT managers, BASIS team, help desk personnel, and others with simple, intelligent answers they need to keep systems running at peak performance and availability across their organization. The solution is internet-based for ease of use and 24x7 worldwide accessibility.
SAP support teams can quickly see each user, tcode, program, screen, application server, and user location during a particular time interval to understand what impact each user is having on overall SAP performance.

PINPOINT PERFORMANCE PROBLEMS IMMEDIATELY
VERITAS Luminate analyzes service level problems rapidly – empowering IT personnel to respond quickly and efficiently to performance issues. IT personnel need quick and accurate SAP performance information to provide the level of service that the business community demands. VERITAS Luminate offers immediately available comprehensive, objective information that allows IT Help Desk and BASIS personnel to identify user and transaction-based service level problems.

Resolve the Problem
VERITAS Luminate supplies BASIS personnel with a unique level of comprehensive and objective analysis that is required to get to the root cause of SAP workload, application, database, resource, and OS problems—and the information needed to solve them. SAP R/3 performance problems can be cumbersome and time consuming, often resulting in poor service to your customers. VERITAS Luminate carefully guides team members through the problem analysis process enabling them to quickly restore the application to optimal performance.

Detailed Capacity Impact Analysis
VERITAS Luminate is also designed for IT personnel who need to understand the impact on the capacity of SAP system resources when user workloads change. VERITAS Luminate shows the direct relationship between user workload changes and their impact on application and database server system resources, along with their relationship to dialog, batch and database workloads.

VERITAS LUMINATE AS PART OF THE VERITAS i³™ FOR SAP SOLUTION
VERITAS Luminate, with VERITAS i³ for SAP, adds even more strength to the solution by offering an effective vehicle to present technical performance data from high level SLA compliance down to detailed root cause analysis of SAP performance problems within the infrastructure. This information is invaluable to IT management and technical team members alike and enables them to solve SAP performance problems faster and more efficiently than ever before.

Combining the functionality of these two robust solutions puts VERITAS in a unique position—we provide the reports that each team member requires in a context that is meaningful to their responsibilities within the organization. Managers receive business level impact reports while the technical staff can drill...
down and perform targeted root cause analysis of SAP performance problems.

**Ad-hoc Data Query**
VERITAS Luminate provides fast and flexible adhoc reporting via an intuitive, web based GUI. No SQL knowledge is required, and all queries are generated automatically. Just a few simple steps generate powerful results. This powerful capability provides BASIS and operations personnel with the flexibility to download SAP performance data to support custom reporting and analysis needs. This capability complements the powerful analysis provided by the extensive set of standard VERITAS Luminate views delivered via browser.

**Exception Alerting**
VERITAS Luminate provides a set of actionable alerts needed to rapidly understand and resolve SAP performance issues. This capability provides BASIS and operations personnel with notifications when SAP R/3 availability and response times fall below established thresholds. These alerts can be fed to many popular systems management frameworks.

**TECHNICAL SPECIFICATIONS**
- SAP R/3 Version 3.0 or higher