

Rimini Watch™

Rimini Watch™ for SAP

RIMINI WATCH™ FOR SAP BENEFITS

- » Better control and proactive notification of critical issues
- » Reduced alert fatigue through AI and machine learning
- » Reduced incidence of top priority cases
- » One-stop solution and ongoing support of your SAP system from highly responsive ERP experts
- » Access to specialized Rimini Street skills for the duration of the subscription
- » Application and management of SAP monitoring updates and changes

Proactive Monitoring and Guidance for your SAP Application and Technology Environment

The Business Challenge

Monolithic ERP applications have evolved over decades, adding third-party products and technologies to the architecture to keep the solution relevant to IT trends. SAP licensees who find they are unable to use SAP Solution Manager's Technical Monitoring — or who are on a release that predates the technical monitoring in Solution Manager — can be easily frustrated and require better monitoring capabilities so that they can identify and mitigate issues before they become critical. These IT leaders frequently ask:

- How do I ensure that core services and architectural components are running and performing well?
- Are there potential capacity or SAP performance issues?
- Which alerts are most important? What system errors do I need to address?
- How can I simplify and reduce the time spent on troubleshooting?

The Rimini Street Solution

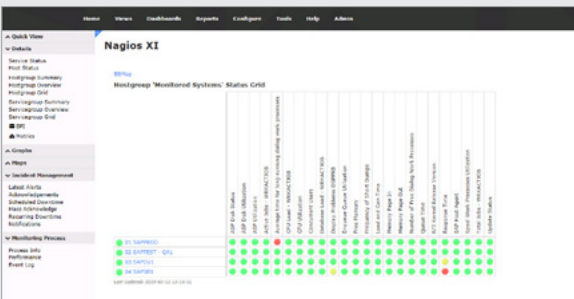
Rimini Watch™ for SAP combines the most common alerts, and monitors SAP applications with award-winning maintenance and support services for SAP software for both internally deployed and cloud-based platforms. We set up, maintain, and update the SAP monitoring. You get real-time identification of errors and issues causing application availability and SAP performance issues, reducing the incidence of high-severity cases.

Our solution is designed for systems administrator and database administrator productivity. It combines our internal SAP ERP expertise with proactive diagnostics and web-based dashboards to help you identify issues and performance events faster. Only Rimini Street combines the most common alerts and monitors for SAP applications with an affordable, turnkey implementation as a managed service to maintain and administer the monitoring solution for a yearly subscription price.

Key Capabilities

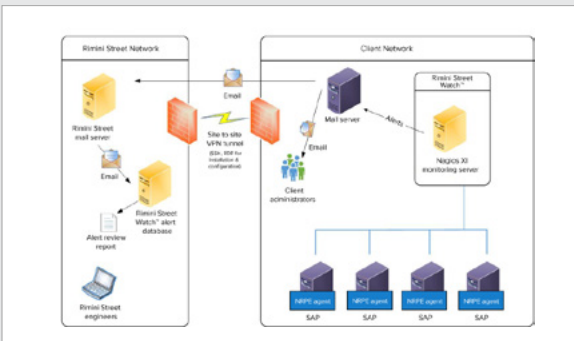
Monitoring SAP Applications as a Managed Service

- Email and SMS Alerts — more than 300 prebuilt monitors for SAP, web server, database, and hardware
- Turnkey implementation
- Quarterly threshold analysis and management
- Future infrastructure monitoring changes
- Integration with ServiceNow software



Web-Based Console

- Real-time graphical data for troubleshooting alerts
- Historical data for trending and capacity planning
- Customizable dashboards for SAP applications and infrastructure
- Heat maps for visualizing alert clusters



Security

- Built on your licensed, reliable Nagios XI software
- SAP monitoring resides on your network
- Minimal impact on hardware resources
- Secure connectivity for implementation and administration
- Notifications from your email server

“We are always looking for ways to make sure our SAP systems are stable. With Rimini Watch for SAP, we can monitor, trend capacity, and identify application and performance issues faster, and in some cases before they happen. This service helps us determine server, services, and application availability. For us, this means fast detection of issues within the complete technology stack, not just the application. Combined with Rimini Street’s SAP ERP expertise, these proactive diagnostics and web-based dashboards help improve our support experience.”

Rich Santoriello
 Director, Data Center and
 Shared Services
 Butterball, LLC