Petrobras Distribuidora: Improving IT Management with Focused Insights for SAP® Solution Manager

**Objectives**
- Identify and resolve problems in the SAP® software landscape faster
- Align the IT organization with corporate strategy
- Improve technical monitoring of SAP software products

**Why SAP**
- Turnkey solutions that deliver dashboards, which allows following up the defined key performance indicators (KPI), to support IT management
- Focused Insights for SAP Solution Manager, which fosters the development of expertise
- Best-practice enablement that lowers the total cost of operations and sharpens system monitoring skills
- Engagement of SAP MaxAttention™ services, which gave Petrobras Distribuidora staff the support needed to learn Focused Insights and to create visualizations to meet company requirements

**Resolution**
- Created dashboards to achieve an overview of the IT landscape
- Integrated dashboards into additional functionality of SAP Solution Manager, such as alert-inbox.
- Defined and reviewed KPIs and service-level agreements for core IT indicators, such as performance, availability, configuration, and exception handling for the company’s SAP software landscape

**Benefits**
- Faster identification of technical issues, like availability
- Predefined dashboard templates for every use case, including monitoring, operations, governance, and strategy
- Improved root cause analysis
- Accelerate the exception analysis

“With Focused Insights for SAP Solution Manager, we are able to identify issues faster, giving us better control of our productive systems from a technical point of view. We also created graphical views that improve visualization of both the current and the historical system status and data.”

Marcus Vinicius de Oliveira Ribeiro; Production and Service Monitoring, IT; Petrobras Distribuidora S.A.