End-to-End 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 backend technologies available, creates a need for a structured approach in order to isolate a problematic component and thereby fix the root cause. Furthermore, this approach must be supported by tools that help customers do this as efficiently as possible, following SAP Best Practices.

Scope
- Perform cross system and cross technology root cause analysis using the End-to-End analysis tools like Workload Analysis, Change Analysis, Trace Analysis, Exception Analysis
- Dig deep into one system using the system analysis tools like CA Wily Introscope, Change Reporting and additional expert analysis tools
- Safe and remote access to filesystem and operating system with the Filesystem Browser and the OS Command Console
- Integrated analysis tools for database and host and client (BMC Appsight for SAP Client Diagnostics)

Benefits
- Reduced costs for support experts by standardized tools and methodologies
- Balanced approach between analysis activities to be conducted at managing system (cross-component analysis activities) and analysis activities to be conducted at managed system (single component analysis activities)
- Unique End-to-End Trace capability to isolate single user requests throughout complete landscapes and identify the problem causing component
- Support for SAP & non-SAP environments